

PHILIPS

Clinical Professional
Services



The ICU Wellness Program

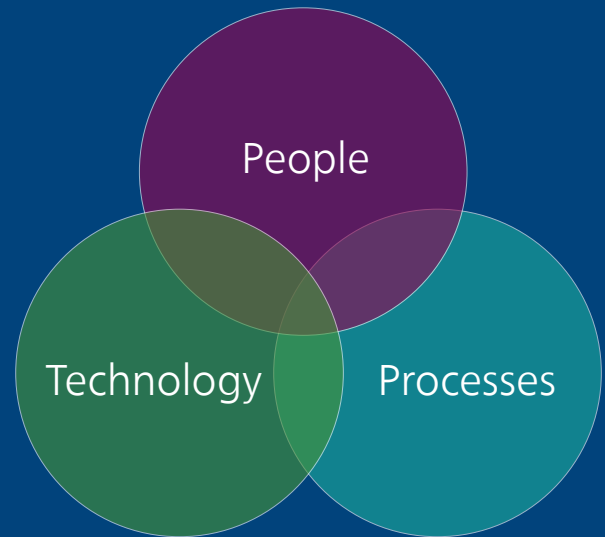


The ICU Wellness service is designed to help organizations transform into an optimal healing environment that provides high-quality patient-centered care and overall clinical excellence.

Align the three elements of a healing environment: people, processes and technology.

When any one of the three elements of your ICU is out of sync, hospitals struggle with workflow, delivery of care and operational expenses.

The ICU Wellness Program assesses your environment based on current literature and best practices. This offering aims to provide your organizations with the tools and resources for an effective ICU focused on family and patient-centric practices. This service includes documenting your baseline ICU environment, identifying waste and gaps in your operations and workflow, offering suggestions to make necessary changes, and deep-diving into identified challenges.



Our approach

Is scalable and repeatable to meet your hospital's unique needs and includes these five essential phases:



1. Collaborate

We will collaborate with your team to assess ICU environment, equipment, processes, policy, procedures, workflow and determine next steps.



2. Identify

We will help your team determine internal change champions to assist in department-specific quality improvement projects. We will also help set your KPI goals and review policies and procedures.



3. Incorporate

During a kaizen event, we integrate Plan-Do-Check-Act (PDCA) methodology to promote lasting changes in staff behavior.



4. Deliver

To implement our program, we observe key areas, value stream map workflows and operations, and identify gaps and opportunities for improvement.



5. Recommend

We recommend actionable next steps and necessary changes to optimize your ICU with follow-up visits to track progress.



People

- Leadership
- Nursing
- Patients and families
- Multidisciplinary team

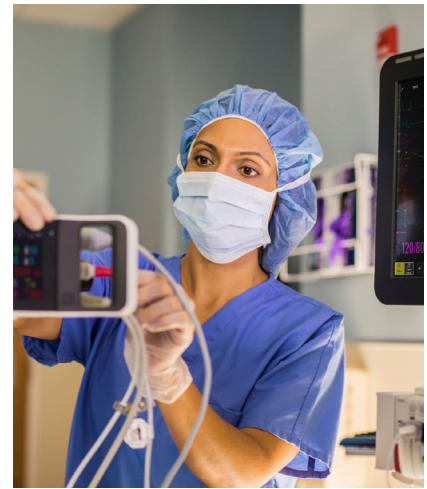
A healing environment can create an improved experience for patients and their families, including family presence, education & support.



Process

- Patient care
- Patient throughput
- Care environment
- Light & acoustics
- Policies and procedures

Achieving hospital wide patient flow, standardization, and “ultimately improving outcomes and the experience of care for patients, requires an appreciation of the hospital as an interconnected, interdependent system of care.”¹



Technology

- Patient monitoring
- Technology integration
- EMR
- Charting
- Viewing patient data
- Alarms

The goal of innovative technology is to help do things faster, simpler, and in healthcare, safer. This can allow more time to spend for care of the patients.

18.1% ICU RN
turnover is highest.²
*Pre-covid

30%+
of a hospital's
budget is from ICU
costs.³

42%+
of a provider's time
was spent at a
computer.⁴

“Communication problems are the number one cause of sentinel events.”⁵

No matter where you are in your ICU journey, we're here to support you.



We can help your hospital achieve the Quadruple Aim of Healthcare. The Philips ICU Wellness Program can help you:



Provide safer patient care.⁶



Improve patient and staff experience.⁷



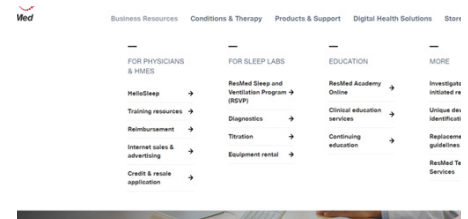
Improve timeliness of care.⁸



Improve return - on - assets.⁹

The ICU Wellness Program

To learn more contact your Philips Account Manager or visit www.philips.com



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