

PURCHASED SERVICES FILL GAPS IN EVERY ROOM IN A NON-ACUTE HEALTHCARE FACILITY

Organizations lack the resources and expertise to meet every task across the business. That's why it makes good fiscal sense to rely on purchased services to strategically complete certain jobs.

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END-TO-END BENEFITS OF PURCHASED SERVICES

Purchased services enable non-acute healthcare organizations to bridge gaps in their facilities and quickly respond to changing business or clinical needs. The services, available through group purchasing organizations (GPOs) and contracted with third-party suppliers, provide support in any area, from business functions to clinical expertise to specialized building maintenance.

Many organizations don't have the in-house skill sets, time or resources to perform certain tasks, so outsourcing is the best choice. Purchased services can apply to almost any

job and for any length of time, from tasks that take a day to long-term engagements over several weeks or months. The services offer solutions for routine, sudden or continuous needs across the facility.

In addition to providing help and expertise, purchased services can deliver overall cost savings. That's because organizations pay only for services when they're needed, while eliminating the need to invest time and resources for hiring additional staff to handle the tasks.

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BRIDGING GAPS IN THE OFFICE LOBBY

As the first area that patients visit, the lobby must be fully staffed and look both clean and welcoming. It must also have the technology to enable a streamlined and quick check-in process to ensure patient satisfaction. Essential equipment that patients don't typically see, such as copiers and computers, also need to be running efficiently. Purchased services can help in all areas of the lobby and across patient registration.

IT SERVICES Modern, user-friendly IT enables hassle-free appointment scheduling and automatic appointment reminders. Choosing and installing the right software programs and connecting the IT infrastructure requires

technology expertise, which is why IT services are often outsourced.

EMPLOYEE STAFFING Friendly and knowledgeable staff are required in the registration area. Purchased services can fill temporary staffing needs when employees are sick or on vacation, and when a facility is growing or experiencing a busy period (e.g., during flu vaccine season).

MODERNIZING MEDICAL RECORDS Non-acute facilities are switching to digital processes and workflows. Replacing manual processes with digital saves time and increases efficiencies. Moving from paper-based patient files to electronic health records makes current and complete information readily available to providers at the point of care. The time-consuming task of converting records from paper to electronic can be outsourced to a company with the right expertise.

COURIER SERVICES Third-party courier services safely, securely and quickly transport envelopes, packages, etc. Working with the same courier can lead to a discount and a customized program that will meet a facility's specific needs.

CLEANING SERVICES Cleaning services can be scheduled on a regular basis to ensure the lobby and waiting room remain tidy and disinfected. Commercial cleaning typically includes sanitizing surfaces, vacuuming carpets and mats, emptying trash and recycling bins, and wiping down and straightening furniture.

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FILLING NEEDS IN THE PATIENT EXAM ROOM

Despite not being very large, exam rooms are filled with sophisticated medical equipment that must be in perfect working condition. Servicing the equipment is usually outsourced to professionals. The same goes for repairs. Purchased services provide other benefits for exam rooms too, such as offering staffing for nursing positions, administering clinical services and handling laundry for uniforms.

CLINICAL SERVICES Trained professionals, offered through purchased services, can perform procedures and diagnostics and therefore support clinicians, nurses and doctors. Long-term care facilities and physician offices can use these purchased services to provide care for residents and patients, while ambulatory surgery

centers can use the services for anesthesia, diagnostics and more.

NURSING STAFFING Filling nursing positions can be challenging and time consuming. Facilities can turn to purchased services to find, hire and onboard nurses and other clinical staff or fill openings on a temporary basis.

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MEDICAL INSTRUMENT REPAIR Medical devices must work precisely to ensure accurate readings. Servicing and repairing medical instruments require specialized skills and equipment, so an outsourced organization with the right technology and expertise would best handle the job. Professional services can also help extend the lifespan of instruments.

MEDICAL TRANSCRIPTION SERVICES Physicians sometimes dictate medical notes, which must be transcribed and entered into patients' health records. Doctors and nurses may not have time to do this themselves—a scenario where purchased services could provide value. HIPAA-compliant services use experts trained in medical terminology to transcribe handwritten notes, clinical summaries, audio or video.

UNIFORM CLEANING AND RENTALS A vendor that picks up worn clothing and linens from the facility can handle uniform and scrubs cleaning and rentals, hygienically laundering them and then returning them to the healthcare provider. This ensures nurses and others have clean uniforms, and facilities have clean linens.

