INTEGRATED HEALTH SOLUTIONS™

SOLUTIONS FOR EXCELLENCE IN CARDIAC SERVICES
For over 65 years, Medtronic has been the market leader in innovative medical technology. Acutely aware of the need to balance access and cost of treatment with high quality of care, Medtronic created Integrated Health Solutions℠.

We are a new business unit to support our customers beyond devices. Integrated Health Solutions℠ builds on Medtronic’s unique combination of capital resources, process optimisation expertise and therapy knowledge.

**BEST POSSIBLE OUTCOMES**

Working together, we help you move toward value-based healthcare by designing tailored solutions that optimise your outcomes – enabling you to:
- Improve quality of care
- Enhance operational performance
- Boost financial returns

**SHARED RISK AND REWARD**

We offer a broad array of solutions across the care continuum, focusing on clinical departments where we have a strong heritage.

We aim to be the leading company to support hospitals, physicians, payers and health systems to deliver high-quality care in a cost-effective way.

Our business model is therefore based on taking an active role with long-term partnerships that hinge on risk- and value-sharing schemes as well as on predictable ‘fee-per-procedure’ models. In short, we have a larger stake in your success than ever before.

**AT IMPERIAL COLLEGE HEALTHCARE NHS TRUST, WE HELPED DELIVER THESE RESULTS JUST ONE YEAR INTO OUR SEVEN-YEAR PARTNERSHIP**

“There was a strong focus on on-time start and on-time finish, to optimise CathLab utilisation, and we were able to reduce some weekend elective lists – which enabled a reduction of overtime cost of staff.”

Mr. Graham Lomax
Divisional Director of Operations, Scheduled Care

**THE IDENTIFIED VALUE CREATION IS ESTIMATED AT £840,000**

10-FOLD reduction in expired stock, which decreased time wasted looking for items by 75 minutes per day

“...a vast improvement. Nursing staff find what they need much faster.”

Ms. Jane Sheppard
Health Care Assistant

**BEST POSSIBLE OUTCOMES**

**IMAGINE WHAT WE CAN DO TOGETHER**
Cardiac services across Europe face similar challenges. The need for investment in state-of-the-art equipment and infrastructure while facing a lack of funding, reinforced scrutiny on outcomes, increased cost of care delivery, increasing competition for patient recruitment and capacity issues can be challenging for even the most efficient cardiac care providers.

HELPING YOU FIND THE BALANCE

Cardiac services across Europe face similar challenges. The need for investment in state-of-the-art equipment and infrastructure while facing a lack of funding, reinforced scrutiny on outcomes, increased cost of care delivery, increasing competition for patient recruitment and capacity issues can be challenging for even the most efficient cardiac care providers.

*Based on "NHS Payment by Results. Guidance for 2013-14".*
Our acquisition of NGC Medical in 2014 adds 15 years of expertise in building and managing operating rooms (ORs), catheterization laboratories (CathLabs), and intensive care units (ICUs) to our portfolio. While it operates as a separate entity, NGC serves as a service delivery arm for us, continuing its long-standing commitment to being a vendor-independent partner to healthcare providers.

Solid track record:
- More than 50 long-term management contracts
- More than 120,000 square metres of turnkey facilities:
  - 250+ ORs
  - 600 ICU beds
  - 50 CathLabs and hybrid labs

Enhanced capabilities
- TURNKEY SET-UP: Provide affordable access to state-of-the-art technologies and infrastructure
- MANAGE: Manage non-clinical operations so you can focus on patient care
- DEVELOP: Accelerate patient access to care; develop services and enhance reputation
- OPTIMISE: Deliver best-in-class cost efficiency and patient outcomes

Our powerfully simple solutions are built on four pillars:
- TURNKEY SET-UP
- MANAGE
- DEVELOP
- OPTIMISE

