



PHILIPS

Clinical Services

A pathway to
clinical excellence

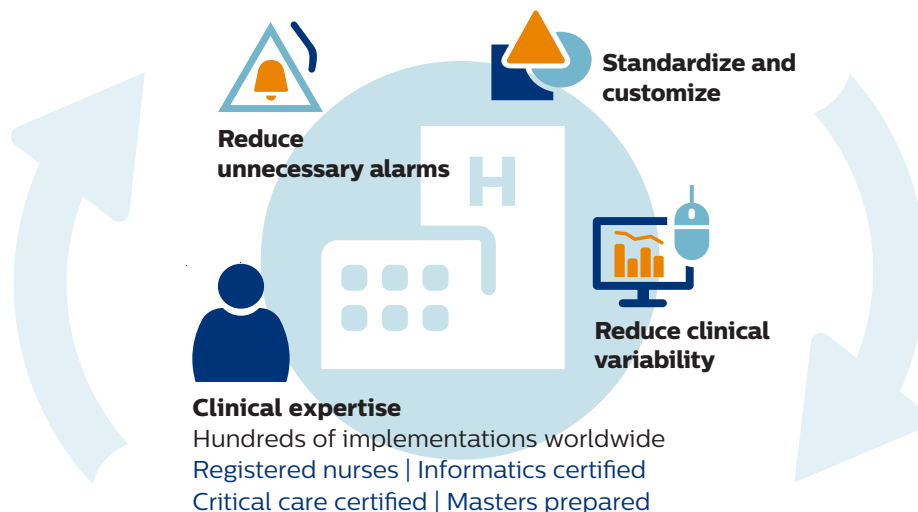
Philips Clinical Performance Agreements



Clinical Performance Agreements (CPAs) take the guesswork and burden out of identifying and adopting the right clinical services and support to empower your care teams.

With access to education and training from our clinical experts, change management and implementation solutions, CPAs make it easy and financially feasible to position your staff for success – and solve the toughest challenges in healthcare today.

Solving complex challenges, supporting continuous improvement





Champion for change

CPAs unlock access to change management strategies and support that are crucial to staff adoption and advocacy of improvement measures and best practices. Our teams work with you to embed change in everyday workflows with minimal disruption. And, by following a structured approach focused around the needs of individual care providers across the hospital, we help promote a culture that aligns with and supports your quality of care initiatives.

Experts working with experts

Our credentialed and experienced clinical experts work with you to define the right mix of clinical services to enhance care. And, our teams help to sustain that enhancement over the long term. We advocate a collaborative and straightforward approach to support hospital policy and procedures, implement improvement measures, monitor performance and course correct, as needed.

Education plan with a clear purpose

Education is tailored to meet the specific needs and address specific deficiencies – to help staff work productively and efficiently, standardize on best practices, and make the most of your clinical equipment, software and data.



How CPAs work

- CPAs provide a flexible way to focus your clinical service and support investment when and where you need it most
- The credit- and term-based program allows you to pre-purchase blocks of clinical services and use them as needed, in ways that fit your schedule and address your priorities
- CPA programs are scalable – you can purchase inventory based upon your budget and needs, and we work with you to define the right mix and volume that make sense for you



Philips ranked #1 in OEM service performance*

* 2016 ServiceTrak Patient Monitoring System survey results.



Enhance your care delivery

- Education plans that address knowledge gaps – from the basic clinical technology functionality to advanced decision support and beyond
- Definition and validation of workflow best practices, configuration optimization and protocol support
- Change management to support adoption and advocacy of improvement measures, and drive standardization unit to unit, and across the enterprise



Count on Philips Clinical Services as your patients count on you.
Call us at 1-888-647-4285.

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