



Cardiology optimization consulting

Improving operational efficiency and patient throughput with workflow redesign

Philips cardiology optimization consulting provides strategic guidance and hands-on implementation support to help drive leading practice workflows and improve department efficiency, resulting in enhanced key performance indicators such as increased system utilization and reduced patient wait times.

Our consultants work with a cardiology department to identify operational inefficiencies and promote improvements in workflow and scheduling processes as well as staff and system utilization. The goal is to improve patient throughput and enhance patient care.

A collaborative approach

Using our innovative design thinking methodology CoCreate, our consultants work together with you and your stakeholders to create a preferred future state.

Assessment: Based on data analysis and goals of the project, an assessment is completed which determines the baseline performance. Stakeholder interviews and observations are conducted and a gap analysis of key performance measures is developed.

Patient experience review: Leveraging an insights-based view of the patient journey, opportunities for improvement are identified. Work teams are established, each focused on a specific process or KPI (technology, workflow, scheduling, etc.).

Recommendations: Collaborating with clinical and management teams, we provide prioritized recommendations to improve clinical process efficiency and patient throughput. New processes are tested and validated, or changed if necessary.

Implementation: Our consultants assist in implementing new processes and embedding sustainable change management programs.

Benefits

- Improved scheduling efficiency including increased appointment slot availability and reduced patient wait times
- Enhanced system utilization and processes to manage add-on procedures
- Improved patient throughput via workflow proficiency, without additional capital expenditure or staff
- Improved staff collaboration and engagement to support sustainable change

Proven results

With healthcare technology knowledge combined with clinical expertise, our consultants helped clients achieve sustainable results:

- Reduction in cath lab patient wait times
- Increased system utilization and decreased exam times
- Improved patient workflow
- Enhanced processes that support patient and staff satisfaction as well as staff retention

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.