

# A case study in sustainable and cost-effective patient care

Murcia – Spanish Ministry of Health

In 2010, Siemens Healthineers signed a 15-year Managed Equipment Services (MES) partnership contract with the Ministry of Health of Murcia to improve technological innovation, financial and planning security of two regional hospitals in Spain. After five years, the results have exceeded all expectations:

- 25% reduction in administrative costs
- Projected € 3.2 million in savings
- Need for patient rescheduling reduced to 0%

## The Challenge

The Ministry of Health of Murcia faced increasing health-care demands in the coastal areas of Cartagena and Mar Menor due to a growing population. They decided to invest in two new hospitals with a total of about 1,000 beds, equipping them with state-of-the-art medical equipment. Key goals included:

- Financial certainty and technology innovation guarantees over 15 years
- High-quality care with best possible cost-benefit ratios
- Improved operational efficiency for increasing regional healthcare demands

## The Objective

Transfer significant equipment-related management risks to Siemens Healthineers allowing the Ministry of Health to focus on its core healthcare service areas.

## The Solution:

### Siemens Healthineers MES partnership

Siemens Healthineers was selected as the best strategic partner to provide the most innovative and cost competitive solutions for financial security over the long term.

Siemens Healthineers procured, installed and delivered management services for a total of 20,000 medical devices including mammography, ultrasound, computed tomography, laboratory, IT and third party equipment for both hospitals. The MES also included:

- Maintenance services
- Upgrades and replacements
- User training
- On-site expert teams for equipment management
- Project financing via Siemens Financial Services (SFS)

## The Bottom Line

Siemens Healthineers innovative, performance-based Asset Management business models are transforming healthcare management around the world by providing technological innovations and increasing the quality of patient care with sustainable and cost effective outcomes.

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*“Having a single contract is a substantial improvement. This partnership framework provides a value-add which has enabled an exceptional technological advancement in both hospitals.”*

D. Francisco Agulló, General Director  
Servicio Murciano de Salud

# Key clinical, financial, and operational outcomes

## Santa Lucia Cartagena University Hospital



**Type:** University Hospital

**Total Beds:** 667

**Population served:** 279,000

**Key medical specialties:**

Endocrinology, respiratory and digestive systems, rheumatology, hematology, neurology, oncology

## Los Arcos del Mar Menor Hospital



**Type:** University Hospital

**Total Beds:** 329

**Population served:** 103,572

**Key medical specialties:**

Cardiology, neurology, hematology, rheumatology, rehab, digestive systems, internal medicine



### Improved administrative work and efficiency

20%

From 2010 to 2015 human resources dedicated to manage equipment decreased by 20%



### 83% improved issue resolution times

83%

From 2010 to 2014 issue resolution times have decreased from more than 24 hours to less than 4 hours, an 83% improvement



### 90% reduction in equipment damage costs

90%

From 2010 to 2015 average costs of equipment damage have decreased by 90% resulting in savings of € 150,000



### 50% reduction in equipment management time

50%

From 2010 to 2015 time dedicated to managing equipment dropped 50%



### 25% lower administrative costs

25%

- From 2010 to 2015 administrative costs decreased by 25%
- Transfer of equipment damage risk is expected to save € 3.2 million over 15 years



### Ability to perform 100% more exams

100%

From 2010 to 2014 the number of exams able to be performed went from 96,816 to 199,987, an increase of over 100%



### Patient re-scheduling rates reduced to zero

0%

Before the partnership with Siemens MES, 15% of patients needed to be rescheduled due to technical failure. The rate as of 2015 is 0%



### Waiting time reduced to zero

0

Waiting lists for mammography have dropped from an average of 2 years to no waiting at all

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