TRANSLATION SERVICES Language barriers can interfere with providing care. Professional interpreters, available through purchased services contracts, understand privacy rules and have the healthcare expertise to translate accurately. They can help facilities serve a more diverse patient population.

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BRINGING PURCHASED SERVICES INTO THE SURGICAL ROOM

Surgical rooms, or operating rooms, require sterile environments, a range of medical tools and a team of professionals to perform the surgeries. Everything needed for surgeries must be readily available and in perfect order to ensure success. Purchased services can provide highly skilled professionals for surgeries, consulting, wound care, sterile environments and more.

ANESTHESIA MANAGEMENT AND CONSULTING Third-party providers offer comprehensive anesthesia consulting services, customized to meet a facility's specific needs. The service provider can potentially reduce operating costs by introducing new efficiencies or identifying ways to add value. Consultants typically conduct an assessment, talk to stakeholders and determine improvements for the anesthesia staff.

WOUND CARE MANAGEMENT AND CONSULTING Wound care needs extend across non-acute care, including ambulatory surgery centers, long-term care, urgent care and other facilities. A full-service wound care provider, available through purchased services, compassionately treats patients while aligning wound care with overall healthcare goals.

CAPITAL EQUIPMENT MANAGEMENT Surgical equipment can be complex, and it all must work properly for each procedure to ensure successful patient outcomes. When hiring via purchased services, a company that specializes in surgical capital equipment can maintain, upgrade, repair and service the equipment to ensure optimal operations.

STERILE PROCESSING SERVICES While hospitals often have a sterile processing department to clean and sterilize the devices used in medical procedures, non-acute facilities may not have the scale of surgeries to staff a sterilization department. Purchased services can handle the task or offer expert consultation to ensure a facility meets equipment sterilization safety and best practices.

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PROVIDING BACK OFFICE AND ADMINISTRATIVE SUPPORT

Office support covers a range of essential functions that patients don't see. The back office entails a wide variety of business areas, with many opportunities to outsource jobs across finance, marketing, medical coding and other critical business operations. The right third-party organization can help drive savings or increase revenue through enhanced office support.

FINANCIAL SERVICES Financial needs can change quickly, especially for small businesses. Outsourcing financial services enables outside experts to analyze an organization's current and future needs, then determine the best way to finance new purchases like capital equipment or IT, manage cash flow to avoid shortfalls, support payroll and handle other tasks.

ACCOUNTING SERVICES Whatever an organization needs in terms of accounting—annual help for tax preparation, monthly bookkeeping, ongoing payroll services, or accounts payable and receivable—third-party

services can help fulfill that need. The services ensure facilities stay compliant with tax laws, follow best practices, handle transaction records and make the best financial decisions. Accounting services can be tailored to small- and medium-sized businesses.

MARKETING AND WEBSITE SUPPORT

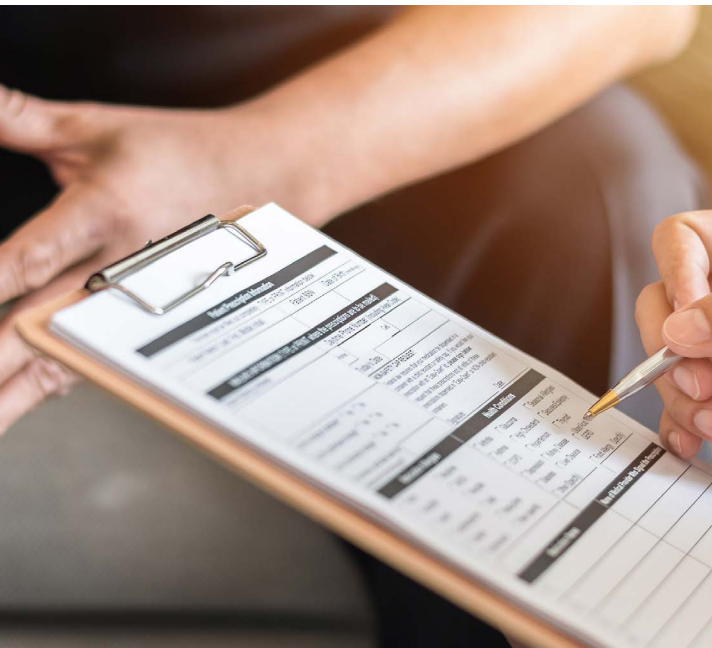
External communications and marketing, including a facility's website, must look professional. This area of focus requires expertise, which is available through purchased services. Marketing support covers handouts to patients, digital materials that can be emailed, and an interactive online presence to enhance the brand and attract new patients.

