

# A case study in healthcare modernization and productivity

## VieCuri Medical Center, Venlo and Venray, The Netherlands

In 2013, Siemens Healthineers started a ten-year Managed Equipment Services (MES) partnership contract with the VieCuri Medical Center, a teaching hospital in Venlo and Venray, Netherlands.

### The Challenge

VieCuri needed a long-term partner who could provide investment certainty, technological modernization, and productivity to overcome the healthcare demands and local budgetary constraints.

### The Objective

To obtain state-of-the-art technology, while enhancing productivity for the hospital during the ten-year contract period.

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

VieCuri chose the long-term partnership with Siemens Healthineers, due to its clinical experience and modern technological capacity with hybrid systems. The MES partnership for VieCuri was developed from Siemens Healthineers' successful global Asset Management Services portfolio. In particular, the management solutions offered with the MES model allow for modernization of the facility, while achieving efficient outcomes that meet VieCuri's health objectives through all project phases.

The MES partnership includes:

1. Provision of state-of-the-art medical equipment ensuring predictability and stability of technology investment cycles
2. Maintenance Services, upgrades, and replacements
3. Management of 40 Radiology (incl. nuclear medicine) and Cardiology (cardiac catheterization) systems

4. On-site technical management, leading to shorter response times and higher uptimes
5. Management Solutions for improved operational results:
  - Financial and performance reporting
  - Implementation of a comprehensive educational program for all users
  - Introduction of an equipment utilization management system, providing benchmarking information for the improvement of hospital's protocols

### The Bottom Line

Siemens Healthineers, MES model drives modernization, as well as transformative and innovative management of Dutch healthcare systems. The strategies implemented reflect an improvement in clinical, financial, and operational outcomes. Siemens Healthineers, MES is an innovative partnership model, as it combines clinical expertise with enterprise financing and IT solutions.

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*"Having Siemens as a single partner gives significant advantages to the operating rooms, as they are almost now identical. In addition, the immediate availability of the on-site technician is adding a lot of value to the workflow of healthcare delivery. With this partnership, I always know that Siemens will offer a solution to a possible problem, without having to wonder, is this the best for the Hospital?"*

Dr. G. A. Hoffland, Radiology Department  
VieCuri Medical Center, Venlo and Venray, Netherlands

# Key clinical, financial, and operational outcomes

## VieCuri Medical Center, Venlo and Venray, Netherlands



**Type:** Tertiary Teaching Hospital

**Total Beds:** 509

**Population served:** 280,000

**Key medical areas:**

- Provision of diagnostics for all specialties
- Provision of full scope basic care, developing regional tertiary functions, and implementing strategic priorities



100

### 100 more MRI patients per month

The monthly average of MRI patients reached 500 in 2015, compared with 400 cases per month in 2014. This was enabled due to the effective allocation of capacities and demand with the utilization management system provided by Siemens Healthineers. The system provides an overview to the Hospital with performance statistics and benchmark status in comparison to other hospitals in the region.



99.3%

### 99.3% uptime

The concept of the “man-on-site”, which consists of an on-site Siemens Healthineers technical expert and manager, has led to continuous top performance of equipment. Equipment uptime is significantly better than the contractual figure of 98%. This figure has been substantially improved.



25%

### 25% radiation dose decrease

The utilization management system also enables better dose application. Through process and protocol improvement e.g. dose applied at abdomen scans could be decreased by 25%.



8%

### 8% cost decrease

The improved performance results obtained within the MES have enabled a substantial optimization of operational costs. It is expected that overall the savings due to optimized workflows total around EUR 1.5 million over ten years contract period.

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