



Oncology Optimization Services

Enhancing quality and operational efficiency in oncology

Philips Oncology Optimization Services provide strategic guidance and hands-on implementation support to help optimize performance for oncology care with a focus on personalization and multidisciplinary care coordination.

Our consultants work collaboratively with oncology departments to identify opportunities for improvement in oncology processes and find ways of delivering care in a more coordinated way. We support initiatives so oncology departments can focus on reducing time-to-treatment and develop programs that enhance patient outcomes and staff satisfaction.

Key benefits

- End-to-end coordinated approach across the entire patient pathway
- Activated staff to enhance empathy and involvement in initiatives
- Enhanced collaboration across disciplines
- Streamlined time-to-treatment by optimizing critical sub-processes
- Optimized data acquisition and presentation to support clinical decisions

Typical client needs

Personalized care in oncology services is key to patient satisfaction. Oncology leaders struggle in scaling services to deliver coordinated care. Hand-offs between different disciplines and care

environments can be challenging and important data can get overlooked. Providers can lose sight of where the patient is along their course of care.

In order to provide personalized care in a collaborative way, pathways must be optimized and data must be effectively managed.

A people-centered approach

We use our unique, people-centered model that focuses on the needs of patients and families, as well as the staff. Using a holistic approach we couple key principles of caring and engagement with technology and innovation.

Assessment: Based on data analysis, our consultants assess current processes including stakeholder interviews and observations resulting in a gap analysis of key performance measures.

Patient experience review: Leveraging an insights-based view of the patient journey in an experience flow, opportunities for improvement are identified.

Recommendations: Work teams are established, each focused on a specific process or KPI. Recommendations are prioritized and newly designed processes are validated and fine-tuned as necessary.

Implementation: Our consultants assist clients in implementing new or changed processes and embed them in sustainable change measured and monitored over time.

Proven results*

Through innovative, collaborative, and patient-focused engagements, Philips has helped clients achieve meaningful and sustainable results in clinical effectiveness, coordinated care and patient experience:

- Improved and sustained patient satisfaction (Net Promoter Score) in the oncology domain
- Optimized sub-processes within the overall diagnostic and treatment planning phase to reduce time from referral to first treatment
- Introduced new care models to increase coordination and multidisciplinary collaboration
- Consolidated patient-specific data to support clinical care decisions and to maintain multidisciplinary oversight of the patient pathway

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.