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BILLING AND COLLECTIONS Billing can be time consuming and trying to collect overdue payments can be frustrating. Outsourcing the jobs to a company that follows HIPAA compliance requirements will streamline billing and helps resolve outstanding balances. Medical billing and collection experts can also implement online payment capabilities and help ensure timely statements to payors.

MEDICAL CODING SERVICES Coding is becoming increasingly sophisticated. But to comply with regulations and ensure accurate, timely payments, proper entry is essential. Coding can be outsourced on its own or along with medical billing, if that function is already outsourced. Full-time or periodic outsourcing can quickly and efficiently handle coding while meeting proper guidelines, therefore helping reduce backlogs.



NON-CLINICAL STAFFING FOR ADMINISTRATION AND CLERICAL FUNCTIONS Staffing needs often shift quickly with employees resigning, retiring or vacationing. Temporary staffing through purchase services contracts can fill back-office positions on a short- or long-term basis. With this assistance, facilities can maintain a full staff and tap into administrative or clerical expertise without hiring and training new employees.

DOCUMENT MANAGEMENT AND DESTRUCTION Managing medical records and other documents requires an understanding of compliance issues, such as protecting patient confidentiality. A third party can file and store documents in a compliant manner, scan health records to make them digital, manage all aspects of a document lifecycle, oversee the destruction of documents after their retention period and recommend document management software to modernize processes.

TRANSPORTATION AND FREIGHT MANAGEMENT Sometimes facilities must move exceptionally heavy equipment, such as healthcare machines or office equipment, like a large printer. Moving the equipment, whether it's to another room, a different floor or another location entirely, can be difficult. That's why it makes sense to outsource the job to a freight management company that has the tools, trucks and experience to move and manage freight safely.

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DELIVERING OPERATIONAL SERVICES FOR HEALTHCARE FACILITIES

Effective operations keep facilities running. They ensure supplies are available when needed, the building is well maintained, and the business properly handles tasks like mailroom operations and safe disposal of hazardous waste. While patients rarely see these jobs, they directly benefit from such processes.

EQUIPMENT DISPOSAL When it's time to replace office or clinical equipment, facilities want to get the maximum value from their old items. While staff can probably determine which parts to keep as spares for future use, third-party expertise ensures equipment is correctly removed so it can be reused, properly disposed of or recycled. In addition, a third-party company can resell the equipment if there's a market for it, allowing the facility to make money on the old equipment.

HAZARDOUS WASTE SERVICES Healthcare facilities often have hazardous medical waste, and disposing of it is tightly regulated across

local, state and federal levels. Outsourcing the service helps ensure the waste is collected and disposed of safely. Medical waste service organizations also help facilities determine the containers they need for their hazardous waste.

ELEVATOR MAINTENANCE This job requires a high level of expertise and the right tools, which is why this task should always be outsourced. The maintenance ensures the elevator gets inspected and serviced properly to meet safety and compliance standards, one of the requirements necessary to keep an elevator permit current.

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MAILROOM SERVICES The right approach to mail and parcels ensures time-sensitive documents are sent and received according to schedule. A best-practices approach also keeps the mailroom operating efficiently. A third party can help a facility modernize its mail center, keep information secure, use postal automation processes, and facilitate internal and external mail. A mail management company can also digitize mail to send it electronically as a more environmentally friendly alternative.

ENVIRONMENTAL SERVICES These services, also known as housekeeping services, help facilities ensure a safe environment for staff, patients and visitors by cleaning and disinfecting medical equipment, exam rooms

and common areas. Hiring an organization to perform the services allows professionals to handle the cleaning, using best practices and the right cleaning materials that will help prevent viruses and pathogens from spreading.

INVENTORY MANAGEMENT Modern inventory practices leverage digital technologies rather than manual and paper-based processes. Facilities can have their entire inventory process handled by a GPO, or they can pick and choose which parts to outsource. This lets the facility maintain its focus on providing care by allowing an inventory expert to handle ordering, tracking, receiving, storing and more for efficient management with full visibility into inventory.

