

A photograph of two surgeons in an operating room. They are wearing blue scrubs, blue bouffant caps, and white surgical masks. They are looking down, focused on their work. The background is bright and clinical, with surgical lights visible. The overall color palette is dominated by blues and whites.

Medtronic

Integrated Health SolutionsSM

Cath Lab managed services:

An integrated solution to establish and operate
leading-edge cardiovascular departments

Reducing costs, unleashing capacity and delivering a superior patient and staff experience

Delivering cardiovascular care: a balancing act calling for innovative service models

Cardiac services across Europe face similar challenges: a lack of funding despite a need to invest in state-of-the-art equipment and infrastructure, intensified scrutiny on outcomes, increased cost of care delivery, increasing competition for patients, and capacity issues. These conditions can be challenging for even the most efficient cardiac care providers.

In this environment, providers are looking for innovation in the delivery model to fulfil quality, access and productivity needs within a finite financial context. **Integrated Health SolutionsSM (IHS)** offers hospitals across EMEA an innovative managed service for cardiovascular centers aimed at improving quality of care and outcomes, reducing operating costs, and enhancing competitiveness while unlocking capacity for growth.

These services are delivered through a business model built on shared risk and reward. We deploy bespoke solutions tailored to a hospital's specific needs, including an array of capital, staffing and intellectual resources to build or expand, equip, optimize and run their heart centers.



Every second of every Cath Lab is worth \$1 in revenue*

Cath Lab managed services: an integrated, modular service platform that delivers high value

Medtronic IHS' managed service is an integrated and modular service platform that includes the turnkey setup, management, optimization, and development of state-of-the-art cardiovascular centers.

Integrated solution focused on four pillars



Turnkey setup

Provide affordable access to state-of-the-art infrastructure and technologies



Manage

Manage non-clinical operations to enable focus on patient care



Develop

Accelerate patient access to care; develop services and enhance reputation



Optimize

Deliver best-in-class cost efficiency and patient outcomes



An innovative service-business model built on shared risk and reward

*Based on "NHS Payment by Results. Guidance for 2013-14".

Bespoke solution that includes a vast array of services



Turnkey setup

Infrastructure design and room fitting

- We design and equip your ORs, Cath Labs and ICUs, optimizing the 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 to develop new services and capacity
- We coordinate with equipment manufacturers to oversee the installation, testing processes, and clinical staff training

Benefits:

- Access to funding and latest technologies
- One-stop shop complete operational solution from planning to implementation
- Ability to convert capital expenditures into operational expenditures
- Vendor-independent service: we procure the equipment of your choice



Manage

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 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 maximized uptime and availability of your high-value equipment and devices
- Vendor-independent service: we procure the products you believe are best for your patients



Develop

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 the patient experience.

Ongoing physician training

We mobilize Medtronic's educational resources to offer clinical training support tailored to your needs.

Clinical service setup and expansion

We support you in developing new operating procedures and expanding your care services offering.

Benefits:

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



Optimize

Operational excellence

Our experts help improve your clinical and non-clinical operations, focusing on asset utilization 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 optimize and sustain evidence-based, patient-centric clinical pathways.

Benefits:

- Improved operational efficiency and savings by "doing more with less"
- Increased capacity, resulting in incremental revenue
- Reduced variability in care practices for better patient outcomes and cost control
- Engaged staff ready to drive continuous improvement

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.

Innovative service-business model built on shared risk and reward

Our managed service comes in the context of a long-term partnership, lasting typically between five and ten years. Most of our existing contracts are established over seven years, aligned with the depreciation cycle of capital equipment.

The hospital typically pays for the service via a simple, transparent, fee-per-procedure that wraps every element of the managed service into a predictable payment schedule. All additional services are in scope; the fees are reflective of this, along with equipment depreciation.

This approach removes the need for upfront investment and converts capital expenditure into operational expenditure. It provides the hospital with a predictable payment schedule, with operational expenses that fully align with patient activity levels, and revenue.

The service model includes shared risk and reward mechanisms to optimally align the incentives of the partners and guarantee sustained value over the long term.

The benefits of scale

Large footprint and client base across EMEA

210

Accounts under managed services

> 800

CLs and ORs

Medtronic IHS is the leading managed service provider for specialized care settings, such as Cath Labs and ORs, in EMEA.

We currently deliver these services for 210 hospitals in the region, optimizing more than 800 Cath Labs and ORs.

Thanks to our scale, we have a large capacity to invest in infrastructure, organization, processes, and technologies that can be deployed across providers, enabling us to optimize and run these specialized care settings to the highest standards.

25

Countries with operations

820,000

Patients treated annually

Our scale brings several benefits for our customers, including:

- Greater purchasing power, which means better pricing
- Valuable shared insights from across our customer base
- Networking opportunities for our customers to collaborate, benchmark, and share best practices with each other

Integrated Health SolutionsSM has more than 210 ongoing long-term partnerships across Europe and the Middle East, including:

- Imperial College Healthcare NHS Trust (United Kingdom)
- Rigshospitalet (Denmark)
- Maastricht University Medical Centre (The Netherlands)
- Niguarda Hospital (Italy)
- Saud Al Babbain Cardiac Center (Saudi Arabia)

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



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

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 outset 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 and 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 Centre, Maastricht University Medical Centre



"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 and no need to deal with administrative and organizational 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



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.

To learn more about how IHS managed services can help your hospital reduce costs, unleash capacity for growth, and deliver superior patient and staff experience - visit our [website](#), reach out to your Medtronic contact or email us at: integratedhealthsolutions@medtronic.com

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