

**PHILIPS**

Partnership

Managed Technology Services



Modernization through 8-year partnership provides München Klinik with the latest innovations in imaging.

**Philips Managed Technology Services at München Klinik, Germany**

innovation  you

# Working in true partnership

The München Klinik is one of the largest and efficient healthcare provider in Munich, with five linked hospitals. The hospitals are focusing on diagnostics and therapy for all diseases while being highly specialized and first contact for the basic medical care.

## Who

München Klinik, Germany

## Challenge

The public hospital München Klinik in Germany is undergoing a major modernization (including 5 locations). This is one of the largest projects in the German healthcare system and the hospitals serves over 135.000 people.

## Solution

A 8-year Managed Technology Services partnership between München Klinik and Philips, focused on enhancing the quality and efficiency of treatment processes and the medical technology involved. In addition, increase the attractiveness of the hospital for patients, doctors and nurses, while enhancing high quality care for patients.

## Deliverables include:

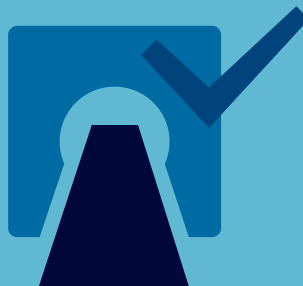
- The technology park of the hospital will be continuously modernized and have state-of-the-art medical technology and clinical informatics.
- Patients can benefit from increasing treatment quality, faster diagnoses, fewer follow-up examinations and shorter waiting times.
- Strategic consultancy services support the hospital in digitizing operations and enabling seamless connected care across locations and medical disciplines.
- Department designs and care pathways will be analyzed with the aim of improving planning, technology utilization, clinical processes, treatment outcomes and patient and staff experiences.

## Results after 1 year of partnership\*



**€350,000**

Potential savings identified after 1 year



**98%**

System availability (uptime)



**>15%**

Reduction of investment and services cost



**60 of 200**

imaging systems renewed in the first year

## Moving far beyond the traditional supplier partnership

A year ago, the München Klinik, and Philips entered into a Managed Technology Services partnership for diagnostic medical technology. Over 200 imaging systems will be renewed within eight years for around 50 million euros. In the first year 60 of the 200 imaging systems have been renewed.

This benefits all sides:

- The health of the Munich residents
- The relieved hospital staff
- The manufacturer (receiving important feedback directly from the end-user for the next generation of devices and services)

This partnership is a beacon project for both sides:

The München Klinik is in the middle of its reorientation, one of the largest projects in the German healthcare system, and is investing in new buildings and modern equipment. The innovation partnership offers great opportunities for both sides.

"The partnership goes far beyond a traditional supplier-customer relationship. We are increasingly measured by the results our customers achieve. For example on quality, efficiency and profitability. Together with the München Klinik, we work out holistic solutions that benefit our customers to focus on the patient". Explains Peter Vullings, CEO Philips GmbH Market DACH (Germany, Austria, Switzerland).

"Together with Philips, we are developing our entire digitization strategy, we jointly analyze processes and structures, and identify solutions in order to further improve them on a technical level".

"We want to offer patients consistently outstanding treatment quality and are convinced that long-term, sustainable cooperation is the key. We have been working together with medical partners for many years and are pleased that we now have a technology partner at our side to equip our hospitals with technology that corresponds to our high medical and nursing standards and needs."

**Dr. Axel Fischer explains.**  
Chairman of the Management Board of the München Klinik



## State-of-the art medical technology for the patients and staff in Munich to improve healthcare outcomes

A total of around 60 new devices have already been installed at the München Klinik in a wide variety of departments, including Philips 2D IGT Ingenia Ambition and Philips 3D IGT Azurion, about 40 ultrasound systems, five surgical C-arms, 13 digital X-ray systems and one Computer Tomography. Below we will describe two examples.

The heart of the partnership is, of course, the imaging equipment. Highlights in the past year include the delivery and installation of the Ingenia Ambition MR system and the Azurion angiography platform.

1. The IGT Ingenia Ambition was installed at the München Klinik Neuperlach as the second installation worldwide. The system can reduce the time "in the tube" by up to 50 percent while maintaining the same image sharpness. In addition, it requires only seven liters of helium instead of around 1,500.
2. The Azurion angiography platform is installed at the Neuperlach and Bogenhausen sites. "Fortunately, we can save many heart patients in major surgery these days with this minimally invasive technique. At the München Klinik these treatments that are in line with the latest scientific standards. Combining this with the latest medical technology provides patients with the highest quality of care. Explains Professor Dr. med. Stefan Sack, Chefarzt of the hospital for Cardiology, Pneumology and Internal Intensive Care Medicine at the München Klinik Neuperlach.

## Sharing risk and enhancing performance with standardization throughout the partnership

After a precise analysis of the current situation at all locations (technology assessment), a needs-based exchange concept was developed. This is based on standardization of the equipment pool, a uniform operating philosophy and cross-departmental use of systems, probes and accessories. This year, the number of ultrasonic systems is to be reduced from 168 to 153. The more powerful devices will improve both the diagnostics for ~~the~~ patients and the working conditions for ~~the~~ employees.

"The main objective of the partnership with Philips is to jointly improve the quality and efficiency of the treatment processes and the medical technology involved. With this we would like to increase the attractiveness of the clinic for patients, doctors and nursing staff. By combining an innovative technology concept tailored to the needs of the patients with the continuous improvement of our processes, we provide a high-quality and economic care of the patients in Munich"

**Dr. Axel Fischer explains.**  
Chairman of the Management Board of the München Klinik





## OEM manufacturers and hospital staff work together to find solutions

Besides the benefits for the Munich patients, the staff of the München Klinik also benefits, in particular from the new state-of-the-art medical equipment. Workflow innovations, intuitive usability and ergonomic design support daily routines. Employees are relieved and gain more time for patients.

As part of the partnership, Philips regularly receives feedback directly from medical and nursing staff to further adapt the next generation of devices to their specific needs.

"We radiologists are always looking for the most effective way to reach his or her goal, i.e. to make a reliable diagnosis and thus the best therapy decision. I am very pleased that we are now in direct contact with the manufacturer and find solutions together to further shorten the imaging examination for the patients and simplify the work steps."

Prof. Dr. Andrea Rieber-Brambs,  
Chief Physician of the Institute for Diagnostic and Interventional Radiology and Nuclear Medicine at the München Klinik (Neuperlach).

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



**Improved**  
patient experience



**Removing**  
excess costs



**Better**  
health outcomes



**Improved**  
staff experience



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

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Please visit [www.philips.com](http://www.philips.com)  
[healthcare@philips.com](mailto:healthcare@philips.com)