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TRANSFORMING THE FACILITY WITH MODERN IT SERVICES

Bringing a digital transformation to a non-acute facility, including moving from manual record keeping to digital, requires the right information technology (IT). Every organization has different needs depending on where they are in their digital transformation journey, office size, current IT systems, technology goals and other factors. While new IT systems require an upfront investment, they save significant time in the long run.

IT CONSULTING Office staff are likely not well-versed in modern technologies, including capabilities and costs. That's where consultants can help. They listen to a facility's specific needs and goals, then recommend IT solutions to meet those requirements and budget. This includes recommendations for buying and installing computer hardware, software and accessories.

IT STAFFING Sometimes a facility needs someone with specialized IT skills. This can be for a short period of time, such as the timeframe for updating paper medical records into electronic health records. A third-party IT specialist can digitize records and also provide IT maintenance to ensure systems are secure, provide patches for software vulnerabilities and prevent system failures.

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TELECOMMUNICATIONS AND WIRELESS SERVICES

These services are often outsourced on a long-term contract, such as annually. Services include everything from network management to wireless phone contracts. At a time when many employees work from home or in hybrid work environments, connectivity is critical. Outsourcing communications and wireless helps ensure facilities have services that meet their current and future needs.



IT SECURITY Keeping healthcare data and patient records secure is an ongoing challenge. Protecting electronic health records, patient payment data and other information usually requires a third-party organization that understands cybersecurity technologies and best practices. Managed security services are available to quickly identify and respond to breaches.

MATERIALS MANAGEMENT

PLATFORM If facilities are still using manual processes and spreadsheets for procurement, they can switch to a modern software platform and see significant time savings. Procurement and GPO experts can help organizations implement a solution that streamlines and automates the end-to-end procurement process. For example, Provista has a proprietary materials management software called Envi®.

WARRANTY MANAGEMENT The fine print on warranties is important—not just when equipment malfunctions, but for required maintenance and conditions for the warranty to be valid. Having a third party that specializes in warranties and understands the legalese is a significant benefit. The company can help facilities use warranty information to inform purchasing decisions, file any warranty claims, request replacements and more.

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SUPPORTING ALL ASPECTS OF HUMAN RESOURCES

HR needs are always evolving, such as a sudden shift in employees working from home, the emergence of hybrid work environments or offices that have new restrictions in place, including masks or vaccination requirements. Keeping policies updated, maintaining compliance with work regulations, ensuring the proper withholdings from paychecks and other issues can overwhelm HR departments. Through outsourcing, firms with HR experience can handle these tasks to support in-house staff.

BACKGROUND CHECKS These checks are especially important when the position will have access to patient data and billing information. Outsourcing background checks and pre-employment screening allows processes to be completed quickly, accurately and compliantly.

STAFFING FOR ANY POSITION Whether non-acute providers need staff to fill office positions or deliver patient care, employment service firms have solutions for short- and long-term needs, and for any job, including executive-level and physician roles. Outsourcing to a staffing agency allows facilities to have temporary but trained employees in the office quickly.

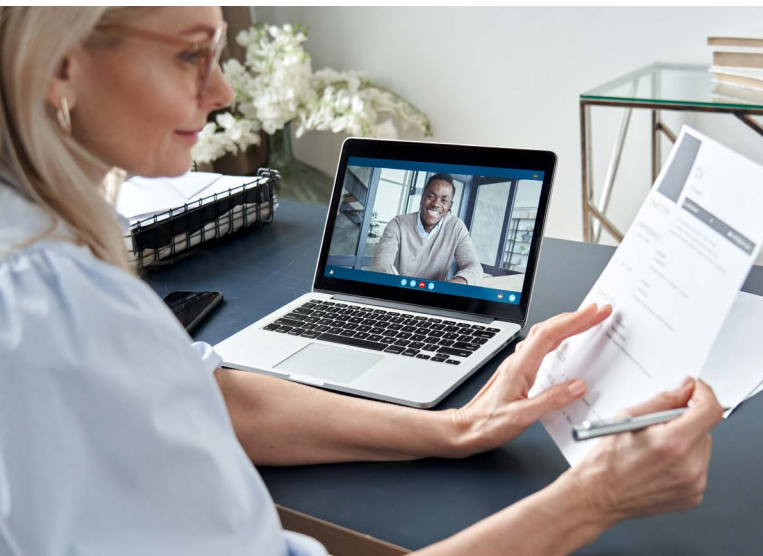
EXECUTIVE RECRUITMENT In the current business environment, hiring executive-level talent is more competitive than ever. Finding the right executives for specific positions, conducting background checks, verifying references and handling other HR tasks can take up a lot of time, but they need to be done quickly. Outsourcing allows job placement specialists to recruit executives who match a healthcare facility's need and salary range.

