



Improved performance to achieve operational excellence

Philips Healthcare Transformation Services Performance Improvement

Having the latest equipment technology or offering niche clinical services is no longer enough to deliver the business or clinical results you need to gain a competitive edge. Operational excellence and the ability to continuously improve performance are equally important to your success. In an increasingly demanding environment, your hospital or healthcare facility needs to improve its business decisions, workflow, and equipment utilization, while boosting staff productivity and building patient satisfaction. The Philips Healthcare Transformation Services team works closely with your executive and clinical teams to identify and address change initiatives that can help you achieve measurable improvements in patient care, efficiency, and revenues.

Key advantages

- Identify targeted areas for improvement and key performance metrics through data driven root cause analysis
- Accelerate business decisions, streamline workflow, and optimize equipment utilization
- Evaluate organizational performance against industry benchmarks to pursue continuous performance improvements

PHILIPS

A comprehensive approach to performance improvement

Philips Performance Improvement Services include expert data-driven analysis into root causes, recommendations, and practical solutions to your workflow bottlenecks. This comprehensive approach leads to fact-based decisions, improved staff buy-in, and enhanced efficiency of capital investments.

Our approach to performance improvement

Evaluating operational and process efficiency begins with documentation of workflow, calculation of utilization and throughput for equipment, and a review of current metrics. Existing processes are evaluated to determine operational changes necessary based on the strategic plan, marketing initiatives and operational efficiency goals.

To meet financial and operational objectives, process inefficiencies and opportunities to reduce operating expenses are identified and prioritized by functional area. Next, processes are benchmarked against competitors and industry best practices are incorporated into new process designs where applicable. Implementation and communication plans for enhanced processes are documented and presented for executive approval.

Benefits of our comprehensive projects include:

- Focus on the issues that drive performance results in patient throughput, scanning preparation scheduling and other key operational areas.
- Collaboration with all impacted hospital departments to implement improvement initiatives designed to increase both patient and staff satisfaction. This allows you to retain your most valued people and build patient loyalty to grow your business.

Learn more

Find out how Philips Healthcare Transformation Services can help you achieve operational excellence. Please visit www.philips.com/healthcareconsulting

Our Performance Improvement Services focus on:

Improvement Identification	Project Portfolio Management	Performance Strategies
<ul style="list-style-type: none"> • Performance Assessment • Workflow and Throughput Optimization • Data Analysis and Decision Support • Performance Tracking • Process Mapping and Documentation 	<ul style="list-style-type: none"> • Definition, Alignment, and Optimization of Key Performance Metrics • Project Management • Improvement Prioritization and Sequencing • Business Case Development • Multi-service Line Throughput • Patient Satisfaction Programs 	<ul style="list-style-type: none"> • Continuous Improvement Program Development • Process Excellence Programs • End-to-end Process Optimization (i.e. Patient Service Delivery) • Quality Control Programs

Please visit www.philips.com/healthcareconsulting



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