

# Imaging Performance Improvement Services

## Improving operational efficiency for imaging services

Philips Imaging Optimization Services provide strategic guidance and hands-on implementation support focused on streamlining radiology processes and increasing patient throughput.

Our consultants work collaboratively with an imaging department to identify operational inefficiencies and recommend opportunities to improve workflow and staff efficiency, scheduling processes, and system utilization while decreasing exam times. The goal is to improve patient throughput and enhance the patient experience.

### Key benefits

- Increased clinical process efficiency and enhanced transition between care environments
- Recommendation of change initiatives to streamline workflow and improve patient throughput
- Focus on quality to provide safe, effective, patient-centered radiologic care consistent with best practices and national benchmarks
- Appropriate and effective use of resources (staff, technology, etc.) and sustainable improvements in patient and staff satisfaction

### Typical client needs

Most patients have an imaging procedure and the experience is an important component of their loyalty and retention as a future patient. During the transition to value-based care, hospitals and healthcare

systems must continue to improve operational performance, while reducing associated costs.

Process efficiency and system utilization must increase to support additional patient capacity. Our consultants work collaboratively with management and staff, providing a strategic and phased approach to help achieve long-term, sustainable results.

### An innovative approach

Using an innovative Design Thinking methodology, Philips focuses on solution options and works with clients to create a preferred future state.

**Assessment:** Based on data analysis, an assessment of current processes is completed including stakeholder interviews and observations, and a gap analysis of key performance measures.

**Patient experience review:** Creation of an insights-based view of the patient journey identifies opportunities for improvement.

**Recommendations:** Collaborating with your clinical and management teams, we provide prioritized recommendations to increase clinical process efficiency and patient throughput.

**Implementation:** Our consultants can assist in implementing new processes and embedding sustainable change management programs through long-term performance improvement projects.

### Proven results

The below is a sample of results clients have achieved after leveraging Philips Imaging Performance Improvement Consulting Services:

- Recommended appropriate staffing patterns according to total patient volume that resulted in enhanced patient and provider satisfaction
- Increased first case on-time starts, improved pre-procedure workflow and developed a custom analytics dashboard to prepare for expansion at Rochester General Hospital
- Created future state scheduling and registration process that resulted in a time savings of 34% per patient
- Decreased exam times, improved workflow efficiency, and enhanced patient satisfaction at Lakeland Regional Medical Center
- Aligned imaging time slots to exam durations resulting in 12 additional time slots per week

### Learn more

Through collaborative and people-focused engagements, Philips Healthcare Transformation Services 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](http://www.philips.com/healthcareconsulting).

