

# A case study in competitiveness and performance transparency

Zaans Medical Centre (ZMC), Zaandam, The Netherlands

In 2013, Siemens Healthineers started a 13-year Managed Equipment Services (MES) partnership contract with the Zaans Medical Centre (ZMC) in Zaandam, Netherlands.

## The Challenge

ZMC needed a long-term technology partner that could supply and maintain its imaging equipment base for radiology and nuclear medicine, including 40 devices for a new hospital building.

## The Objective

To obtain state-of-the-art equipment while optimizing lean processes, supporting cost effectiveness, improving operational results and developing the skills of hospital staff over 13 years.

## The Solution: A long-term partnership with clear performance outcomes

Siemens Healthineers was selected as the strategic partner due to its leading and innovative position in medical imaging. Over 13 years, Siemens Healthineers adds value to ZMC's long-term objectives by including in the MES partnership:

1. Provision of state-of-the-art medical technology
2. Maintenance services, upgrades, and replacements
3. On-site operational management

4. Solutions for lean clinical workflow through:

- Co-design of the new hospital building and operational logistics
- Implementation of an ongoing, comprehensive education program for all users
- Introduction of process improvement management IT systems, including equipment utilization and dose monitoring
- Consulting to improve patient throughput

5. A contractual basis for financing the new hospital building

## The Bottom Line

Siemens Healthineers MES models are improving lean processes enhancing competitive results of hospitals in the Dutch market, leading to top quality patient care.

---

*"The MES contract provides us important benefits. The educational programs are a highly valuable aspect of the unitary service fee, as we obtain in-depth knowledge of the technology in a very structured way. The utilization management and project management systems have also helped us reach more productive results and efficiency through better response and resolution times. There is much less internal work required which saves a lot of time and money."*

Martin Borggreve, Head of Radiology  
Zaans Medical Centre (ZMC), Zaandam, Netherlands

# Key clinical, financial, and operational outcomes

Zaans Medical Centre (ZMC),  
Zandaam, Netherlands



**Type:** Regional Hospital Zaanstreek area

**Total Beds:** 280

**Hospital's strategic objective:** To become one of the best 25 hospitals in the Netherlands, with focus on patient safety and patient satisfaction

**Key medical specialties:**

1. Orthopaedics Center
2. Heart Vascular Center
3. Pain Center
4. Mother Child Center



25%

## 100 more CT exams per month

Since October 2014, 25% more patient cases have been performed, as more treatments and new examinations have been offered based on the utilization management analysis provided by Siemens Healthineers.



99.6%

## 99.6% uptime

Performance and availability of equipment have exceeded agreed levels, as a result of on-site technical and management capabilities.



10

## 10 extended trainings

Extended educational programs have been implemented for SPECT-CT and MRI, leading to more confidence among users.



€135.000

## Annual savings €135,000

Value for money has been achieved since the beginning of the MES contract. The annual pricing fee of both the equipment and service components are significantly lower through the Managed Equipment Services (MES) model, than a traditional procurement transaction.

### Siemens Healthineers Headquarters

Siemens Healthcare GmbH  
Henkestr. 127  
91052 Erlangen  
Germany  
Phone: +49 9131 84-0  
siemens.com/healthineers

PS 4784 0517 | © Siemens Healthcare GmbH, 2017

The products/features mentioned in this document may not be commercially available in all countries. Due to regulatory reasons their future availability cannot be guaranteed. Please contact your local Siemens organization for further details.

The statements by Siemens' customers described herein are based on results that were achieved in the customer's unique setting. Since there is no "typical" hospital and many variables exist (e.g., hospital size, case mix, level of IT adoption) there can be no guarantee that other customers will achieve the same results.