

**PHILIPS**

Partnership

Managed Technology Services



# Partner to equip the **smart hospital of the future**

Philips Long Term Strategic partnership at Mackenzie Health, Canada

innovation  you

# A flexible partnership

Mackenzie Health is a dynamic regional healthcare provider serving a population of more than a half million people across York Region and beyond. Nationally recognized for its commitment to safety and quality patient care, Mackenzie Health and Philips are working together with a long-term strategic partnership to enable them to expand access to quality care and improve patient outcomes while working together to advance Mackenzie Health's 'smart hospital' vision.

## Who

Mackenzie Health, Canada

## Challenge

Transform Mackenzie Health into a regional provider of leading care through a focus on delivering excellent care and patient experience and optimizing inter-connected state of the art medical equipment and technology, improving healthcare for over half a million patients in the area.

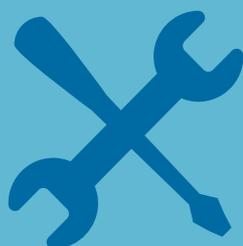
## Solution

A 18-year partnership to equip the new Mackenzie Vaughan smart Hospital. Embracing connected health technologies to offer an advanced emergency department, modern surgical services and operating rooms. Access to acute inpatient and intensive care beds, technologically-advanced medical imaging, specialized ambulatory clinics and a flexible design, enabling it to evolve as new thinking and best practices emerge. This strategic partnership of Managed Technology Services includes; room design, procurement installation, system integration, clinical training, maintenance and technology updates. Mackenzie Health maintains control and flexibility in the evaluation of suppliers allowing for clinical freedom of choice.

## Strategic partnership includes:

- Room design, procurement, installation and system integration (managing over 2300 pieces of equipment).
- Higher predictability and strategic decision-making to ensure the right technology is available to provide quality care, delivered through an equipment replacement plan.
- System availability to ensure continuous patient care, through continuous upgrading and maintenance of technology and software.
- Enabling clinicians to stay up-to-date with the latest techniques and deliver excellent care through an on-going clinical education enabling clinicians to stay up-to-date with the latest techniques.
- Clinical freedom of choice, Mackenzie maintains control and has flexibility in evaluating suppliers.

## Results after 3 years of partnership\*



**60%**

Of the medical devices are non-Philips addressable (3rd party)



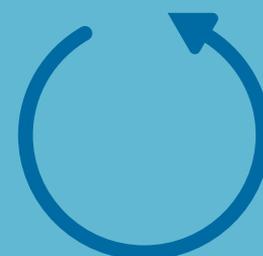
**99.9%**

System availability (uptime)



**9 out of 10**

Customer rating



**> 2x faster**

\* Average on-site response time vs baseline

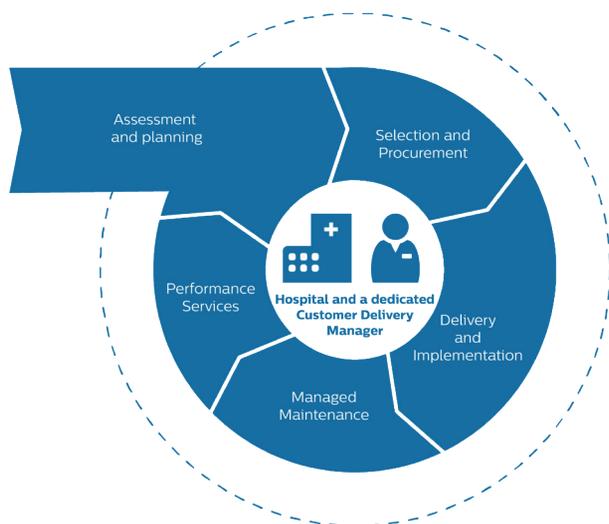
# Achieving success through an outcome-based technology management partnership

The cost, unpredictability and complexity of maintaining and optimizing healthcare technology from multiple vendors poses significant challenges. Philips Managed Technology Services (MTS) is our comprehensive, outcome-based approach to the management of your healthcare technology park for continual availability, high response times and optimized total cost of ownership. MTS includes equipment procurement, installation, management and upgrades.

