

# UNDERSTANDING MEDICAL PUMP COST OF OWNERSHIP

## HIDDEN COSTS BEYOND THE PURCHASE PRICE

When making purchasing decisions between competitive medical pump technologies, it is easy to heavily focus on the initial purchase price. However, many hidden costs exist that may lead to a much higher total cost of ownership than originally estimated.

### CLINICAL SUPPORT

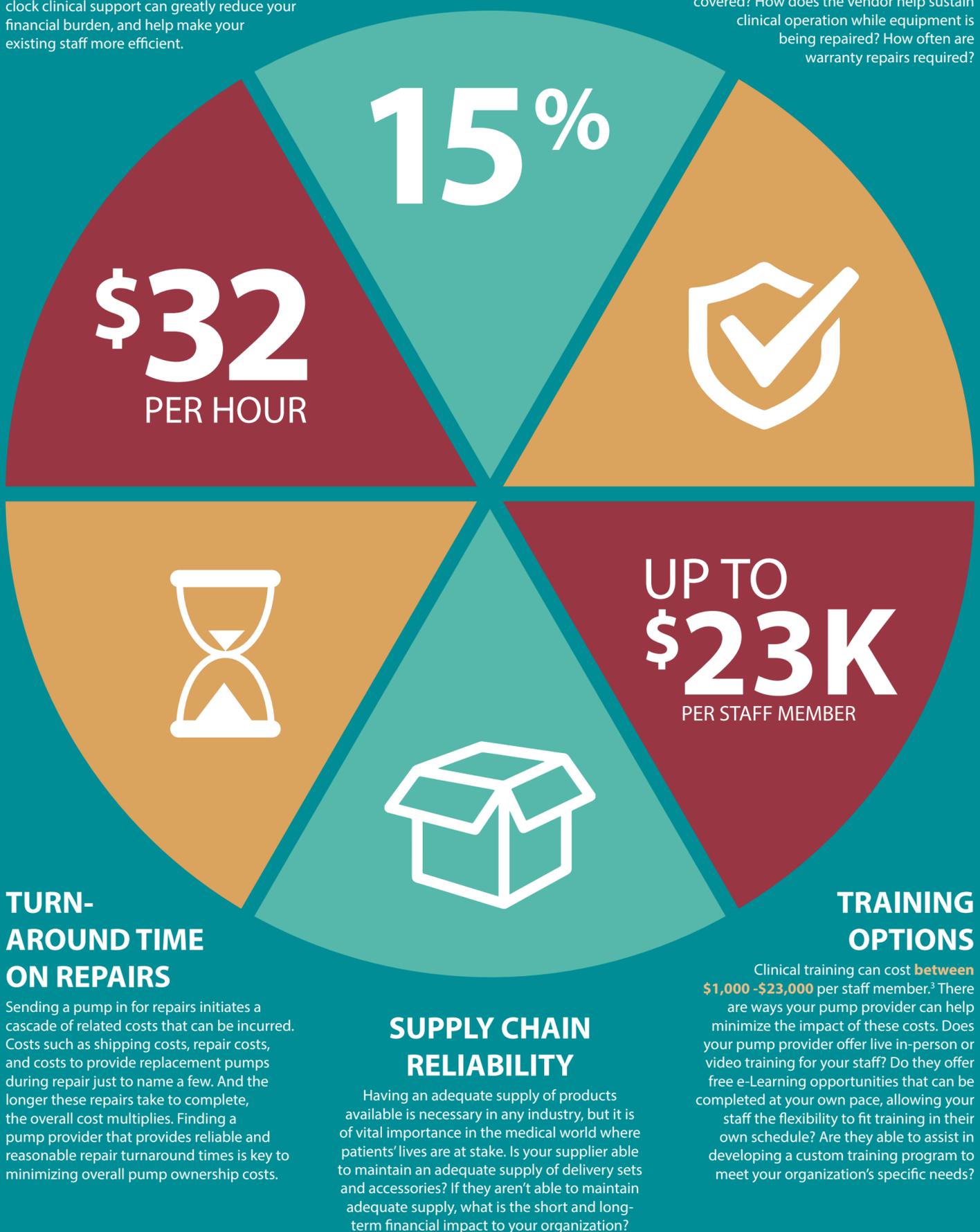
Providing clinical support can be an extremely expensive undertaking for an organization. The average home health nurse earns over **\$32 / hour, or \$67,000 per year**,<sup>1</sup> not including benefits. Partnering with a supplier that provides around-the-clock clinical support can greatly reduce your financial burden, and help make your existing staff more efficient.

### ROUTINE MAINTENANCE

Routine maintenance can easily cost **up to 15%** of the original purchase price of a pump or more<sup>2</sup>. These costs can include everything from paying drivers to retrieve products from the field, shipping to and from the service center, the actual cost of performing maintenance, and providing loaner pumps while the pump is being serviced.

### HIDDEN WARRANTY COSTS

Not all warranties are the same. Asking questions beforehand will help ensure warranty costs are kept to a minimum. What exactly is covered with a warranty? And even more importantly, what isn't covered? How does the vendor help sustain clinical operation while equipment is being repaired? How often are warranty repairs required?



### TURN-AROUND TIME ON REPAIRS

Sending a pump in for repairs initiates a cascade of related costs that can be incurred. Costs such as shipping costs, repair costs, and costs to provide replacement pumps during repair just to name a few. And the longer these repairs take to complete, the overall cost multiplies. Finding a pump provider that provides reliable and reasonable repair turnaround times is key to minimizing overall pump ownership costs.

### SUPPLY CHAIN RELIABILITY

Having an adequate supply of products available is necessary in any industry, but it is of vital importance in the medical world where patients' lives are at stake. Is your supplier able to maintain an adequate supply of delivery sets and accessories? If they aren't able to maintain adequate supply, what is the short and long-term financial impact to your organization?

### TRAINING OPTIONS

Clinical training can cost **between \$1,000 - \$23,000** per staff member.<sup>3</sup> There are ways your pump provider can help minimize the impact of these costs. Does your pump provider offer live in-person or video training for your staff? Do they offer free e-Learning opportunities that can be completed at your own pace, allowing your staff the flexibility to fit training in their own schedule? Are they able to assist in developing a custom training program to meet your organization's specific needs?

1. ZipRecruiter salary data

2. Internal survey data

3. Health Care Manage Rev. 2004 Jan-Mar;29(1):2-7. The shocking cost of turnover in health care. Waldman JD1, Kelly F, Arora S, Smith HL.

Your actual costs may vary from those outlined above. Find your true cost of pump ownership by speaking with us about our **Cost of Pump Ownership Calculator**. Call us at **800.970.2337** or visit **www.moogmedical.com** to contact us.