

Medtronic Health Systems Advantage: Destination Care Centers for Improved Efficiency and Patient Satisfaction

In an increasingly competitive marketplace, Destination Care Centers (DCC) offer new opportunities to improve patient satisfaction and operational efficiencies while increasing provider market share and revenue potential.

Backed by deep clinical and surgical expertise and an understanding of the hospital environment, Medtronic Health Systems Advantage experts provide the hands-on assistance that hospitals often need to drive coordinated, comprehensive care for their patients and positively affect the health of the population.

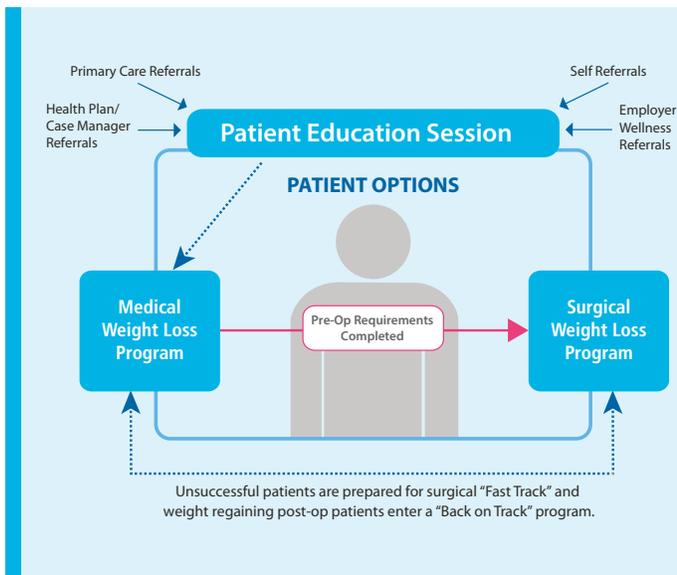
Customized Destination Care Centers designed by the Medtronic Health Systems Advantage team define and streamline pathways for patient care in a variety of settings. The turnkey models deliver the processes to coordinate multidisciplinary teams and service lines to ensure comprehensive care for patients. Each engagement follows a five-phase process that includes an in depth service line assessment, project planning, implementation, measurement and monitoring improvements.

Destination Care Centers Help Providers Achieve Goals By:		
Improving Efficiency and Patient Satisfaction	<ul style="list-style-type: none"> Establish multidisciplinary teams and service lines to ensure comprehensive care Build stronger patient engagement and planning for long-term, sustainable growth Develop a Population Health delivery model for high risk patient populations Define and streamline pathways for patient care 	Key DCC Deliverables <ul style="list-style-type: none"> Market Analysis <ul style="list-style-type: none"> Strategic Market Assessments Business Plan Comprehensive Care Center Design <ul style="list-style-type: none"> Site Layout & Design Clinical & Operational Pathways Physician Awareness & Education <ul style="list-style-type: none"> PCP & Specialty Education Symposia EMR Strategies Patient Awareness & Education <ul style="list-style-type: none"> Patient Marketing & Resources Patient Identification & Acquisition Strategies Direct to Consumer Marketing Campaigns Payer Awareness & Education <ul style="list-style-type: none"> Patient Education Modules Center of Excellence Preparation Bundled Payment Modeling
Providing Hands on Expertise from Industry Professionals	<ul style="list-style-type: none"> Disease state expertise Clinical Performance Improvement Project management (LEAN/SixSigma) Data analytics 	

Case Study:

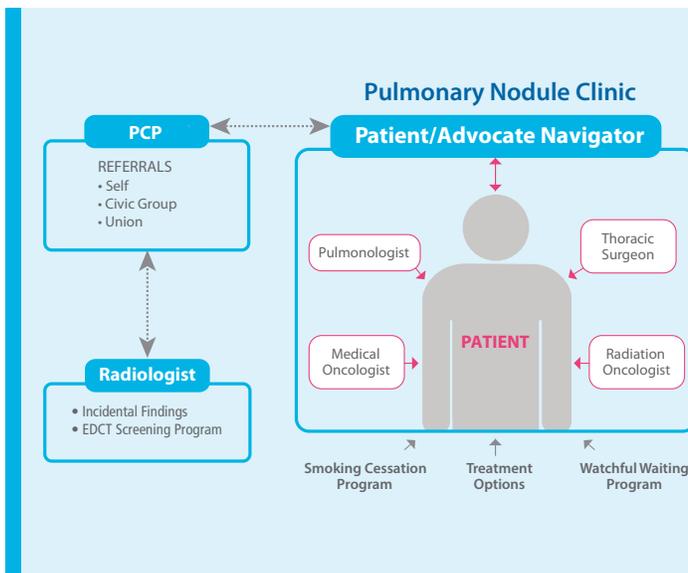
Improving Patient Outcomes: Sentara Comprehensive Weight Loss Solutions Center

Since 2013, Covidien has collaborated with Sentara Medical Group, part of the Sentara Health network, on a fee-for-service basis to establish and build a comprehensive bariatric destination care center. The Sentara and MHS teams partnered with hospital leadership to build a strong business case for the new center, supported by financial models and market assessments that were used to secure approval at the hospital and corporate levels. Armed with sound program elements and implementation best practices, the Sentara Comprehensive Weight Loss Solutions Center opened in November 2013 as an integrated center that is recognized as a leader in the weight loss field. Since then, the Center has continued to expand patient education efforts around bariatric surgery and broader weight loss services and added incremental revenue streams from product sales.



Metabolic Health DCC Model

- Pathway begins with weight loss seminar
- All patients directed to medical weight loss
- Patients unsuccessful with medical management are directed to the surgical pathway
- Surgical intervention following completion of pre-op requirements
- Surgical patients return to medical weight loss after surgery for post-operative management



Lung Health DCC Model

- Facilitates lung screening, which is recommended for patients between 55–80 years of age with history of smoking
- Flow starts with patient screening or incidental finding, pathway through lung health navigator
- Liaison and appointments coordinated across specialties and back to primary care physician

Transform challenges into opportunities. Contact Medtronic Health Systems Advantage.

The Medtronic Health Systems Advantage team delivers comprehensive solutions to identify and address a broad set of clinical, operational and economic matters that translate to improved quality of outcomes and increased value for providers, payers and employers.

Backed by deep clinical and surgical expertise and an understanding of the hospital environment, the Medtronic Health Systems Advantage team ensures credible and accurate diagnosis and implementation for sustained change management. The team is committed to collaborating with customers for long term, tangible benefits and shared results.

Medtronic is the global leader in medical technology - alleviating pain, restoring health, and extending life for millions of people around the world.

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