

Clinical Service Modelling

Driving service and facility plans with clinically driven models

With our Clinical Service Model methodology, we help lay the foundation for a new or revised service or facility plan by creating a scenario-based overview of the clinical services to be delivered by a healthcare facility. Together, we will elaborate service scenarios that help decide which aspects of the health continuum are the most relevant for the plan.

We will validate data underpinning the selected scenarios and, where necessary, conduct additional data analyses to help understand the potential of preferred scenarios. Our consultants bring expertise and present possible challenges in achieving care pathways.

Key benefits

- A clinical service model that maps existing demand and growth opportunities with current and required clinical capabilities
- Flexible modelling tools to test hypotheses using various scenarios
- Clear capacity outline for clinical workflows, patient volumes, space requirements and human resource requirements
- Recommended technologies and innovations fitting the clinical workflows and patient journeys

Typical client needs

Traditional models of care are expensive and usually organized around institutions rather than patients. Combined with the trends of an aging population, increasing chronic disease management

and healthcare digitalization, healthcare leaders need to be sure that their service model is well-suited to provide the right level of care when and where people need it. A clinically directed service model considers evolving care demands by aligning services with technologies and facilities to provide healthcare that is centered around people.

A strategic approach

Using our innovative Design Thinking methodology CoCreate, we facilitate interactive workshops with you and your stakeholders to create scenarios that balance your vision for clinical services, the market, and growth strategies.

Analysis: population characteristics and profiling of future patients to determine procedures in scope and forecast demand.

Clinical service planning: integrating selected clinical scenarios with anticipated patient volumes to drive requirements for service, facility and resource capacity.

Clinical careflows: visualizing a set of key pathways using experience flow mapping to outline the anticipated patient journey.

Recommendations: Based on data analysis, stakeholder inputs, clinical service scenarios and anticipated patient journeys, we recommend a right-fit service model that grows with you.

Proven results*

Through innovative, collaborative, and patient-focused engagements, Philips has

helped clients develop the right-fit clinical model resulting in a facility plan that is synchronized with the demand, capacity and clinical competencies:

- Designed a comprehensive acute care facility and polyclinic across two-sites to deliver a new model of patient-empowered care
- Developed specialty care centers for cardiology and diabetes that cover the continuum of care for these patient groups including connectivity after the inpatient stay
- Supported a large private healthcare group to turn existing outdated facilities into profitable, state-of-the-art healthcare and wellness centers
- Facilitated an investment group in converting a non-healthcare facility into a fit-for purpose ambulatory care center

Learn more

Through collaborative and people-focused engagements, Philips Healthcare Consulting Services can help develop innovative solutions to solve your most complex challenges of care delivery. We can help you achieve meaningful and sustainable improvements in clinical excellence, operational efficiency, care delivery, and financial performance to improve value to your patients.

For more information, please visit www.philips.com/healthcareconsulting.