

Medtronic

Integrated Health SolutionsSM

How a state-of-the-art Cardiolounge for
same-day discharge delivered value
for Rigshospitalet in Denmark



Overview

Hospitals need to come up with creative solutions to support same-day discharge. One way to do this is by constructing a visionary, innovative and patient-centric Cardiolounge that patients can use before and after procedures.

The Cardiolounge supports same-day discharge and creates an environment that makes patients feel less hospitalised. It lowers the need for beds for some patient groups, creating room for an increased intake of more care-requiring patients. The Cardiolounge supports value-based healthcare, focusing on outcome and value for the patient at the lowest possible cost. It serves as a pleasant atmosphere for patients' relatives.

Hospitals worldwide need to handle an increasing number of patients, often with existing resources. A Cardiolounge also contributes to lower resource utilisation, and it improves the working environment for nurses, physicians and staff.

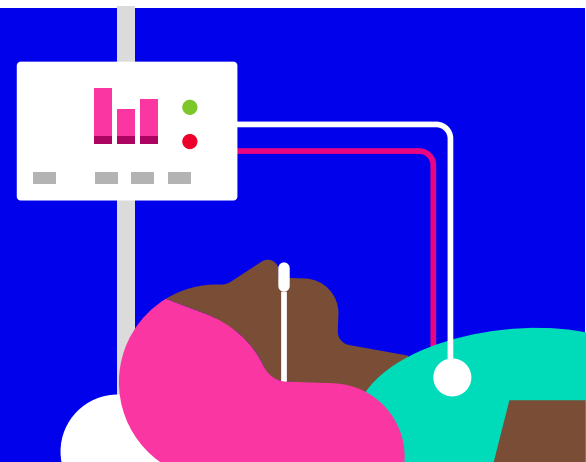
Rigshospitalet in Denmark is one of several Medtronic clients that have experienced these benefits as a result of constructing a new Cardiolounge.

Medtronic Cardiolounge Solution

A visionary, innovative and patient-centric new space that supports same-day discharge and creates an environment which makes patients feel more comfortable and less hospitalised.

The Hospital

Rigshospitalet, the Danish university hospital, sees **1.3 million out-patients** and **270,000 in-patients annually**. Rigshospitalet's mission is to be Denmark's leading hospital for patients needing highly specialised treatment.



The Partnership

Rigshospitalet partnered with Medtronic to deliver a Transformation Programme beginning in 2017. Transformation Programmes are multi-year partnerships consisting of several projects that enable healthcare providers to transform, so they deliver superior outcomes and patient experience, while reducing costs and taking a value-based approach. The Cardiolounge solution was one of the projects delivered as part of Rigshospitalet's transformation journey with Medtronic.

The main goal in constructing the Cardiolounge at the hospital was to increase same-day discharge, thus freeing up more beds. Same-day discharge was an established practice, but operational benefits were limited and restricted to simple cases. A shortage of beds and nurse resources hindered capacity augmentation for complex cases.

The Solution

Rigshospitalet was two years into the Medtronic partnership when it decided to move forward with the new Cardiolounge. It involved refurbishing a **110 m² lounge** plus an additional **30 m² area** for relatives. The project was driven as a Medtronic turnkey solution, including design and construction, project management and comprehensive consulting activities.

The Delivery

For the project delivery, Medtronic used its well-designed process and governance structure. Subject matter experts, the business development team and local consultants took part in initial conversations with the stakeholders from Rigshospitalet. The Medtronic design and construction team provided 3D modelling and design sketches.

Medtronic advisory engineers served as project leaders who took part in weekly meetings with internal stakeholders from the hospital, resulting in very close project management. Throughout all these interactions, Medtronic leveraged its vast experiences and depth of knowledge in implementing Cardiolounges for hospitals worldwide.

Key to delivering the Cardiolounge within a short period of time was Medtronic's ability to provide construction services as a private company in the public sector. As a result, Medtronic was able to act quickly and in an agile manner when challenges arose during construction.



Cardiolounge solution is more than simply design and construction. Rigshospitalet derived significant value in Medtronic's consulting services during phases of the Cardiolounge project. Medtronic led workshops and workstreams with the physicians and nurses, advising on optimising workflows related to the Cardiolounge area. This included operations in the lounge, opening hours coordination with the Cath Labs, admission and discharge schedules and ensuring patient flow is optimal for resource utilisation, among other aspects.

