



Working towards a greener future today

Who/where

Gemeinschaftskrankenhaus Havelhöhe,
Berlin, Germany

Challenge

Havelhöhe has ambitious sustainability targets. To achieve these aims, all hospital operations need to be reviewed. But identifying the areas with the highest transformation potential is not always easy, especially where transparency and KPIs are missing.

Solution

Philips Healthcare Transformation Services performed a holistic analysis of the existing care environment with a focus on material and waste management. The team then produced a detailed report and made recommendations for targeted improvements.

Gemeinschaftskrankenhaus Havelhöhe in Berlin has set itself an ambitious target: to become climate neutral by 2030

Since its foundation in 1995, Havelhöhe has been committed to sustainability. The hospital has already significantly reduced its carbon footprint. To gain a better understanding of how to further reduce emissions, project stakeholders first needed to take a closer look at current processes. That's where Philips Healthcare Transformation Services came in. Together with medical and administrative staff at Havelhöhe, Philips consultants analyzed the clinical workflow, supply chain and material logistics in the intensive care unit (ICU). The result was a detailed report which will now serve as a blueprint for further change.

The project in numbers

0



Havelhöhe aims for zero emissions by 2030

360



Philips used a 360° methodology

14



The hospital has 14 sustainability work groups

A sustainability pioneer

Havelhöhe is committed to providing holistic, integrative care. The hospital follows an anthroposophical approach with a strong focus on individual needs. In addition, the natural world is seen as a central pillar and key enabler of human health. Protecting the environment and conserving resources are therefore central to supporting patient health.

As hospital founder and leading pneumologist Dr. Christian Grah explains, “Sustainability has been part of our philosophy for over 25 years. It is one of our founding principles. However, in light of the current climate crisis, it has moved up our agenda and is now a top priority.”

In 2020, Havelhöhe announced its goal of becoming Germany’s first zero emissions healthcare facility by 2030.

Taking stock of the current situation

To address this aim, Havelhöhe has formed 14 work groups, each focusing on a different aspect of preserving resources and driving emissions down. One of these groups is tasked with finding ways to minimize waste.

Before they can make any changes, the work group first needed to gain an in-depth view of the current situation. To help overcome the challenges related to this, Havelhöhe turned to Philips Healthcare Transformation Services. “Like us, Philips has a long history of sustainability in healthcare, which made them an excellent fit,” explains Dr. Grah. “We felt Philips is committed to making a real difference and we were impressed with the expertise, dedication and flexibility of the consultants we worked with.”



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Yvette Gebert, Climate Manager at Havelhöhe

Excellent collaboration

A multidisciplinary team from Philips designed and implemented a study that would provide Havelhöhe with deep insights into its existing practices. The focus of the project was supply chain logistics, material flow and waste management along the clinical pathway in the hospital’s intensive care unit.

After listening carefully to the customer’s needs, consultants from Philips Healthcare Transformation Services (HTS) opted to apply a 360-degree methodology. This included extensive data analysis and observation, as well as talking to medical and administrative staff in the ICU. In addition, the Philips team interviewed stakeholders from areas such as facility management and sustainability management.

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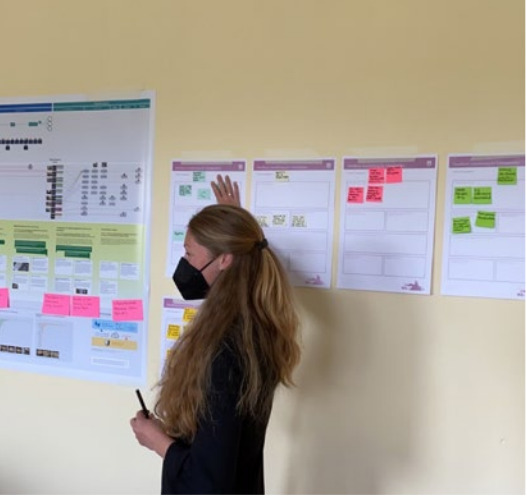
A proven approach

The experienced Philips consultants spoke face-to-face and remotely with the study participants, and meticulously observed workflows on the ICU. This extensive fact-finding period gave them insights into how materials are used and disposed of and provided a bird’s eye view of supply, logistics and waste management processes.

Throughout the entire engagement, the team adopted a holistic approach, always considering clinical, functional and operational requirements. Once the raw data had been collected, they began to collate and analyze the information using proven data visualization tools.

Clear presentation of data

The HTS team showcased their findings in a large, printed poster, a detailed report and an on-site presentation. Philips leveraged the Co-Create methodology to host a joint workshop. During this event, stakeholders from both teams discussed the project findings and brainstormed together on how to make concrete adjustments and improvements to workflows in the ICU.



Transforming healthcare together

The results of the study gave project leaders at Havelhöhe deep insights into how materials are ordered, stored, managed, used and disposed of in the department. “We learned a lot about our processes, the amount of waste we produce and what our employees think about conserving resources and the topic of sustainability,” explains Mrs. Gebert.

“The role of the individual in healthcare transformation cannot be underestimated,” adds Dr. Grah.

“The responsibility lies with each and every one of us, so talking to employees and addressing their concerns will be a crucial part of the process.”

Putting data into action

Based on the findings of the study, Havelhöhe has received recommendations from Philips on how to improve resource management and reduce waste. “And now it’s our task to put these into practice,” says Mrs. Gebert. “For example, we have identified that we’re lacking central supplies management, so this is something we need to address. We have also realized the importance of communication with clinical staff, supporting them to make changes to their routines which will save on resources and cut waste.”

There is still work to be done, but Mrs. Gebert and Dr. Grah are optimistic that the findings of the HTS sustainability study can help them achieve their goals. “For this project, we focused on the ICU. Ultimately, however, we would like to roll out the improvements across the entire hospital and even beyond, adapting them to the needs of other departments and facilities,” says Mrs. Gebert.

“The project has given us concrete recommendations for action, but it has also helped us forge a clearer path through the ‘sustainability jungle’ and concretize our own vision for contributing to the healthcare transformation,” concludes Dr. Grah.

Results from case studies are not predictive of results in other cases. Results in other cases may vary.

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