



PHILIPS

Consulting

Cardiology Optimization Services

Improving operational efficiency and patient throughput with workflow redesign

Philips Cardiology Optimization Services provide strategic guidance and hands-on implementation to help drive leading practice workflows and improve department efficiency, resulting in enhanced key performance indicators.

Our consultants work collaboratively with a cardiology department to identify operational inefficiencies and promote improvements in workflow and scheduling processes as well as system utilization. The goal is to improve patient throughput and enhance patient care.

Key benefits

- Improved scheduling efficiency including increased appointment slot availability and reduced patient wait times
- Enhanced system utilization and processes to manage add-on procedures
- Improved patient throughput via workflow proficiency, without additional capital expenditure or staff
- Improved staff collaboration and engagement to support sustainable change

Typical client needs

Healthcare leaders are looking to increase the efficiency of their operations and patient workflow, leverage best practices, and implement new processes to reach department KPIs and performance goals.

Staff and system utilization must be optimized, scheduling processes must be refined, and wait times must be minimized – all in an effort to improve patient throughput.

An innovative approach

Using an innovative and collaborative approach, Philips focuses on solution options and works with clients to identify strengths and weaknesses, redesign workflows, implement new processes, and monitor long-term results.

Assessment: Based on data analysis and goals of the project, an assessment is completed which determines the baseline performance. Stakeholder interviews and observations are conducted and a gap analysis of key performance measures is developed.

Patient experience review: Leveraging an insights-based view of the patient journey, opportunities for improvement are identified. Work teams are established, each focused on a specific process or KPI (technology, workflow, scheduling, etc.).

A market assessment provides data-based analysis to help determine strategic goals and new or revised clinical areas of focus. Our unique co-creation methodology and workshop are available.

Recommendations: Collaborating with clinical and management teams, we provide prioritized recommendations to improve clinical process efficiency and patient throughput. New processes are tested and validated, or changed if necessary.

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

Proven results*

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

- 20% reduction in cath lab patient wait times at WMCHHealth
- Increased system utilization and decreased exam times
- Improved patient workflow
- Enhanced processes supports patient and staff satisfaction as well as staff retention

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.

