



PHILIPS

*Clinical Professional
Services*

The PICU Wellness Program



The PICU 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 PICU is out of sync, hospitals struggle with workflow, delivery of care and operational expenses.

The PICU 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 PICU focused on family and patient-centric practices. This service includes documenting your baseline PICU 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 PICU journey, we're here to support you.



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



Provide safer patient care.⁶



Improve patient and staff experience.⁷



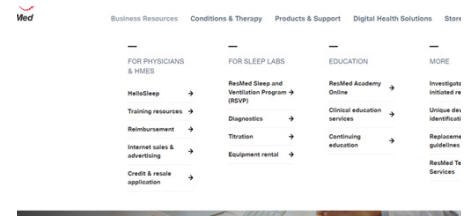
Improve timeliness of care.⁸



Improve return - on - assets.⁹

The PICU Wellness Program

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



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