

PHILIPS

Partnership

Managed Services



Partnering on innovation in Cardiovascular Ultrasound

Challenge

In 2008, it was the Trusts ambition to advance their position as a leader in Cardiovascular care, transforming their clinical service to incorporate the latest innovations in Ultrasound medical technology and integrated digital systems.

A leading hospital Trust and one of the largest and busiest in the United Kingdom, cares for over 25,000 patients each year with approximately 4,500 patients through Cardiology.

Solution

Philips and the Trust initially agreed a five-year Managed Service Partnership for Cardiovascular Ultrasound, which included a full refresh of the Trusts medical equipment.

Over ten years later, the Managed Service Partnership has been renewed twice and has evolved to focus on programme and service delivery of an equipment replacement plan, fully managed to ensure consistent availability of the clinical service, improved patient and staff experience whilst improving patient outcomes.

A dedicated Operations Manager is assigned to support programme delivery as well as an integrated Helpdesk solution to ensure immediate access for fault reporting, resolution and scheduling preventative maintenance.

The equipment replacement plan incorporates the latest Philips Ultrasound medical technologies including **Epiq CVx** and **EchoNavigator** systems and integrated IntelliSpace digital platforms, while on-site lifeboat equipment is provided to ensure 100% uptime availability.

Applications support is provided by dedicated local applications specialists, bolstered by Philips UKI and global teams. Support is available post installation, on request and following software upgrades, provided through Philips **Technology Maximiser**, ensuring systems perform at the latest software revision levels, enabling end-users to benefit from latest technology innovations.

System Transducers are fully covered with 1:1 replacement guarantees, which can include specialist probes and accidental damage. Philips transducer coverage profiles historic use and exchange rates, creating a model of replacement tailored to needs. Surplus funds are reinvested back into the Trust, applied to upgrades or additional probes, if cover is not required.

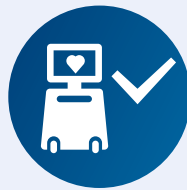
The Managed Services Strategic Partnership includes:

- 100% Uptime guarantee on system availability, to enable patient throughput.
- Clinical training, asset management, parts logistics, back-up equipment, maintenance and technology updates.
- Enabling clinicians to stay up to date with the latest techniques and to deliver excellent care through on-going clinical education program.
- Lifeboat equipment stored on-site, to ensure system availability remains unaffected during technology upgrades and other events.
- Procurement, installation and system integration.
- Higher predictability and strategic decision-making to ensure the right technology is available to provide quality care, delivered through an equipment replacement plan.
- Commitment to elevated key performance indicators around maintenance of technology and software upgrades.

Results of partnership*:



Successful Managed Service Partnership spanning over ten years, including two renewals



100% system uptime availability



Lifeboat equipment ensures system availability during technology upgrades.

What are Managed Service Partnerships?

With rising demand for clinical services, increasing pressures from regulators to improve quality and patient outcomes combined with ageing equipment and limited capital investment challenges, Philips partner with healthcare organisations to provide comprehensive Managed Service solutions.

Our **outcome based** solutions programme uses technology as an enabler for healthcare transformation. Working in partnership with our customers as an extension of their team and going beyond traditional Managed Equipment Services (MES), our flexible agreements are grounded in actionable data insight, to support customers in making confident investment decisions.

Philips takes responsibility for planning, procurement, implementation, maintenance and performance services of your integrated medical technologies and AI, whilst helping to improve operational performance and optimising total cost of ownership.

Sharing risk and reward, we partner to drive operational, clinical and financial transformation, empowering customers to drive change and ensure patient and staff satisfaction.



- 1 A structured **finance solution** with predictable cash flows to match your budgets
- 2 Supported by dedicated **programme management** to provide the technology available according to the plan and with minimal disruption
- 3 Supported by an **asset management** platform that provides insight into the status of the technology and expenses

*Uptime measured as September 2020

Key benefits:



Flexible, integrated, future-proof technology

Working in partnership to deliver flexible, right fit, artificial intelligence (AI) enabled technology and service management plans. Agreements are grounded in actionable data insights, supporting customers to make confident investment decisions.



Driving positive change

Leveraging our transformation expertise to drive positive change, deliver cutting-edge facilities through assessment of equipment and service needs, clinical service modelling, infrastructure planning, strategic design and change management programmes.



Patient and staff experience

Improving patient and staff journeys through workflow optimisation, enabling access to immersive experiential and ergonomic technology, research and training programmes.



Service improvement

Providing access to real-time metrics through integrated information management systems and comprehensive LEAN training programmes, enabling continuous service improvement.



Optimised technology maintenance

Managing essential upgrades, streamlining and optimising maintenance and maximising asset utilisation and system availability.



Defined total cost of ownership

Designed to optimise the total cost of ownership (TCO) by rationalising investments and streamlining over time, providing risk transfer and access to gainshare mechanisms.



Financial Engineering

Our Managed Services are supported through a range of flexible, cost-effective, financing and financial planning models, tailored to meet specific budgetary requirements.



Working in true partnership

Providing customers with a single point of contact to engage stakeholders, align around shared goals and deliver on agreed KPIs. Our Managed Services go beyond equipment, partnering to solve clinical, patient and staff experiential, operational and financial challenges.



One team approach

Our teams work transparently, flexibly and collaboratively, acting as an extension of healthcare providers teams to assess and identify challenges, priorities and define realistic action plans. Philips customers gain immediate insights drawn from our proven track record in Managed Service alliances to enable technical/operational efficiencies and more confident investment. All equipment recommendations are vendor neutral and we respect - and enable our customers - to retain complete control over all key decisions.



Find out more about Managed Service Strategic Partnerships?

Visit our Managed Services webpage at www.philips.co.uk/managedservices

