MD Buyline report confirms Getinge washer/decontaminator & steam sterilizer leadership

“We are the hospitals’ productivity partner of choice for decontamination management.”

Jim Gabalski, Getinge's Vice President Marketing, North America

The Q4 2014 MD Buyline Market Intelligence Briefing™ on Washer/Decontaminators and Steam Sterilizers shows a consistent leadership for Getinge in the US market. “It confirms Getinge as the productivity partner of choice,” says Jim Gabalski, Getinge’s Vice President Marketing, North America.

The washer/decontaminator market is increasingly important to hospitals, because of the major role it plays in the prevention of disease transmission by reusable medical devices. “Reducing hospital infection rates goes hand in hand with the importance of reducing the ecological footprint of critical care activity,” explains Jim Gabalski. “Getinge has been working on shortening the cycle times of its washer/decontaminators and reducing the water and chemicals used in the process, while preserving reliability and productivity. This explains the high user satisfaction rating – as indicated by MD Buyline the highest user satisfaction composite rating – in the hospital departments. This is particularly interesting, because we have been rated higher than the market for the last six quarters on the composite metrics and we also show continued strength in service repair quality.”

For Steam Sterilizers, Getinge systems are reported to have “consistently high user satisfaction ratings, higher than the market averages.”
Getinge Group is a leading global provider of products and systems that contribute to quality enhancement and cost efficiency within healthcare and life sciences. We operate under the three brands of ArjoHuntleigh, Getinge and Maquet.


“Getinge is the world’s leading provider of complete, ergonomic, cost-efficient solutions for effective cleaning, disinfection and sterilization in the healthcare and life science sectors.”

“This has been the case for the last six quarters on the composite metrics,” says Jim Gabalski, “which clearly indicates that users appreciate our throughput and productivity performance. Our customers describe our solutions as ‘workhorses that are highly reliable and last a long time.’ They are complimentary of the capacity and quality of results achieved.”

Jim Gabalski underscores the importance of training.

“Staff turnover in hospital decontamination areas as a rule is high, which means adequate training for new employees is important. Also, cleaning techniques are changing rapidly as standards for decontamination continue to evolve. Our efforts in leading the market in service excellence explain the high scores from our customers for installation, training and services.” The Q4 2014 MD Buyline Market Intelligence Briefing™ on Steam Sterilizers indicates that the scores in this product category are “especially favorable and remained consistently high for installation, training and service.”

“Our customers feel well taken care of,” Jim Gabalski adds, referring to the MD Buyline report. “Our efforts to plan installations well and give our customers ample time and information to prepare for installation are clearly appreciated. We also ensure all staff members are familiar with the use and troubleshooting of sterilizers before we leave after installing.”

“Earning our customers’ trust and confidence is something that we are committed to for the long haul and I expect next quarter’s MD Buyline report to show that we are leading the way once again.”

1 MD Buyline User Satisfaction Ratings, MD Buyline Market Intelligence Briefing™ Q4 2014, ©2014 MD Buyline, All Rights Reserved.