## How our Managed Technology Services works

Through a shared risk and reward partnering, Philips Managed Technology Services delivers technical, operational and financial transformation to drive positive change. Engagements are tailored to your institution's needs and goals, offering a uniquely versatile and flexible opportunity for technical and operational efficiency.

## Our Managed Technology Services portfolio includes;



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- Creation and management of a multi-year investment and maintenance plan. Based on your operational and clinical needs and optimized total cost of ownership, your plan will utilize actual and benchmark data to secure access to the right technology and usage. Your plan will be reviewed and updated annually to verify it reflects your needs as well as the latest insights and technological developments.

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- Replacement and update of technology with minimal disruption to clinical workflow.

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- Exceptional multi-vendor maintenance solutions with a proven track record of driving smoother day-to-day operations, streamlining and optimizing maintenance and maximizing equipment availability.

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- Program management via an onsite single point of contact to deliver on the collaboration agreement over time and secure high response time to be there when it really counts. We will be as close as possible to your daily operations, to drive continuous improvements.

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- Creation of a transparent financial structure to realize your investment plan. Structured financial propositions are an integral part of any MTS partnership. Propositions are designed to fit the unique needs and budget of each institution, enabling a predictable and stable cash flow to support the realization of investment plans.

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## One team approach

Our teams work transparently, flexibly, collaboratively, acting as an extension of your team to assess and identify challenges, priorities and define a realistic action plan. You will gain immediate insights drawn from our proven experience in Managed Technology Services alliances to enable technical operational efficiencies and more confident investment. All equipment recommendations are vendor neutral and we respect - and enable you - to retain complete control over all key decisions.



"The flexible payment model makes costs of the procurement and maintenance of the equipment more predictable and enables us to better manage annual costs".

Terry Vilella, Deputy CFO at Mackenzie Health

## **The Philips-Mackenzie Health partnership model for transforming care delivery. Creating integrated solutions for today's and tomorrow's healthcare challenges.**

- **Broad-based technology management**

As Mackenzie Health's prime medical technology partner, Philips will supply (or procure) and manage a broad range of equipment that will be used across all major departments at the Richmond Hill and future Vaughan Hospitals. We will support the hospitals' equipment needs throughout the entire contract lifetime, including ownership, provision, purchase, installation, user training, asset management, maintenance and ongoing replacement.

- **Patient-centered care solutions**

- Mackenzie Health will benefit from ongoing access to the latest Philips healthcare technology innovations as well as Philips expertise in patient-centric design.

- **Design and planning guidance**

Philips will serve as an advisor during the design and construction phase of Mackenzie Vaughan Hospital as it relates to equipment and services. This includes guidance on workflow design and planning for equipment staging, installation and commissioning.

- **Dedicated support and management staff**



"At Mackenzie Health patients are at the heart of everything we do. With Philips as our partner we know that we will not only be able to improve the quality and efficiency of care but also enhance the patient experience".

Altaf Stationwale, President & CEO at Mackenzie Health

## Our joined commitment to prioritize patient throughput with a high level of uptime

Understanding that in order to prioritize patient throughput, hospitals in general need to have the highest level of uptime on their equipment. With Mackenzie Health, we have been able to meet and exceed 99% uptime on all medical devices which are under the contract.

Where our standard contracts measure uptime on the equipment aggregated during only the hours of the contract, the uptime at Mackenzie Health is measured on each line item of equipment during their core hours of operation.

In the three years that we have been servicing Mackenzie, we have maintained an average uptime of greater than 99% and more importantly, we have been able to provide an average rectification time of less than 2.5 hours. This is thanks to our dedicated onsite staff and expedited parts availability (compared to 4 hours, agreed in the contract).

