



PHILIPS

Partnership

Managed Services

Partnering to **deliver excellence** in **diagnostic imaging**

Who

County Durham & Darlington NHS Foundation Trust

Challenge

In 2016, the Trust acknowledged a need to commence extensive upgrades to their Radiology department, operating the most advanced medical technology, investing in the development of new services and identifying efficiency improvements without the heavy burden of upfront capital investment.

Solution

In 2018, Philips and the Trust agreed a multi-year Managed Service partnership, primarily focusing on delivering service improvement and the latest cutting-edge medical equipment, fully managed to provide consistent availability of the clinical service, improved patient and staff experience whilst improving patient outcomes and clinical efficiencies.

The partnership includes delivery of a service improvement programme, with a series of focused projects aimed at ensuring the Trust optimises systems in terms of new techniques, services, quality, throughput and most importantly improved patient care and satisfaction.

The equipment replacement programme, incorporates the latest Radiological technology including the delivery of a Philips Azurion Cardiac Cath lab and MRI suite featuring a Philips Ambition system.

A dedicated Operations Manager is assigned to support programme delivery, alongside an on-site Engineer providing first line support, as well as an integrated Helpdesk solution to ensure immediate access for fault reporting, resolution and scheduling preventative maintenance.

County Durham & Darlington NHS Foundation Trust are one of the largest integrated care providers in England. Recognising the importance that radiography plays in modern healthcare and conducting in the region of 187,000 x-rays and 16,000 MRIs each year, the Trust must have access to the very best Radiology equipment so that their patients receive the best care and experience.



The Managed Services Strategic Partnership includes:

- Service Improvement to include analysis and optimisation of systems as well as training programmes.
- Procurement, installation and system integration (managing over 100+ systems).
- PerformanceBridge solution to better integrate data, provide near real-time visibility of departmental workflow metrics for driving continuous improvement.
- Clinical training, asset management, parts logistics, backup equipment, maintenance and technology updates.
- Higher predictability and strategic decision-making to ensure the right technology is available to provide quality care, delivered through an equipment replacement plan.
- Uptime guarantee on system availability to enable patient throughput.
- Commitment to elevated key performance indicators around maintenance of technology and software upgrades.
- Enabling clinicians to stay up to date with the latest techniques and deliver excellent care through ongoing clinical education programmes.

Working in true partnership

Just over twelve months into the partnership, the Trust are proud to report that through access to the latest technology, they have enjoyed significant clinical, operational and financial benefits. Access to cutting-edge medical technology without the need for significant upfront capital cost, has enabled the Trust to enjoy improved scan cycle times along with **>98%** system availability.

Achieving major system uptime improvements

Philips and the Trust collaborated to enhance communications for critical equipment breakdowns out of hours and to ensure seamless delivery of patient services. While breakdowns occur rarely outside of normal working hours, the impact on clinical services could be significant for any hospital. Philips Managed Service Helpdesk team worked closely with Trust Clinical teams and arranged for changes to maintenance call logging software, which ensures immediate notification of equipment availability status is electronically delivered anytime of the day or night to Trust Operations Managers. This resulted in guarantees to patient care by ensuring urgent patients attend Trust Emergency Rooms supported by a working CT service and preventing any delays in diagnosis and treatment.

Delivering service improvement activities

Philips and the Trust have engaged in joint service improvement activities, in order to better understand current performance issues, highlighting opportunities for improvement through data analysis and participative training sessions.

Some key achievements achieved:

- Analysing radiology workflow data (CRIS) to highlight areas of criticality and patient flow improvement opportunities.
- Training for over 80 members of staff in service and quality improvement.
- Conducting a staff experience survey focusing on improvement, identifying areas for reinforcement and development.

Philips PerformanceBridge has been introduced in order to better integrate data, providing near real-time visibility of departmental workflow metrics for driving continuous improvement.



Richard Morris, Associate Director of Operations:

“Through our partnership with Philips we have commenced the replacement of our MRI and CT scanner technologies. We have also created our first five of nine fully automated digital x-ray rooms, which will enable us to perform a wider range of x-rays, quicker, meaning we can see more

patients and get imaging of a consistent quality. This advanced technology produces digital x-rays, so they're easily accessible to anyone involved in the patient's care.

Our contract with Philips also includes maintaining the equipment and Philips have an Operations Manager and an Onsite Engineer supporting the service. Each year we perform 187,000 x-rays and 16,000 MRIs, with equipment used round the clock, so maintaining it is vital to keep it in tip-top condition and by having an Onsite Engineer means any concerns can be addressed quickly. It's made a huge difference to the service we offer and to our radiographers.

Another area that is making a huge difference to patient care is the cardiac Cath lab at Darlington, where radiographers work alongside cardiologists identifying patients with narrowing heart vessels.

We have just completed the first year of our contract with Philips and as well as all the exciting changes on the horizon, we've already replaced over 30 pieces of equipment.

We're very excited about the difference the partnership is already making to the care our patients receive.”



Judith Allen, Radiology Services Manager:

“Our new equipment and facilities are already attracting some of the best, most highly skilled radiographers and new graduates to our trust.”

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.

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.

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 a realistic action plan. 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.



- 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



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.



Find out more about Managed Service Strategic Partnerships?

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

