

A photograph of three healthcare professionals in a clinical setting. A male doctor in blue scrubs with a stethoscope is leaning over a female doctor in a white lab coat, who is looking at a device. A male doctor in a white lab coat is also looking at the device. The background is bright and out of focus.

Medtronic

Integrated Health SolutionsSM

Operational Excellence

Benchmark. Optimise. Sustain.
Improve outcomes.

Now more than ever, healthcare providers are under pressure to deliver improved care and need to rely on cost-efficient sustainable solutions. Inherently, operating room and cardiac services operations are expensive and logistically complex to run.

Our Operational Excellence solution helps you assess, benchmark and streamline all the processes of your cardiac services and ORs.

We help your institution:

- Improve operational efficiency; to 'do the same with less', resulting in savings
- Increase capacity; to 'do more with the same or less', resulting in incremental revenue
- Engage staff to drive continuous improvement

An optimised facility also benefits clinicians by giving them the ability to spend more quality time with patients, which in turn, improves patients' experience.

Why partner with us?

With more than 65 years of experience in the medical technology industry, combined with practical, on-the-ground clinical and therapeutic expertise, we have an in-depth understanding of your needs and challenges.

Partnering with us brings you:

Benchmarks

Our therapy expertise combined with our knowledge of global best practices will help you streamline processes and learn from other world-class institutions



Unique mix of skills

We have a dedicated team of Lean Six Sigma Black Belt-certified consultants ready to help you identify areas of concern and create highly efficient processes



Experience

We tailored Lean Six Sigma methodology and tools to healthcare in collaboration with Johns Hopkins University in 2007, and have been delivering operational excellence consulting services to clients in Europe and the U.S. since then

Our solution in action

Assess:

During this phase we:

1. Quantify sources of value
2. Assess performance differences
3. Guide fact-based improvement plans

Through our proprietary Benchmarking database, we compare health providers to national and international peers and centres of excellence to help sustain performance at best-in-class levels over the duration of the contract.

We use a proprietary Performance scan to run a high-impact 360° analysis for clinical departments.

Focusing on nine domains:

- 1 Patient Flow
- 2 Operations
- 3 Cost and surplus
- 4 Patient experience
- 5 Organisational alignment
- 6 Infrastructure
- 7 Therapy penetration
- 8 IT enablement
- 9 Supply chain

The performance scan and benchmarking analysis include detailed insights on:

- Profile of the service, including activity overview, resource and asset base, and consolidated cost/surplus analysis
- Detailed bottom-up costs for procedure type and DRG level (or other proxy where available)
- Experience, process and quality metrics compared to benchmark
- Benchmarking of operational performance indicators at procedure and department level
- Assessment of operational practices and capabilities
- Identification of improvement opportunities for prioritisation and business planning

Improve:

We deploy Lean Six Sigma to reduce unwarranted variation and duplication in processes in your supply chain, planning and scheduling, back office support, workflow layout, and more. This approach streamlines patient flows and delivers more predictable outcomes.

We use tailored improvement methodology inspired by cutting-edge operational approaches



Sustain:

- Our philosophy is to create self-reliance and organic growth of the Lean Six Sigma deployment by transferring the knowledge from our experts to your organisation
- We provide a comprehensive training programme (Lean Academy) that empowers your staff with the skills to sustain a culture of continuous improvement

What we measure

Operational efficiency outcomes

- Uptime
- Utilisation
- Activity
- Staff productivity

Patient-centric outcomes

- Patient satisfaction
- Patient and family Net Promoter Scores®
- Physician-to-patient face time

Sustaining change. Growing your own champions

Our Operational Excellence solution includes Lean Academy training.

It all starts with getting your staff involved and engaged from frontline clinical staff to administrative leaders. It helps establish high-performing departments capable of executing a wide range of process effectiveness, productivity, quality, compliance, and patient experience projects.

Our courses have received international accreditation from the Lean Enterprise Research Centre of Cardiff University, UK.



See one
Yellow belt

Lean awareness ⇒ Lean basics

Do one
Green belt

Foundation training ⇒ Sub team leader ⇒ Sub team leader

Teach one
Lean leader

Intermediate training ⇒ Co-lead ⇒ Lead

Our practical **'see one, do one, teach one'** methodology combines classroom training, mentoring and on-the-job skills to embed proven, process-improvement principles into the organisation and ensure lasting, transformational change.



A reputation built on results

At University Hospital of South Manchester NHS Trust,
one year into a seven-year partnership

Capital investment **£1.6 million**

Two Cath Labs fully refurbished with state-of-the-art technologies and equipment without the burden of high capital costs through a capital investment of **£1.6 million**

+15%

Activity

Thanks to productivity improvement worth **£2 million in revenue**

+25%

In start-time efficiency

"We had a need to maintain the highest standard of Cath Lab facilities. Partnering provided a major source of capital." - Dr. Richard Levy

Medical Director for Scheduled Care and Consultant Interventional Cardiologist

A reputation built on results

At Maastricht University Medical Centre, **one year into a long-term partnership**

\$2.5 million overall cost savings

+20%

Capacity increase

- Better patient triage
- Time to diagnosis cut from five visits in two months to one visit of two hours

Increased Cath Lab utilization

- Canceled procedures reduced by **37%**
- Optimized planning and scheduling

CRT* clinical pathway optimization

33% reduction in length of stay

\$120,000 cost savings

Trained over 2,500 hospital employees
to embed a culture of continuous improvement

"In selected areas we are now able to help more patients with less resource, to ultimately provide a better service."

Mr. Raymond van Oosterhout

Managing Director, Heart + Vascular Centre

"We have been focusing on improving safety and patient satisfaction, but also employee satisfaction"

Prof. Dr. Michael Jacobs

Chairman and Professor of Surgery, Executive Director Heart + Vascular Centre

*CRT Cardiac Resynchronization Therapy

About Medtronic IHS

Integrated Health SolutionsSM builds on Medtronic's unique combination of capital resources, process optimization expertise and therapy knowledge. In cooperation with medical institutions, IHS develops innovative services and solutions to improve efficiency, reduce costs, facilitate patients' access to different types of treatment, and improve outcomes.

Interested in optimising processes and improving outcomes?
We are here to help.

**Learn more about our solutions by visiting our [website](#),
reaching out to your Medtronic contact or emailing us at:
integratedhealthsolutions@medtronic.com**

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2023-ihs-emea-opex-brochure-en-we-8811673

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