Realize your full potential

Philips Utilization Services helps you provide enhanced patient care and extract the most out of your day-to-day operations

PHILIPS

Optimum care,

Philips Utilization Services helps you extract maximum utility out of your system day to day.

When you purchased equipment from Philips, you knew you were investing in state-of-the-art technology. But how can you be sure that you are capitalizing fully on this high-value investment and making the most cost-effective use of your equipment? Only by ensuring optimal workflow can you realize your scanner's full potential.

That's where Philips Utilization Services come in.

Utilization Services help you pinpoint and minimize wasted time. By acquiring objective data about your system utilization via Philips Remote Services (PRS), our Utilization Services can provide you with a complete and accurate overview of how your system is used.

All this is done automatically; no additional steps are required. The information is presented in easy-to-interpret reports. It can be used to set direction for improvement actions to streamline workflow, increase patient throughput, reduce waiting lists and maximize your return on investment.

"I would never have known this type of system usage information without the Philips software, unless I sat there all day and watched, which I really can't do."

Paul J. Mezacapa
Chief Operating Officer
Desert Medical Imaging

maximum return

Services —
A full lifecycle solution

The success of your organization depends on people. Philips Services are designed with that in mind — creating healing environments, developing your staff, improving your organization's performance, and increasing patient satisfaction.

Depend on us. The resources, training, and support we offer, enable you to focus on what's most important — your patients.

Philips provides a full lifecycle solution designed around *your patients, your people, and your organization*. We help you succeed in every phase of system ownership, from planning to start-up, through peak usage and renewal.

Planning
Understand how and when the right services contribute to better patient care and better economics.

Start-up
Make the most of your system as quickly as possible.

Peak Usage
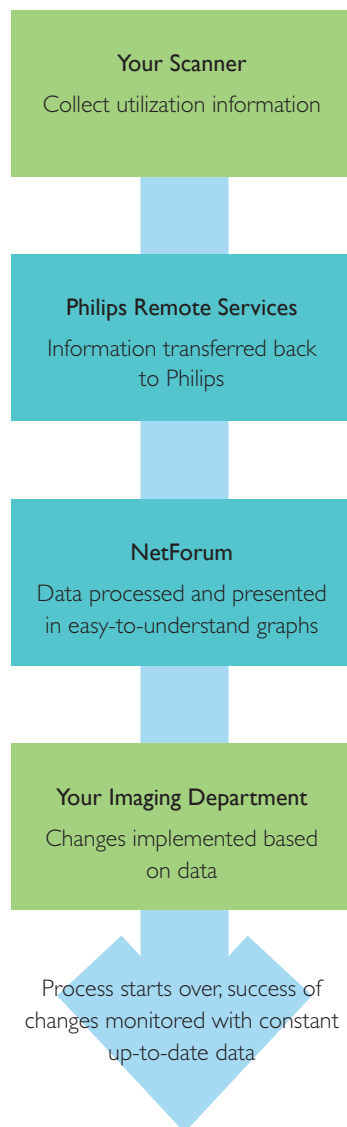Extract maximum utility out of your system day to day.

Renewal
We'll help you make smart decisions on upgrading or transitioning to a new system.

Actionable data,

Philips Utilization Services

Your Scanner

Collect utilization information

↓

Philips Remote Services

Information transferred back to Philips

↓

NetForum

Data processed and presented in easy-to-understand graphs

↓

Your Imaging Department

Changes implemented based on data

↓

Process starts over; success of changes monitored with constant up-to-date data

Your scanner

To help ensure that you are getting the most out of your imaging equipment, Philips has invested heavily in software so that our products monitor themselves. We track utilization data so that it can be analyzed and used to make data-driven decisions that enable you to realize the full potential of your equipment.

Philips Remote Services

Initially created to preemptively address system problems by gathering and monitoring operational data on Philips imaging systems worldwide, Philips Remote Services (PRS) have been smartly re-engineered to perform an additional function. Now, it can automatically probe your scanner's log files to analyze your system and generate system utilization reports. And for maximum protection of your valuable data, the latest data encryption technologies and privacy policies are applied.

