

## A flexible partnership for sustained delivery of services

### Who

Royal Victoria Hospital, Belfast, UK&I

### Challenge

Royal Victoria Hospital, the largest hospital complex in Northern Ireland, was undergoing a major redevelopment program in 2005. Their ambition was to be the most advanced centre for healthcare in the region. To achieve this vision, Royal Victoria Hospital was looking for a partner to take on the management of their medical technology, allowing them to regularly and strategically refresh equipment, without the burden of capital investment.

### Solution

A 15 year Managed Technology Services partnership between Royal Victoria Hospital and Philips, focused on creating a centre of excellence for the provision of Imaging, Cardiology, Intensive Care and Theatre Services.

### Partnership deliverables include:

- Higher predictability and strategic decision making to ensure the right technology is available to provide quality care, delivered through an equipment replacement plan
- Improved system availability to ensure continuous patient care, through a dedicated service help desk, performance guarantees, and continuous upgrading and maintenance of technology and software
- Enabling clinicians to stay up to date with the latest techniques and deliver excellent care through an ongoing training programme
- Ensuring optimal return on investment with gains and risk sharing models

### Results from 12 years' successful partnership\*



Over **£1.7M**  
of reinvestment at  
RVH Belfast\*



Over **99.9%**  
system availability  
realised in 2018



**>9 out of 10**  
Customer rating



“One of the key successes of the contract has been Philips’ willingness to work flexibly with the Trust when making decisions regarding the replacement of equipment or the need for alternative/ additional equipment to be introduced to the departments.”

**Mrs B. Owens. Director of Unscheduled Care**

### Working in true partnership

A 15 year Managed Services agreement between the Royal Victoria Hospital and Philips was signed in 2006. The Trust realized that to achieve its ambition (to be the most advanced centre for healthcare in the region), more than just technology management would be required. To ensure that new technology is used to its full potential, IT integration, system availability and staff training had to be included. The initial scope included an equipment replacement plan for Radiology, Cardiology, Critical Care and Theatres allowing the Trust to regularly and strategically refresh equipment. Philips has taken responsibility for planning and managing the complexity of Royal Victoria Hospital’s technology across multiple departments, based on current and future needs, while helping to improve operational performance and patient outcomes. For the past 12 years, the two organisations have been working in true partnership, adapting the scope of the agreement to accommodate changing clinical requirements. To date, Philips continues to deliver successfully on the key objectives set out in the contract.

Annual management reports showing **key performance indicators** are prepared for the Trust management, allowing them to continually assess the success of the partnership:



- **System availability** routinely maintained above the contracted service level;



- **Equipment replacement plan** is strategically updated around the changing needs of the service and delivered to plan;



- **Ongoing training** supports staff to deliver high-quality clinical service to their patients.

### Would you like to find out more about this partnership?

To receive a copy of the full case study and to find out if a Managed Services partnership could benefit you, contact us via [www.philips.co.uk/healthcare/partnerships](http://www.philips.co.uk/healthcare/partnerships)

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

### How our Managed Technology Services work

Through shared risk and reward partnering, Philips Managed Technology Services delivers technical, operational and financial transformation to drive positive change. Agreements are tailored to your institution’s needs and goals, offering a uniquely versatile and flexible opportunity for technical and operational efficiency.

### Our Managed Technology Services portfolio includes

