

Masterplan in Cincinnati: Health Alliance of Greater Cincinnati

Comprising six hospitals that came together in 1995 to pool resources, knowledge and expertise to best serve the medical needs of its community, the Health Alliance of Greater Cincinnati (HAGC) stands today as the leading health care system in the greater Cincinnati metropolitan area.

HAGC is a \$1.6 billion operation that includes Christ Hospital, Jewish Hospital, University Hospital (on the campus of the University of Cincinnati), Fort Hamilton Hospital and St. Lukes East and West Hospitals, located in northern Kentucky.

2,400 Beds. 27,000 Pieces of Equipment. One Successful Solution.

HAGC's six hospitals total 2,400 beds and rely on over 27,000 pieces of equipment to provide care to over 1 million patients annually. With an operation this large, the need for increased efficiency was most pronounced in maintaining the highly technical and valuable equipment that is spread across the six hospitals.

Staying Ahead of Demands.

Prior to 2002, HAGC was using an in-house clinical engineering model for maintenance, with each individual hospital responsible for its own equipment. For the smaller hospitals in the Alliance, this model sometimes put them at a disadvantage. Their maintenance staffs were much smaller and, in some cases, not as well-equipped to service some of the more sophisticated equipment. This required them to wait

“An important part of the value that Masterplan brings to hospitals is its ability to recruit and train personnel – engineers, biomed technicians and others. Further, we can trust that we have a completely accurate inventory of equipment, and an excellent plan for equipment maintenance and replacement. Masterplan did much more than just save us money.”

— Aurora Lambert,
Senior Vice President of Operations,
The Jewish Hospital (Health
Alliance of Greater Cincinnati)



Administrators at Cincinnati's Jewish Hospital are especially impressed with the quality of Masterplan's employee training programs.

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until staff from a larger hospital could come to their facility to complete the necessary repairs. To avoid impacting the hospitals' ability to provide timely care, administrators knew they needed an immediate, single-source solution. That's where Masterplan entered the picture.

Today Masterplan is responsible for the management, servicing and maintenance of all of HAGC's equipment. By instituting a system-wide clinical engineering model that provides on-site presence at each hospital, utilizing 52 staff technicians, Masterplan provides immediate response to any equipment-related issues. In many cases, issues are resolved on the spot – without any interruption to service or need to reschedule critical tests and procedures.

Protecting HAGC's Reputation by Protecting Its Equipment.

Masterplan's immediate response capability ensures that HAGC's well-earned reputation as the region's leading health care system remains intact. University Hospital is a provider of Level One Trauma Services. When critically ill patients arrive via Air Care, the hospital's leading emergency helicopter transport system, doctors know every piece of equipment will be ready. And for Christ Hospital's cardiology program, one of the top 10 in the nation, Masterplan ensures that their technology is in perfect working order.

Saving More Than Money.

HAGC's equipment is crucial to providing quality care and saving lives every day. A secondary yet also vital mission is to maintain this high level of care while keeping costs in line. HAGC has a multi-million-dollar clinical engineering budget, and when Masterplan took charge of this critical area, the hospitals achieved an initial savings of \$1 million – then saved another million dollars per year for five straight years (as of October 2007).

Masterplan Makes the Difference.

Maintenance scheduling, workflow and reliability ratings have all increased. Even more importantly, the quality of patient care at HAGC has dramatically exceeded previous levels with thanks to the improved reliability of the system's diverse and widespread equipment inventory.



University Hospital is a renowned regional teaching institution located on the campus of the University of Cincinnati.

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