

**Case study: Ministry of Health, Murcia, Spain**

# Creating value through optimized care delivery

How two Spanish hospitals transformed care delivery through a Value Partnership

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In 2010, Siemens Healthineers signed a 15-year Value Partnership with the Ministry of Health, Murcia to add new capabilities and scale up existing ones for two regional hospitals in Spain. The goal was to transform care delivery while maintaining quality and profitability. After five years, the results have exceeded all expectations:

↓ 25% reduction in administrative costs

👤 Need for patient rescheduling reduced to 0%

💰 Projected € 3.2 million in savings

### The challenge

The Ministry of Health, Murcia, Spain faced increasing healthcare 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, and equip them with state-of-the-art medical technology.

### The objective

Transfer significant technology-related management risks to Siemens Healthineers through a Value Partnership, allowing the Ministry of Health to focus on its core healthcare service areas.

Key goals included:

- Financial certainty and technology innovation guarantees over 15 years
- High-quality care with best possible cost-benefit ratios
- Optimized clinical operations to accommodate increasing regional healthcare demands

### The solution

#### A Siemens Healthineers Value Partnership

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

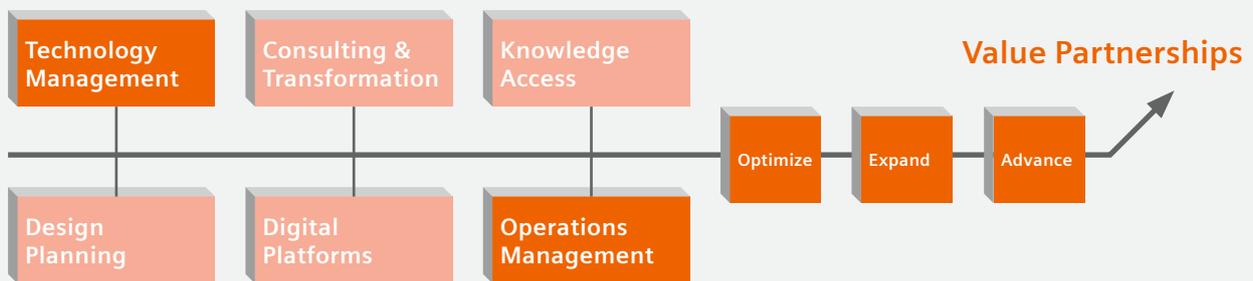
Siemens Healthineers procured, installed and delivered management services for a total of 20,000 medical devices including mammography, ultrasound, computed tomography, laboratory, IT and third party equipment for both hospitals.

The Value Partnership also includes:

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

#### Siemens Healthineers Value Partnerships assist you to:

- Optimize your operations today
- Expand with new capabilities tomorrow
- Advance your level of innovation



We co-create solutions with and for you to generate significant clinical, operational, and financial benefits for your organization.

■ Main portfolio modules of Murcia’s specific Value Partnership

### The bottom line

Siemens Healthineers innovative, performance-based Value Partnerships are transforming care delivery around the world by providing technological innovations, optimizing the diagnostic experience and increasing the quality of patient care, with sustainable and cost-effective outcomes.

## Key clinical, financial, and operational outcomes

Timeframe 2010–2015

### Santa Lucía Hospital, Cartagena



**Type:** University Hospital  
**Total Beds:** 667  
**Population served:** 279,000  
**Key medical specialties:**  
 Endocrinology, respiratory, hematology, oncology

### Los Arcos del Mar Menor Hospital, San Javier



**Type:** University Hospital  
**Total Beds:** 171  
**Population served:** 103,572  
**Key medical specialties:**  
 Cardiology, neurology, rehab, internal medicine

**↓** **Increased workforce productivity**  
 Required resources dedicated to manage equipment decreased by 20%.  
**-20%**

**↑** **Faster issue resolution times**  
 Issue resolution times have decreased from more than 24 hours to less than 4 hours.  
**+83%**

**↓** **Equipment damage costs**  
 Average costs of equipment damage have decreased by 90 % resulting in savings of € 150,000 in total.  
**-90%**

**↓** **Equipment management time**  
 Time dedicated to managing equipment dropped by 50%.  
**-50%**

**↓** **Administrative costs**  
 • Administrative costs decreased by 25%  
 • Transfer of equipment damage risk is expected to save € 3.2 million over 15 years.  
**-25%**

**↑** **Ability to perform 100% more exams**  
 The number of exams able to be performed went from 96,816 up to 199,987.  
**+100%**

**↓** **Patient re-scheduling rates**  
 Before the partnership 15% of patients needed to be rescheduled due to technical failure. The rate as of 2015 is 0%.  
**-0%**

**↓** **Waiting time**  
 Waiting lists for mammography have dropped from an average of 2 years to no waiting at all.  
**0 days**

*“Having a single contract is a substantial improvement. This Value Partnership framework provides a value-add which has advanced the level of technological innovation in both hospitals.”*

Francisco Agulló, General Director  
 Former Spanish Ministry of Health, Murcia

Do you want to use a Value Partnership to optimize your operations?

Get in contact:

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## About Value Partnerships

Siemens Healthineers Value Partnerships combine our strength in holistic medical technology management and efficient operations management into a long-term performance-oriented engagement focusing on the creation of value. We offer six comprehensive portfolio modules that can be customized and applied to optimally address your needs: Technology Management,

Consulting & Transformation, Knowledge Access, Design Planning, Digital Platforms, and Operations Management. With these areas of expertise at our disposal, we are well positioned to co-create a solution with and for you, which will generate significant clinical, operational, and financial benefits.

### Disclaimer

The products/features and/or service offerings (here mentioned) are not commercially available in all countries and/or for all modalities.

If the services are not marketed in countries due to regulatory or other reasons, the service offering cannot be guaranteed. Please contact your local Siemens Healthineers organization for more details.

The results described herein by customers of Siemens Healthineers 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.

The scientific overlay on the title is not that of the individual pictured and is not from a device of Siemens Healthineers. It was modified for better visualization.

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