RELOCATION SERVICES Hiring the right personnel may require new hires to relocate. HR staff who have never handled a relocation may not know everything that's required, such as finding housing and researching local schools. A third-party relocation service provider helps ensure a smooth experience.

ONBOARDING SERVICES Having new hires fill out the appropriate forms, attend the proper training, learn company processes and take part in other onboarding activities can take a lot of HR staff's time. This is especially true for larger organizations like long-term care facilities that onboard several new employees regularly. Outsourcing these services can streamline onboarding processes and free up internal staff's time.

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ENSURING THE LUNCHROOM AND BREAK ROOM MEET EMPLOYEE NEEDS

Employees need a place to eat a meal or snack, chat with coworkers and take a break to unwind. The place is away from patients and visitors, allowing staff to have a room that's strictly theirs. Facilities may not think about purchased services for their breakroom and lunchroom, but the room needs to be clean, maintained and ideally offer food and beverages. That's where third-party services can help.

COFFEE, TEA AND BEVERAGES Many employees like to kick off their workday with a cup of coffee or tea and have filtered water or other beverages available throughout the day. Hiring a third party ensures availability of water jugs for water dispensers, coffee for the type of coffee machine in the breakroom and other beverages that employees may want.

FOOD PROCUREMENT Having food available in the office gives staff an option for eating in the lunchroom instead of leaving the building. Some organizations cater lunches for staff from local restaurants, while others work with a third party to ensure food, fruit, snacks or other breakfast and lunch items are available for employees.



KITCHEN EQUIPMENT MAINTENANCE AND REPAIR Small kitchens probably don't need much help with maintenance. However, bigger ones for organizations with a large staff, like long-term care facilities, need periodic maintenance and repairs. Outsourcing these tasks to a service company ensures the work is done correctly, which can extend the lifespan of equipment.

VENDING MACHINE SERVICES Having vending machines in an office environment allows staff to eat, drink or snack without leaving the building. Some vending machines offer microwavable foods for meals. This prevents staff from working for long periods of time without access to food. Outsourcing the service means a third party will keep the vending machines stocked with popular items.

KITCHEN CLEANING Just like kitchens in homes, kitchens in offices require cleaning. In addition to sanitizing tables and countertops and cleaning the floor, other kitchen duties include emptying the trash and recycling bins, cleaning the sink and handling the job no one ever seems to want—cleaning the inside of the microwave. A commercial cleaning company can take care of everything related to kitchen cleaning.

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IMPROVING CURB APPEAL WITH PURCHASED SERVICES

Keeping the facility grounds safe and aesthetically pleasing requires ongoing, year-round work. Some tasks, like maintaining the parking lot or providing pest control services, may be annual or semi-annual jobs, while snow removal can be unpredictable. Meanwhile, lawn care often requires weekly attention. Sometimes a single company can provide multiple services, like lawn mowing in the summer and snow removal in the winter, to streamline vendors.



PEST CONTROL Protecting the building against pests and termites requires expertise that will ensure treatments are effective, yet won't harm birds, wildlife or people. That's why it makes sense to hire a pest control company with the experience to treat whatever problem a facility is experiencing, such as mice, spiders, bugs and more.

LAWN MOWING The lawn is one of the first things patients and guests notice when they arrive at a facility, so it must look nice. Mowing is commonly outsourced because lawn care companies have the equipment to get the job done quickly, minimizing disruption to staff and patients. Professional mowing companies make sure cut blades of grass don't end up on the sidewalk where they can pose a safety hazard.

LANDSCAPING SERVICES An inviting landscape offers safety and aesthetic benefits, such as an attractive retaining wall that holds back soil from spilling onto walkways. Landscaping features such as waterfalls or fountains can have a calming effect on patients or residents. A professional landscaping contractor can add an irrigation system, trim hedges, plant flowerbeds or perform groundskeeping services—all which will help improve the landscape.

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SNOW REMOVAL Employees may be able to handle light snow removal duties, like shoveling a walkway or putting down salt to prevent patients from slipping. Larger jobs, such as clearing parking lots or snow blowing and treating long sidewalks, require the right equipment. This part of the job falls into the realm of professional snow removal companies.