It is rare for such projects to be delivered on time and within budget. The Cardiolounge project at Rigshospitalet was initiated in June 2019 and completed in just three months and within the budget. When Søren Boesgaard, Head of the Rigshospitalet Cath Lab Department, initially heard Medtronic's timeline for completing the Cardiolounge, he was sceptical.

"I never thought it was possible to complete the project in such a short time period, but the Cardiolounge was finished on time."

**- Søren Boesgaard,
Head of the Rigshospitalet Cath Lab Department**



The Impact



High satisfaction for patients and relatives due to the comfortable lounge area



Freed up **5** clinical ward beds; an average **€500** cost saving per case



Fast convalescence thanks to radial procedures



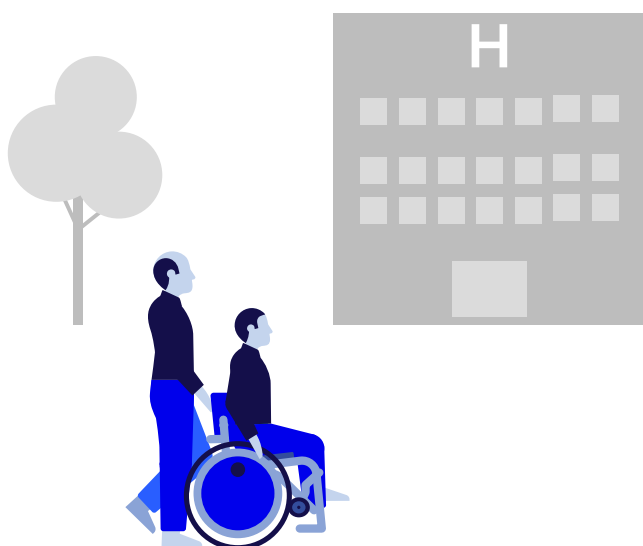
Minimised disruption of private and professional life

Impact for patients

Both workflow and patient flow have been optimised. For example, there is no longer batching of patients for discharge; instead, there is continuous discharge based on patient readiness. The Cardiolounge has also reduced cost, nurse resource usage, and care intensity for patients pre- and post-Percutaneous Coronary Interventions.

The Rigshospitalet's Cardiolounge registered an impressive Net Promoter Score (NPS) of 80. The patients were also asked how likely they were to recommend the Cardiolounge to others. The NPS for this question came in at 78.5.

Many patients shared how receiving care at Rigshospitalet before and after the construction of the Cardiolounge is an entirely different experience. Common refrains are that spending time in the Cardiolounge after a procedure is pleasant, not stressful, and that it is much more enjoyable for waiting family members, and some patients have requested waiting in the Cardiolounge instead of a private patient room.



"I was so worried before coming to the hospital for my procedure, but the Cardiolounge setting is very welcoming, and the relaxing atmosphere calms me down."

- Cardiolounge patient

Impact for hospital

For Rigshospitalet, the Cardiolounge has resulted in using fewer resources. Reduced care intensity provides high autonomy and enables self-catering of patients and relatives. Nurse resources have been released, allowing focus on patients requiring a higher amount of intensive care. It has led to more predictable working hours and eliminating overtime (and related costs). There has been an increase in the utilisation of beds allowing intake of care-requiring patients with a higher level of complexity.

About Medtronic IHS

Integrated Health Solutions (IHS) builds on Medtronic's unique combination of capital resources, process optimisation expertise and therapy knowledge. IHS partners with hospitals and clinics across EMEA, offering solutions that help care providers optimise costs and outcomes while driving higher value and patient satisfaction. 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.

Interested in a Cardiolounge solution at your hospital?

Contact your local Medtronic account manager to learn more about our turnkey Cardiolounge solution. Medtronic offers a wide range of lounge sizes and sophistication, depending on ambitions, physical space and capital availability.

To learn more about Medtronic's Transformation Programmes,
read the case study: [The Rigshospitalet Heart Center's Journey to Enhancing the Patient Experience.](#)

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