NetForum

At the heart of Philips Healthcare is a mission to expand the clinical effectiveness of diagnostic imaging. Our commitment to this mission is best demonstrated by our NetForum online user community: www.philips.com/netforum.

NetForum connects Philips Healthcare users in a virtual user meeting. It's a clinical community where users from around the globe share clinical experiences, learn from peers, and optimize their own results.

NetForum's functionality has been extended to deliver Utilization Reports. Here you will find your utilization data graphically summarized in an actionable form that allows you to make data-driven decisions quickly and efficiently. NetForum strictly manages data access to authorized users only.

sustainable results

Your imaging department

With real-time access to your department's utilization data, you are in a position to streamline your operations, standardize patient care, or achieve other clinical and business objectives. With continual access to up-to-date utilization data, you can monitor the success of the changes you implement.
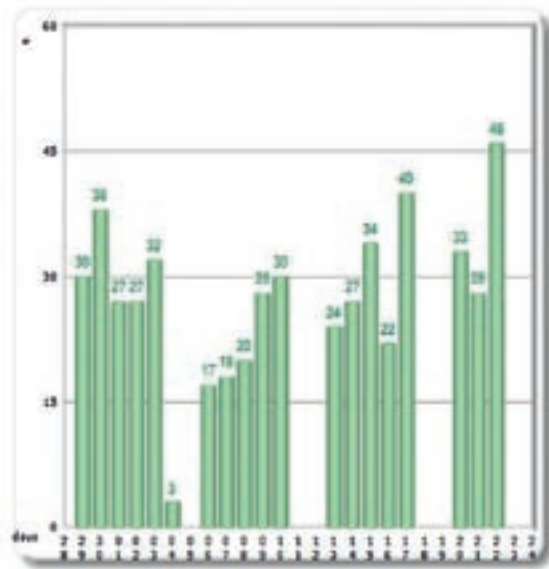
"You can tell me that 40 percent of the time my system is not being utilized and I will probably dismiss it. But, show it to me on day-to-day, week-by-week graphs, including the hours each day and the gaps in the schedule where the system is just sitting there, then all of a sudden those pictures just hit me in the face. For me, it was one of those 'aha!' moments."

William W. Orrison, Jr., MD, MBA
Neuroradiology
Nevada Imaging Centers

Enhance performance using a

The use of a structured, widely practiced improvement process is enabled by utilization data. Using quality improvement techniques and Philips Utilization Reports will allow you to quickly and effectively identify and implement improvements for patient care, quality, and efficiency.
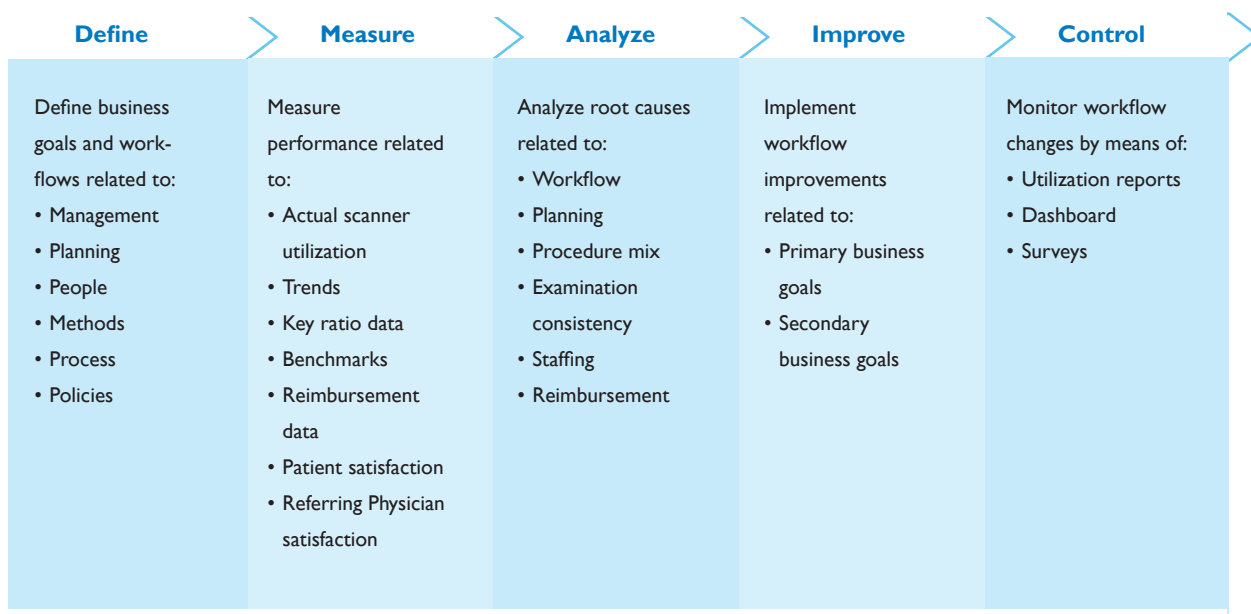
"It's an excellent tool for educating the organization on how to become more time efficient — which equates to better patient care and the ability to serve more patients."
Paul J. Mezacapa
Chief Operating Officer
Desert Medical Imaging