## Smarter equipment planning with an onsite customer delivery manager

The idea is that Philips has been a true partner from the very beginning of the project by supporting the architects manage the risk of wrong designs. In 2015, they were able to design the rooms of the future hospital according to the 2020 specs of all the equipment. This was very reassuring for the Hospital management team.

There are four steps to a successful MTS partnership:

- 1. Technology inventory** – An inventory report showing the status of all installed healthcare technology.
- 2. Technology assessment** – Based on the technology inventory report, a technology 'health check' includes, life of equipment, usage intensity, and service history (compared to industry benchmarks).
- 3. Establishment of a plan** – A flexible, multi-vendor, multi-year technology investment and maintenance plan.
- 4. Periodic review** – Ongoing review to deliver an unbiased overview of the actual status and performance of the healthcare technology at a point in time.

## Accessing the right technology at the right time while reducing the Total Cost of Ownership

To begin the partnership correctly, an enterprise-wide technology assessment is conducted. This resulted in a flexible, multi-year technology maintenance plan designed for continuous updating and improvement. As part of this plan, input from multiple stakeholders, as well as data insights on equipment usage and utilization, and future demand projections, combine to form an equipment replacement plan. This equipment replacement plan enables data driven technology investment decisions based on operational and clinical needs, in order to secure access to the right technology at the right time.

The onsite customer delivery manager would assess the need for the type of equipment and review the specification. He would ensure that the solution fits the clinical needs. For example with CT we changed the configuration twice based on his advice, this saved our customers \$1 million CAD. The CT at Mackenzie Health is the highest CT in patient use.

We shared new technology requirements (R&D) with Mackenzie so they knew which innovations were coming in the future (for example flex arm (IGT) and MR Ambition, IQON CT). This to ensure that their requirements are taken into consideration. Without the partnership, this would not have been possible.





## The importance of interoperability and AI between systems and departments

The Managed Technology Services partnership between Philips and Mackenzie Health focuses on innovation, highlighting the importance of Interoperability as well as the Artificial Intelligence. Through this collaboration, users and clinical teams are enjoying real time reporting and analysis with easy to use technology, for example:

- On 2018, Mackenzie Health decided to implement a new Philips DCP solution complete with Image Management System and Frozen Section scanners fully integrated with EPIC Peaker EMR. It is a full digital clinical workflow that allows Mackenzie Health lab users and Pathologist to support two sites centrally with efficiency and accuracy.

- In 2019, the hospital decided to implement Philips Illumeo Adaptive Intelligence PACS solution complete with the IntelliSpace Enterprise Imaging applications. The new Philips PACS Solution allows radiologists to generate accurate and structured reports with all measurements and data auto populates and transferred directly from multiple modalities unconstrained by locations or manufacturing. An innovation technology platform that connects patient, care teams and data across Mackenzie Health sites.

- In addition, in 2019 Philips and Mackenzie Health through the partnership started an organization wide EMR integration project by introducing the latest release of Philips IntelliBridge Enterprise Interoperability Solution version B.11, a single standards-based point of integration in MH between MES Medical Equipment & EPIC EMR to transfer the data between devices and documentation on real time.

"Hospitals are complex organizations, which are challenged to deliver excellent healthcare within a limited budget. We choose to collaborate with Philips for their knowledge of workflows in the hospital environment as well as the expertise in medical technology optimization, training, maintenance, IT integration and data analytics. Their ability to work with us as an early advisor in the design and strategic planning process of our smart hospital vision is what set them apart".

**Richard Tam, EVP & CAO at Mackenzie Health**



*Picture of the learning centre at the new Mackenzie Vaughan smart Hospital*

Philips is committed to building **sustainable partnerships addressing the quadruple aim**



**Simplifying**  
data and insight  
gathering



**Removing**  
excess costs



**Driving**  
improved treatment  
and outcomes



**Giving**  
patients and staff  
a better experience



Results from case studies are not predictive of results in other cases. Results in other cases may vary.

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