



**PHILIPS**

Customer  
partnership

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Philips is enabling us to transform  
our care delivery network and  
better serve the Hudson Valley.

**Michael D. Israel – President and CEO, Westchester Medical Center Health Network**

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#### Where

Westchester Medical Center  
Health Network (WMCHHealth)  
New York, USA

#### Challenge

Improve the quality of  
operations in the cath / EP labs

#### Solution

Cardiology Optimization  
Services including strategic  
guidance and hands-on  
implementation support

#### Results

- 20% reduction in patient wait times
- Earlier first case starts
- Improved patient / staff satisfaction
- Increased lab utilization

#### Improving clinical process performance

In order to differentiate themselves in a highly competitive market, a renewed focus on advanced cardiac services was important to WMCHHealth. To that end, they turned to Philips to help identify and implement operational improvements in their catheterization (cath) and electrophysiology (EP) labs.

As part of a long term-strategic partnership, WMCHHealth and Philips engaged in a transformational consulting effort to enhance operations and clinical processes.



The Westchester Medical Center Health Network (WMCHHealth) is a 1,700-bed healthcare system headquartered in Valhalla, New York, with 10 hospitals on eight campuses spanning 6,200 square miles of the Hudson Valley. WMCHHealth is pre-eminent provider of integrated healthcare in the Hudson Valley.

## The solution

### Identifying areas for improvement

WMCHHealth teamed up with Philips consultants to collect comprehensive patient and system data, review the lab scheduling guidelines, observe the staff workflow, and analyze the facility layout.

Next, they looked to define what quality meant to the key stakeholders, including patients, family members, physicians, and staff by conducting one-on-one and group interviews, group workshops, and facilitated role-

playing exercises. This allowed the team to interpret the data and operational analysis through the lens of the patient experience.

The Philips consulting team then translated these insights into prioritized suggestions for actionable performance improvement for lower costs, increased patient and staff satisfaction, and better patient care.

### Change recommendations included:

- New pre-admissions testing process
- Revised pre-cath lab process
- Facility upgrades
- New scheduling technology
- More flexible nurse staffing
- Dedicated resource for supply management and data analysis
- Scheduling guidelines

### Results at a glance

- Reduced patient wait times by 20%
- Enhanced patient experience
- Improved staff satisfaction
- Attained earlier first-case starts
- Increased utilization of cath and EP labs

Reduced patient wait times by

**20%**



### Looking forward

A joint onsite WMCHHealth – Philips team will work to optimize medical technology deployment and IT integration into a unified platform that will enhance WMCHHealth's already impressive operational excellence.

