



# By royal appointment

**Philips MediServ** is the preferred solution for The Royal Hospitals, Northern Ireland.

## Who/Where

Royal Belfast Hospitals, Belfast, Northern Ireland, UK

## Challenge

To equip and manage its new, £25M Imaging Centre with the very latest technology at a predictable and affordable annual fee for a period of up to 15 years.

## Solution

Employ MediServ from Philips Healthcare to provide a performance-based, managed equipment service with technology provision until 2022.

## Four hospitals, one vision

The Royal Hospitals is the biggest and best-known hospitals complex in Northern Ireland. Made up of four linked hospitals (the Royal Victoria, Royal Jubilee Maternity Service, Royal Belfast Hospital for Sick Children and the Dental Hospital) The Royal provides almost all of the medical, surgical and dental speciality services for Northern Ireland. What's more, with almost 7,000 staff it is also the largest healthcare employer in the country.

The Royal treats more than half a million people every year and has a worldwide reputation for excellence. An acute general hospital and specialist tertiary referral centre, it is also a major teaching centre and the only Level 1 Trauma Centre in Northern Ireland. So it's not surprising that The Royal is keen to stay abreast of the latest technologies.

## Redevelopment Plans

The hospital is currently undergoing an ambitious plan of redevelopment, spanning some 10 to 12 years and costing in the region of £800m. A major part of the plans has been the creation of a new, £25m Imaging Centre. Completed in March 2007, the centre has revolutionised the way in which imaging services are provided within the Trust.

## The search for a strategic partner

Although the construction of the new centre was funded by public capital, it was decided

to put the procurement of its medical equipment and clinical information systems via a managed service route. By taking the managed service approach, the Trust would be able to avoid the capital constraints of the Health Service and ensure the Imaging Centre employed state-of-the-art equipment that was fit for purpose and future-proofed.



After critical and comprehensive evaluation by The Royal Hospitals and its PFI advisors, Philips was chosen as the Preferred Bidder. The move allows the hospital to treat its technology as an operating expense. But most importantly, the strategic partnership allows the Trust to transfer any risk associated with technology investments onto Philips' balance sheet. MediServ frees up valuable capital and minimises any down time due to equipment failure, to meet the hospital's challenging targets.

# PHILIPS

### Extending the scope of the contract

As a previous PFI covering equipment and clinical information systems was due to expire, the Trust combined the two. So in addition to the Imaging Centre, Philips also manages and maintains equipment and clinical information systems in the hospital's theatres, recovery and critical care.

### MediServ managed service

Under the agreement, Philips is responsible for maintaining equipment to meet agreed performance targets with a 15-year replacement program based on lifecycles and equivalency. The service covers a diverse range of vendor-independent equipment from MRI scanners and gamma cameras to ultrasound, mobiles and image intensifiers. It also includes a new picture archiving and communications system and radiology information system to ensure the hospital achieves its goal of becoming filmless.

Elsewhere in the hospital, diagnostic procedures for cardiac catheterisation are also covered along with equipment in the

critical care unit, the 21 theatres and a theatre management system.

### Future-proof technology

Staff at the hospital can now work with the very latest equipment and technology to maximise the quality of patient care. It's a practice that will continue over the 15 years of the contract, ensuring that The Royal keeps up with any advances in technology and stays at the forefront of healthcare provision. What's more, because equipment is standardised across departments, the risk of clinical error is also reduced.

### A rewarding partnership

By working closely with clinical and technical staff, Philips ensures that the hospital maintains its state-of-the-art facilities whilst keeping costs at a predictable and affordable level. Replacements and upgrades are also covered, which means that the hospital can promise service continuity, value for money and quality of patient care, now and for the foreseeable future.

"The contract is one of the largest of its kind in Europe. The Belfast-based hospital is confident that its new partnership with Philips will provide a high quality of service to patients."

Wendy Galbraith, Director of Finance

"Clinical services will be future-proofed by using equipment that is best suited for clinical practices today and over the life of the 15 year contract."

Wendy Galbraith, Director of Finance



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