PARKING LOT MAINTENANCE The parking lot should look well kept, with clearly visible parking lines and a smooth surface devoid of potholes. Exposure to the elements, along with constant traffic, causes the surface to fade and deteriorate. Outsourcing

maintenance will guarantee the parking lot has necessary treatments and seal coats, proper water drainage, and the removal of oil or corrosive chemicals left by leaking vehicles.

REMODELING AND CONSTRUCTION SERVICES Whether a facility wants a makeover with new paint and office decor, a remodel to add or maximize space, or a new office building, a third-party contractor can help. This includes understanding a facility's needs, drafting blueprints and handling the construction work. A professional contractor can also help minimize disruption to the office.



SHAPING AND DELIVERING ENHANCED PATIENT EXPERIENCES

Non-acute providers are constantly striving to improve the patient experience. In today's environment, delivering quality care is not enough. Patients expect a satisfying experience that starts with booking an appointment through receiving care to any follow-up. By leveraging purchased services, facilities can take measures to improve patient experiences and conduct surveys to solicit feedback.

PATIENT SURVEYS Understanding patient sentiment can be difficult—patients won't always express their concerns or satisfaction during in-person visits. That's where patient surveys can play a key role. They allow facilities to garner feedback to gauge what they're doing well and where they need improvement. Because facilities probably don't have the resources to conduct surveys on their own, the process can be outsourced.

THERAPEUTIC BED RENTALS Therapeutic mattresses and beds help patients and others who have trouble sleeping benefit from a good night's rest. A therapeutic bed can also provide comfortable support for someone

who's injured or advised to remain in bed for a long period of time, potentially helping them heal faster. Working with a third party allows a non-acute provider to rent the beds when they're needed.

LANGUAGE INTERPRETATION SERVICES Facilities able to provide healthcare services in multiple languages can reach a wider, more diverse patient population. Organizations may have bilingual staff members, but outsourcing interpretation services can reach patients across many languages. Professional interpreters understand privacy rules and have the expertise to translate healthcare information accurately.

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PATIENT ACCESS SERVICES

Ensuring patient access—the ability for patients to access care—is the first step in health and wellness journeys. A facility can outsource these services to a company that specializes in all aspects of patient access to streamline the process. This includes managing appointment registrations, verifying insurance, handling billing and taking care of all the other aspects of patient access.

PATIENT TRANSPORT SERVICES

This important offering helps patients get to and from their appointments on time. The service helps mitigate no-shows. Facilities can arrange transportation through ride share apps, such as Lyft or Uber, or they can work with a non-emergency medical transportation company to arrange rides for those who may need special accommodations.

VIRTUAL CONFERENCING AND TELEHEALTH SERVICES Today's providers deliver care through many channels. In-person meetings are no longer required for many appointments. To meet patients' needs and enable convenience, facilities can offer virtual and telehealth options. A third party can work with a facility to determine the best virtual options for its office.

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SAVING MONEY WITH PROVISTA PURCHASED SERVICES CONTRACTS

As a leading non-acute healthcare GPO, Provista offers all of the purchased services featured in this e-book—and more. Provista has more than 180 contracts in its purchased services portfolio across all the rooms and categories in a non-acute facility. This eliminates the need for organizations to find, research and hire third-party service providers on their own.

In addition to helping members benefit from a wide range of purchased services, Provista helps them save money, too. By using Provista contracts, members typically save up to 15% on purchased services, enabling facilities to maximize their spending and optimize their budgets.

With its expertise and contracts with industry-leading suppliers, Provista enables members to easily find the services they need for virtually any task while achieving sustainable savings. The services help members improve their businesses by utilizing professional resources, and they only pay for the services when they're used.

With Provista Purchased Services, members can augment and improve their business across clinical, operations, environmental and other essential areas with competitive priced contracts.

To get started, please visit
provista.com or call 888-538-4662

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LET US HELP YOU MAKE SMARTER PROCUREMENT PURCHASING DECISIONS

Founded in 1994, Provista started out as an invaluable supply chain partner for the healthcare industry. Since then, we've expanded to meet the needs of small business and hospitality members, providing the best priced supplies, a robust contract portfolio, insightful benchmarking and much more. We offer a full-service approach to business purchasing that delivers unmatched savings to members and the organizations they serve.

[For more information, visit provista.com](https://provista.com)

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