We collaborate with you to set progress in motion, applying our proven PRO methodologies and extensive change management expertise to your unique challenges. Together, we can transform patient care pathways – and establish operational excellence that endures.
How it works

We work directly with your healthcare administration leaders and care teams to assess current challenges that can be turned into opportunities. Together, we identify, prioritize, and implement improvements to achieve sustainable results.

“...

It’s an amazing story of collaboration. I really don’t know how to thank Medtronic.”

—Assistant medical director at a large hospital in the Midwest

Project scoping
Collaborative problem-solving
Rigorous and innovative process redesign
Customized goals for sustainable results
Why it works

Collaborative problem-solving, intensive analysis, and deep expertise can convert goals into results across any site of service, service line, disease state, or care pathway.

**Uniquely, the PRO process:**

- Keeps the focus on the patient experience
- Ensures collaborative problem-solving across the care pathway
- Uses data to identify focus areas unique to your environment
- Provides a plan for long-term sustainability once the improvements are implemented

“The deep analysis revealed the growth potential of the EP department.”

- Device clinic project team member at a hospital in New Jersey
We found two things to be most beneficial: efficiency and cost savings!"

–VP of clinical operations at an ambulatory surgical center

†Based on a score of 7/10 or higher on PRO post-engagement survey.
Do you face challenges like these?

**Workflow inefficiencies**
- Patient follow-up takes too long.
- Breakdowns in communications or processes lead to inconsistent results.
- Long workdays stem from workflow inefficiencies and staff interruptions.

**Staffing shortage and gaps in cross-training**
- Clinic capacity and patient access are limited by over- or under-utilized staff resources.
- Confusion and delays are caused by lack of clarity on staff roles and responsibilities.
- Knowledge barriers inhibit effective staff coverage and training.

**Patient engagement and compliance**
- Unclear post-procedure patient management protocols impact staff and/or patients.
- There is concern over missed appointments and poor patient compliance with post-procedure care instructions.
- Lack of consistent communication and education impact patient experience.

Could PRO be right for you?

**Take a self-assessment.**

“"Able to clearly see opportunities to improve not only throughput but increased physician and patient satisfaction.”"

-Hospital administrator at a large health system in Florida
With PRO, success can mean:

- Better patient outcomes and satisfaction
- Clearer direction for providers and staff
- Improved utilization of resources
- Streamlined patient pathways from referral to follow-up
- Maximized efficiency and cost savings
- Improved cross-functional collaboration
- Higher physician and staff satisfaction
- Sustainable results

PRO is a fee-based service offered by Medtronic Healthcare Consulting, where we leverage broad and deep healthcare expertise to drive change and impact your programs and service lines.

Email us to learn more at healthcareconsulting@medtronic.com.