Ongoing Physician Training
Clinical Service Setup & Expansion
Demand Generation
Patient Experience
Operational excellence
Planning and Scheduling
HR Enablement
Infrastructure Design and Room Fitting
Equipment Management and Repair
Capital Equipment Financing, Purchasing and Installation
IT Enablement
Material Management
Equipment Management and Repair
Infrastructure Design and Room Fitting
Clinical Pathways
Demand Generation
Capital Equipment Financing, Purchasing and Installation
Operating excellence
Planning and Scheduling
HR Enablement
Infrastructure Design and Room Fitting
Material Management
Infrastructure design and room fitting
- We design and equip your ORs, CathLabs and ICUs, optimising clinical workflow and patient experience
- Our engineers and architects meet with your administrators and clinicians to define operational and clinical goals and preferences

Capital equipment financing, purchasing and installation
- We finance, purchase, and install capital equipment to replace end-of-life equipment or develop new services and capacity
- We coordinate with equipment manufacturers to oversee the installation, testing processes, and clinical staff training

Material management
- We procure all devices and consumables without compromising product choice
- We manage inventory and supply chain

Equipment management and repair
We provide a multi-vendor maintenance service to deliver premium medical equipment support through a single consolidated contract and response desk

Planning and scheduling
We provide the expertise and information systems for effective planning and scheduling of procedures

HR enablement
We provide highly skilled managers with the relevant track record to manage the daily operations of cardiac services, easing your workload

BENEFITS
- More time for frontline care
- Efficiency gains and cost savings
- Reduced risk and maximised uptime and availability of your high-value equipment and devices
- Vendor-independent service: we procure the products you believe are best for your patients
**Operational excellence**
Our experts help improve your clinical and non-clinical operations, focusing on asset utilisation and costs, workforce productivity, variability in patient outcomes, and length of stay.

**IT enablement**
- We deploy our CardioVascular Information System (CVIS) for full integration of your data across the cardiovascular care continuum.
- We help streamline and automate your operation workflows.

**Clinical pathways**
We deploy best-practice tools and methods to optimise and sustain evidence-based, patient-centric clinical pathways.

**Demand generation**
We help increase patient recruitment through:
- referral development services
- patient outreach and education
- marketing and communication services
- analysis of patient potential by therapy
- telehealth

**Patient experience**
We partner with your staff to implement best practices, tools and methods designed to measure and improve patient experience.

**Ongoing physician training**
We mobilise Medtronic’s resources to offer clinical training support tailored to your needs.

**Clinical service set up and expansion**
We support you in developing new operating procedures and expanding your care services offering.

**BENEFITS**
- Improved operational efficiency, "do the same with less", resulting in savings.
- Increased operational capacity, "do more with the same or less", resulting in incremental revenue.
- Reduced variability in care practices, for better patient outcomes and cost control.
- Engaged staff ready to drive continuous improvement.

**BENEFITS**
- Increased revenue, driven by improved patient recruitment.
- Optimised referral network.
- Superior patient experience and satisfaction.
- Access to tested and proven business development, marketing and communication resources.

**Get results that last**
Applying our expertise in Lean Six Sigma transformation, we engage your frontline staff, physicians and nurses, training them to improve and continually enhance their processes.
Integrated Health Solutions™ has over 50 on-going long-term partnerships across Europe and Middle East, including the Imperial College Healthcare NHS Trust and the University Hospital of South Manchester NHS Trust in the United Kingdom, the Maastricht University Medical Center in the Netherlands and the Niguarda Hospital in Italy.

**AT UNIVERSITY HOSPITAL OF SOUTH MANCHESTER NHS TRUST, ONE YEAR INTO A SEVEN-YEAR PARTNERSHIP**

**CAPITAL INVESTMENT**

£1.6 MILLION

- 2 CathLabs 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 CathLab facilities. Partnering provided a major source of capital.”

