



PHILIPS

Consulting

Imaging Optimization Services

Improving operational efficiency for imaging services

Philips Imaging Optimization Services provide strategic guidance and hands-on implementation support focused on streamlining radiology processes and increasing patient throughput.

Our consultants work collaboratively with an imaging department to identify operational inefficiencies and recommend opportunities to improve workflow and staff efficiency, scheduling processes, and system utilization while decreasing exam times. The goal is to improve patient throughput and enhance the patient experience.

Key benefits

- Increased clinical process efficiency and enhanced transition between care environments
- Recommendation of change initiatives to streamline workflow and improve patient throughput
- Appropriate and effective use of resources (staff, technology, etc.)
- Sustainable improvements in patient and staff satisfaction

Typical client needs

Most patients have an imaging procedure and the experience is an important component of their loyalty and retention as a future patient.

During the transition to value-based care, hospitals and healthcare systems must continue to improve operational performance, while reducing associated costs.

Process efficiency and system utilization must increase to support additional patient capacity. Our consultants work collaboratively with management and staff, providing a strategic and phased approach to help achieve long-term, sustainable results.

An innovative approach

Using an innovative Design Thinking methodology, Philips focuses on solution options and works with clients to create a preferred future state.

Assessment: Based on data analysis, an assessment of current processes is completed including stakeholder interviews and observations, and a gap analysis of key performance measures.

Patient experience review: Creation of an insights-based view of the patient journey identifies opportunities for improvement.

Recommendations: Collaborating with your clinical and management teams, we provide prioritized recommendations to increase clinical process efficiency and patient throughput.

Implementation: Our consultants can assist in implementing new processes and embedding sustainable change management programs, as needed.

Proven results

Through innovative, collaborative, and patient-focused engagements, Philips has helped clients achieve meaningful and sustainable results in clinical efficiency, patient throughput, and patient satisfaction.

- Enhanced patient and staff satisfaction
- Streamlined daily processes and improved patient throughput in 3 months at Lowell General Hospital
- Decreased exam times, improved workflow efficiency, and enhanced patient satisfaction at Lakeland Regional Medical Center
- Structured daily huddles for resolution of issues (with focused agenda) at a large, academic hospital network

Learn more

Through collaborative and patient-focused consulting engagements, Philips Healthcare Transformation Services can help unlock insights and opportunities to improve care efficiency. We can help you achieve meaningful and sustainable improvements in clinical excellence, operational efficiency, care delivery, and financial performance.

For more information, please visit www.philips.com/healthcareconsulting.

