

OxygenCare – Ensuring Clinical Excellence Through Proactive Service and Support

In the high-stakes environment of modern operating theatres, the reliability of anaesthetic equipment is non-negotiable. OxygenCare, a leading supplier of critical care equipment in Ireland, has distinguished itself by implementing a comprehensive, end-to-end support strategy. By prioritising predelivery commissioning, clinical user training, and a geographically dispersed field service model, OxygenCare ensures that over 500 anaesthetic machines across the country are ready for safe use every single day. This integrated approach minimises downtime, empowers clinical staff, and solidifies long-term client trust.

Maintaining Readiness Across a Nationwide Fleet

Managing a fleet of over 500 complex anaesthetic machines located across hospital theatres on the island of Ireland presents a significant logistical and clinical challenge.

Each machine must undergo a mandatory "Checkout" procedure every morning to verify its safety and functionality. For clinical staff, whose primary focus is patient care, resolving even simple technical issues can be a distraction and a source of stress. Furthermore, when faults do occur, the potential for cancelled surgeries and compromised patient safety demands an immediate response. The geographical spread of hospitals across Ireland makes a traditional, centrally located service model inadequate for urgent needs.

Three-Pillar Strategy for Assurance

OxygenCare developed a holistic strategy to address these challenges, focusing on three critical phases of the equipment lifecycle: predelivery, user competency, and post-sale service.

1. Proactive Predelivery Commissioning

OxygenCare understands that reliability begins long before a machine reaches the operating theatre. Every new anaesthetic machine is delivered first to the company's headquarters in Wicklow. Here, it undergoes a full commissioning process by in-house highly trained technical engineers. This meticulous procedure ensures all systems are functioning to the manufacturer's specifications. Only after this internal validation is the machine delivered and installed on-site, where further checks are conducted. This rigorous pre-commissioning guarantees that the equipment is ready to use long before they leave OxygenCare

engineer hands, and in turn significantly reducing the risk of early-life technical failures.

2. **Empowering Users Through Clinical Training**

A machine is only as safe as the person operating it. Recognising that the daily "Checkout" is performed by anaesthetists, nurses, and other clinical staff, OxygenCare invests heavily in user education, through their Clinical Development Academy. The OxygenCare team of Clinical Applications specialists provide required training to every clinical user. This training goes beyond basic operation; it arms staff with the practical knowledge to resolve simple, common issues themselves. By empowering users to handle minor problems on the spot, OxygenCare ensures the morning checkout process is efficient and that minor glitches do not escalate into delays.

3. **A Geographically Distributed Rapid-Response Model**

For issues that do require technical intervention, speed is critical. Leveraging over 50 years of experience in critical care, OxygenCare has built a responsive service infrastructure. The company employs 15 field service engineers strategically positioned across the country. This nationwide coverage means that for any of the 500+ machines, a skilled engineer is never far away, capable of providing an urgent response. This model, which has been successfully expanded to cover the company's entire product portfolio, drastically reduces machine downtime and gives hospital partners peace of mind.



Results and Outcomes

The integrated approach has yielded significant results for OxygenCare and its clients:

- **Enhanced Patient Safety:** Rigorous pre-commissioning and daily checks performed by trained users ensure machines are consistently safe for clinical procedures.
- **Minimised Disruption:** Clinical staff are empowered to handle minor technical issues, preserving the smooth flow of the daily surgical schedule.
- **Reduced Downtime:** The network of 15 field service engineers guarantees rapid response times for technical faults, ensuring machines are quickly returned to service.
- **Stronger Client Relationships:** By demonstrating a commitment to support from predelivery to emergency repair, OxygenCare has built a reputation for reliability and trust. The company takes great pride in this service model, which has become a cornerstone of their core values proposition.

OxygenCare's success in managing Ireland's anaesthetic machine fleet demonstrates that excellence in medical equipment supply extends far beyond the point of sale. By combining rigorous predelivery processes, comprehensive clinical training, and a strategically dispersed team of field service engineers, they have created a support ecosystem that ensures equipment readiness, empowers healthcare professionals, and prioritises patient safety above all else, and serving as a benchmark for service excellence in the critical care sector.