Dr. Richard Levy
Medical Director, Scheduled Care, Consultant Interventional Cardiologist

**AT MAASTRICHT UNIVERSITY MEDICAL CENTER, WITHIN A TWO-YEAR TIMEFRAME**

- **Boosted productivity** through Lean Six Sigma deployment
- **Reduced costs** by reducing the resources needed to perform the same tasks
- **Increased revenue** by increasing number of patients treated
- **Optimised clinical pathways** for CRT and CABG* leading to reduced length of stay and referral to treatment time, freeing up capacity for additional procedures
- **Trained** over 2,500 hospital employees to embed a culture of continuous improvement through a combination of formal training, mentoring and on-the-job skills building

“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 Center

“Thanks to productivity improvement worth £2 MILLION IN REVENUE”

**33% REDUCTION OF LENGTH OF STAY**

**CRT CLINICAL PATHWAY OPTIMISATION**

“Cardiac Resynchronization Therapy (CRT) Clinical Pathway Improvement”

**INCREASED STAFF SATISFACTION**

Prof. Dr. Michael Jacobs
Chairman and Professor of Surgery, Executive Director Heart + Vascular Center

“Improved efficiencies, thereby improving patient safety, patient satisfaction but also employee satisfaction.”

*CRT Cardiac Resynchronization Therapy, CABG Coronary Artery Bypass Graft
WHY PARTNER WITH US?

With our global in-hospital presence and long-standing relationships with health providers and physicians, combined with our therapeutic expertise, we have an in-depth understanding of your needs and challenges. Partnering with us brings you:

- **Benchmarks:** Our broad hospital footprint allows you to compare with other world-class institutions and gauge variability in patient outcomes, length of stay, workforce productivity, and asset utilisation.
- **Resources:** Our access to capital resources enables you to equip your cardiac departments with the latest technology.
- **Unique mix of skills:** Our 200+ experts in consulting, hospital management, biomedical engineering, clinical experience, and building and managing cardiac departments can complement your own organisation’s competencies.
- **Support to raise your profile:** Our in-house capabilities in market analysis, marketing, communication, and referral development help you attract more patients.

When public procurement procedures apply, there are adapted processes for our innovative approach, such as pre-tender market engagement and competitive dialogue in the European Union. *


WHAT DO OUR PARTNERS SAY?

“Shared risk, shared incentive and having aligned goals were core to the discussions. We have the operational excellence consulting services included to drive increased productivity, and we both share the gains.”

Mr. Graham Lomax
Divisional Director of Operations, Scheduled Care, Imperial College Healthcare NHS Trust; Now Divisional Director of Operations, Scheduled Care, University Hospital of South Manchester

“Physicians and nurses can focus on their patients and do not have to deal with procurement and administration problems. They have peace of mind.”

Dr. Marco Trivelli
CEO of Niguarda Hospital, Milan

“Clinicians should be involved from the onset in the discussion with the potential commercial partner. This is a key success factor for a smooth implementation.”

Mr. Graham Lomax
Divisional Director of Operations, Scheduled Care, Imperial College Healthcare NHS Trust; Now Divisional Director of Operations, Scheduled Care, University Hospital of South Manchester

“It is a real partnership: the Medtronic team members are not visitors, they do not behave as consultants. There is continuity, faith and trust. They are part of the hospital family.”

Prof. Dr. Michael Jacobs
Chairman and Professor of Surgery, Executive Director Heart + Vascular Center, Maastricht University Medical Center

“As an interventional cardiologist, having the option to use state-of-the-art equipment in a cash constrained environment was really important. It is also essential as a physician that you have access to the devices you feel comfortable using.”

Dr. Richard Levy
Medical Director, Scheduled Care, Consultant Interventional Cardiologist, University Hospital of South Manchester

“For the clinicians, having no problem with product supply, no need to deal with administrative and organisational issues enables them to really focus on patients. This is very important and drives better outcomes.”

Dr. Antonio Rampoldi
Chief of Interventional Radiology, Niguarda Hospital, Milan
INTERESTED IN BALANCING ACCESS AND COST OF TREATMENT WITH HIGH QUALITY CARE?

WE ARE HERE TO HELP

Contact us at integratedhealthsolutions@medtronic.com

INTEGRATED HEALTH SOLUTIONS™