To start the improvement process, define business goals and describe existing workflows:

• Measure important parameters in the workflow
• Identify and determine the elements that are critical to the achievement of your business goals
• Analyze the situation to identify the root causes of the problem
• With the causes identified, implement changes in the workflow to improve the situation
• Make measurements to determine if the changes had the desired effect
• Initiate measures to sustain the improvements

This systematic approach to process improvement helps you establish sustainable solutions.

Define	Measure	Analyze	Improve	Control
Define business goals and work-flows related to: • Management • Planning • People • Methods • Process • Policies	Measure performance related to: • Actual scanner utilization • Trends • Key ratio data • Benchmarks • Reimbursement data • Patient satisfaction • Referring Physician satisfaction	Analyze root causes related to: • Workflow • Planning • Procedure mix • Examination consistency • Staffing • Reimbursement	Implement workflow improvements related to: • Primary business goals • Secondary business goals	Monitor workflow changes by means of: • Utilization reports • Dashboard • Surveys

fact-based improvement process

Philips Utilization Services

Philips Utilization Services comprises three levels:
• Utilization Essentials
• Utilization Advantage
• Utilization Consulting

Each successive level provides your department with additional information that enables you to implement and sustain improvements that help you to realize the most out of your equipment day-to-day.

Utilization Essentials					
Utilization Advantage					
Utilization Consulting					
Define	Measure	Analyze	Improve	Control	Patient Care Quality Efficiency

Utilization Essentials

Utilization data
Graphically illustrates your utilization data in intuitive reports that clearly highlight areas in need of attention in order to improve the efficiency of your department

Companion guides
Each report is accompanied by a comprehensive guide that explains the data and suggests actionable steps or opportunities for improvement

Utilization Advantage*

Utilization Advantage includes everything available in Utilization Essentials, plus the following:

Internal benchmarking
Compare examinations and key performance indicators between specific scanners within your enterprise

External benchmarking
Anonymously benchmark your departments with the best practices of other healthcare facilities to optimize your performance and efficiency

Trending
Monitor and control the effects of performance and the efficiency of changes that you implement

Utilization Consulting*

Utilization reports
Full access to Utilization Essentials and Utilization Advantage which establish the foundation that will provide continuous monitoring for long-term success

On-site consultation
A team of highly experienced workflow experts will help you identify areas of inefficiency in your department and help implement actions that enable your department to achieve its clinical and business objectives

*Not available in all modalities and/or in all markets. Please contact your local Philips representative for details.

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