



Healthcare service delivery model

Driving service delivery plans with clinically driven models

With our healthcare service delivery model capabilities, we help lay the foundation for a new or revised service plan by creating a scenario-based overview of the clinical services to be delivered by a healthcare facility. Scenarios that consider evolving care demands and align services with technologies and facilities, to provide healthcare that is centered around people.

A collaborative approach

Using our innovative design thinking methodology CoCreate, our consultants facilitate interactive workshops and work with you and your stakeholders to develop a future-proof healthcare service delivery model.

Analysis: Population characteristics and profiling of future patients to determine procedures in scope and forecast demand.

Healthcare service delivery planning: Integrating selected clinical scenarios with anticipated patient volumes to drive requirements for healthcare service delivery, facility and resource capacity.

Clinical careflows: Visualizing a set of key pathways using experience flow mapping to outline the anticipated patient journey.

Recommendations: Based on data analysis, stakeholder inputs, clinical service scenarios and anticipated patient journeys, we recommend a right-fit healthcare service delivery model that grows with you.

Proven results

We helped clients develop the right-fit clinical model resulting in a healthcare service delivery plan that is synchronized with the demand, capacity and clinical competencies:

- Designed a comprehensive acute care facility and

Benefits

- A healthcare service delivery model that maps existing demand and growth opportunities with current and required clinical capabilities
- Flexible modeling tools to test hypotheses using various scenarios
- Clear capacity outline for clinical workflows, patient volumes, space requirements and human resource requirements
- Recommended technologies and innovations fitting the clinical workflows and patient journeys

polyclinic across two-sites to deliver a new model of patient-empowered care

- Developed specialty care centers for cardiology and diabetes that cover the continuum of care for these patient groups including connectivity after the inpatient stay
- Supported a large private healthcare group to turn existing outdated facilities into profitable, state-of-the-art healthcare and wellness centers
- Facilitated an investment group in converting a non-healthcare facility into a fit-for purpose ambulatory care center

Learn more

Through collaborative and people-focused engagements, Philips can help develop innovative solutions to solve your most complex challenges of care delivery. We can help you achieve meaningful and sustainable improvements in clinical excellence, operational efficiency, care delivery, and financial performance to improve value to your patients.

For more information, please visit www.philips.com/healthcareconsulting.