

# HEALTHCARE TECHNOLOGY MANAGEMENT (HTM)



Tackling Your Top Challenges

## Are you maximizing the talents of your HTM team?

Discover and utilize their abilities for the benefit of your organization:

1. Make sure HTM is included in your facility's capital planning, budgeting, and approval process.
2. Include the HTM department's leader in your leadership team meetings.
3. Make sure they are participating on key committees, including safety/environment of care, capital planning and acquisition, product evaluation, facility design/innovation, and risk management.

## Want to learn more?

AAMI represents a unique alliance of healthcare technology developers, manufacturers, managers, and users of healthcare technology, and offers a wealth of information about the field of healthcare technology management at [www.aami.org](http://www.aami.org).

This brochure was produced by AAMI's Technology Management Council (TMC), which represents the interests of clinical engineers, biomedical equipment technicians, and other healthcare technology professionals.

# Controlling Costs

Your HTM department has a major impact on protecting your facility's bottom line through:

- Technology assessment and equipment acquisition/replacement
- Managing vendors and multi-million-dollar service contracts
- Coordinating technology assets to maximize utilization and effectiveness
- Improving clinical efficiency by providing excellent customer service
- Maximizing your IT investments

## LEADING BY EXAMPLE ...

At **Intermountain Health**, a system that serves parts of Utah, Idaho, and Nevada, the HTM program saved roughly \$8 million over four years by implementing in-house service on imaging equipment.

Meanwhile, at **Baylor Scott & White Health Care** in Texas, the HTM department saved \$1.6 million annually by consolidating imaging service contracts and assuming a larger portion of the workload.

At **McLaren Health Care** in Michigan, the HTM department saved over \$82 million over 15 years by reducing and renegotiating service contracts, hiring specialized labor, and instituting a cost-awareness program to urge staff to take better care of equipment.



“As chief nursing executive, I do everything I can to ensure that frontline nursing staff, who lay hands on their patients, have everything they need to deliver exemplary care. Nurses can only deliver that care with the support and expertise of many others. HTM is a critical partner of nurses. When the partnership between nursing and HTM works and vital equipment is readily available and working, the nursing staff is able to provide optimal care.”

—Lori Armstrong, Chief Nursing Executive,  
Kaiser Permanente

# Improving Patient Outcomes

Patient safety is paramount to your HTM department. It is responsible for:

- Inspecting, installing, and repairing healthcare technology to ensure optimum performance and safety
- Preparing operating rooms and other patient areas to ensure electrical and fire safety
- Managing medical device recalls and alerts
- Investigating device failures and near misses
- Playing a key role in disaster preparedness
- Ensuring hospital compliance with accreditation surveys and other regulations

## LEADING BY EXAMPLE ...

At **Hartford Hospital** in Connecticut, the HTM department reduced patient falls by 35% after implementing the recommendations of a multidisciplinary patient safety action group.

At **Brigham & Women's Hospital** in Massachusetts, the HTM department designed, planned, and installed all clinical technology in a new facility, maximizing patient safety, clinical workflow, and ease of use.



“With the development of medical devices that are interfaced with electronic medical records, HTM at Stony Brook Medicine has become more important in helping us move toward the future of healthcare. Having the ability to feed data directly from a medical device into a person’s medical record has not only helped reduce errors and improve patient safety, but also improved caregiver efficiency.”

—Sue Schade, Principal,  
StarBridge Advisors

# Providing Clinical Support

Providing excellent customer service is a top priority for HTM—and essential to physicians, nurses, and other caregivers. HTM professionals:

- Support hospital staff with on-the-spot technical expertise
- Keep up to date with technology and trends
- Educate clinicians on the safe and effective use of equipment
- Offer guidance on technology purchasing, planning, and facility design
- Work with their information technology counterparts to ensure security of systems, networks, and patient data

## LEADING BY EXAMPLE . . .

At **Susquehanna Healthcare** in Pennsylvania, the HTM department developed an innovative solution to the ICU's central monitoring system problems which dramatically improved response time for repairs.

At **Aurora Health Care** in Wisconsin, clinical engineering significantly increased productivity and reduced equipment downtime by centralizing parts procurement.



“HTM professionals manage the devices that are in contact with patients every day, in every clinic, at every bedside. Whether they’re maintaining devices for optimal performance or working around the clock to deploy security patches in response to a cyberattack, HTM is a key element in making sure patients are safe and data is secure.”

—Pamela Arora, Senior Vice President  
and Chief Information Officer,  
Children’s Health System of Texas



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