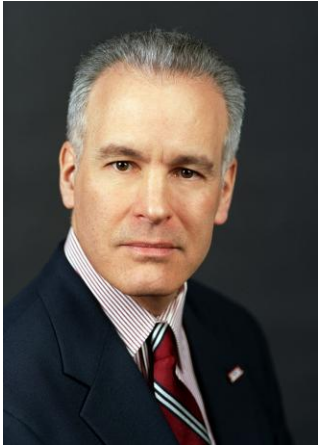


## **HOW BENCHMARKING CAN IMPROVE MAINTENANCE PRACTICES** **PAMIA MEETING: 20 MAY 2009 at ECRI Institute**



In this talk, Jonathan will discuss:

- Benchmarking basics
- How to compare your institution to others
- A three-step process to improve maintenance practices
- ECRI Institute's experience with BiomedicalBenchmark™

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CE departments are under pressure to demonstrate their value so they need to prove that they are delivering service as cost-efficiently as possible. Benchmarking can help make the point-if it is done well. In this presentation, we will explain how to use benchmarking information to demonstrate your success and to improve your maintenance practices when required.

ECRI Institute has contributed to improving practices for medical equipment maintenance and to benchmarking CE programs for over 40 years. We recently released a new product, BiomedicalBenchmark™, a web-based system to help CE departments assess and improve their efficiency.

Jonathan has worked in the field of medical equipment maintenance for many years. He currently manages BiomedicalBenchmark™ and was the project manager and technical leader for the AAMI study to determine the desirability and feasibility of benchmarking clinical engineering activities (published in Biomedical Instrumentation and Technology in July/August 2007).

Prior to joining ECRI Institute, he was a manager in the Clinical Engineering Department of the Hospital of the University of Pennsylvania. Jonathan began his career managing software projects at RCA's Advanced Technology Laboratory where he worked for over 6 years.