



Case study: Ministry of Health, Murcia, Spain

Creating value through optimized care deliveries

How two Spanish hospitals transformed care
delivery through a Value Partnership

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In 2010, Siemens Healthineers signed a 15-year Value Partnership with the Ministry of Health, Murcia to add new capabilities and scale up existing ones for two regional hospitals in Spain. The goal was to transform care delivery while maintaining quality and profitability. After five years, the results have exceeded all expectations:

↓ 25% reduction in administrative costs

\$ Projected € 3.2 million in savings

👤 Need for patient rescheduling reduced to 0%

The challenge

The Ministry of Health, Murcia, Spain faced increasing healthcare demands in the coastal areas of Cartagena and Mar Menor due to a growing population. They decided to invest in two new hospitals with a total of about 1,000 beds, and equip them with state-of-the-art medical technology.

The objective

Transfer significant technology-related management risks to Siemens Healthineers through a Value Partnership, allowing the Ministry of Health to focus on its core healthcare service areas.

Key goals included:

- Financial certainty and technology innovation guarantees over 15 years
- High-quality care with best possible cost-benefit ratios
- Optimized clinical operations to accommodate increasing regional healthcare demands

The solution

A Siemens Healthineers Value Partnership

Siemens Healthineers was selected as the best strategic partner to provide the most innovative and cost competitive solution for financial security over the long term.

Siemens Healthineers procured, installed and delivered management services for a total of 20,000 medical devices including mammography, ultrasound, computed tomography, laboratory, IT and third party equipment for both hospitals.

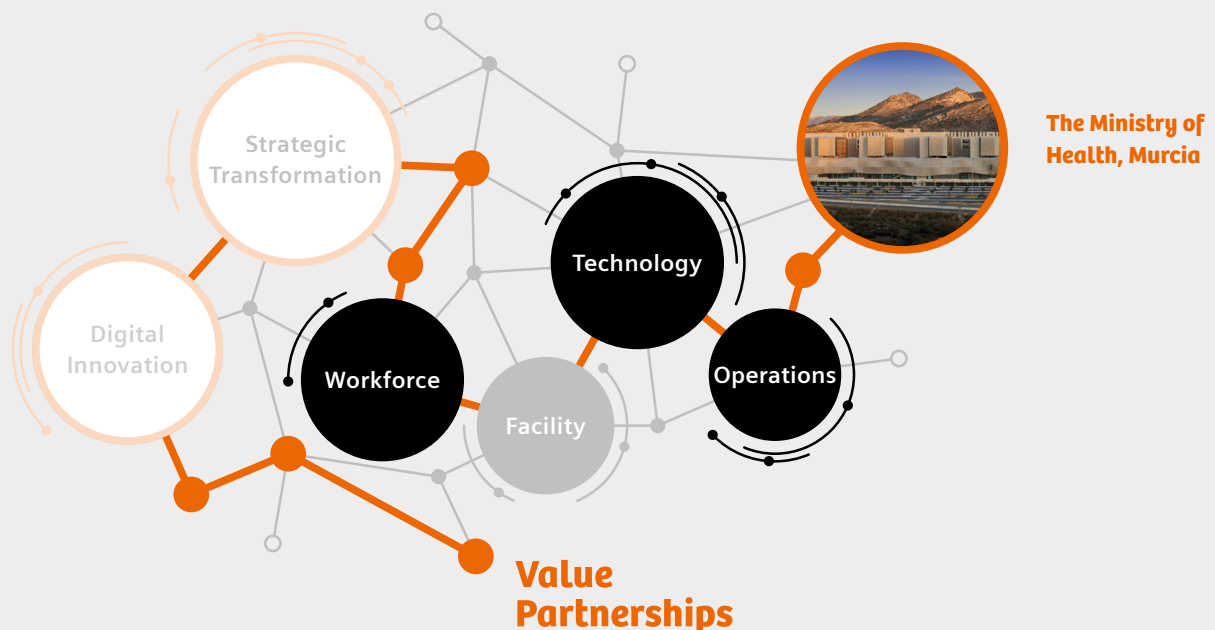
The Value Partnership also includes:

- Maintenance services
- Upgrades and replacements
- User training
- On-site expert teams for equipment management
- Project financing via Siemens Financial Services (SFS)

The bottom line

Siemens Healthineers innovative, performance-based Value Partnerships are transforming care delivery around the world by providing technological innovations, optimizing the diagnostic experience and increasing the quality of patient care, with sustainable and cost-effective outcomes.

Customized to the Ministry of Health, Murcia's unique and specific needs, the Value Partnership helped realize their strategic goals, maximize opportunities, and address the demands of their stakeholders.



Key clinical, financial, and operational outcomes

Timeframe 2010–2015

Santa Lucía Hospital, Cartagena



Type: University Hospital

Total Beds: 667

Population served: 279,000

Key medical specialties:

Endocrinology, respiratory, hematology, oncology

↓
-20%

Increased workforce productivity

Required resources dedicated to manage equipment decreased by 20%.

↑
+83%

Faster issue resolution times

Issue resolution times have decreased from more than 24 hours to less than 4 hours.

↓
-90%

Equipment damage costs

Average costs of equipment damage have decreased by 90 % resulting in savings of € 150,000 in total.

↓
-50%

Equipment management time

Time dedicated to managing equipment dropped by 50%.

Los Arcos del Mar Menor Hospital , San Javier



Type: University Hospital

Total Beds: 171

Population served: 103,572

Key medical specialties:

Cardiology, neurology, rehab, internal medicine

↓
-25%

Administrative costs

- Administrative costs decreased by 25%
- Transfer of equipment damage risk is expected to save € 3.2 million over 15 years.

↑
+100%

Ability to perform 100% more exams

The number of exams able to be performed went from 96,816 up to 199,987.

↓
-0%

Patient re-scheduling rates

Before the partnership 15% of patients needed to be rescheduled due to technical failure. The rate as of 2015 is 0%.

↓
0 days

Waiting time

Waiting lists for mammography have dropped from an average of 2 years to no waiting at all.

“Having a single contract is a substantial improvement. This Value Partnership framework provides a value-add which has advanced the level of technological innovation in both hospitals.”

Francisco Agulló, General Director
Former Spanish Ministry of Health, Murcia

Do you want to use a Value Partnership to optimize your operations?

Get in contact:



siemens-healthineers.com/value-partnerships



eshq.team@siemens-healthineers.com

About Value Partnerships

Siemens Healthineers Value Partnerships are long-term, performance-oriented, collaborative engagements. We bring a combination of clinical insight, medical technology innovation, strategic vision, implementation expertise, and operational excellence to the table for you. As trusted partners, we help you formulate and achieve your strategic goals, increasing enterprise-wide value.

Value Partnerships drive value across your entire enterprise with focus on four domains: Technology, Operations, Workforce and Facility. Furthermore, together we enable breakthroughs through holistic and transformative initiatives such as Strategic Transformation and Digital Innovation.

Disclaimer

The products/features and/or service offerings mentioned here are not commercially available in all countries and/or for all modalities. If the services are not marketed in countries due to regulatory or other reasons, the service offerings cannot be guaranteed. Please contact your local Siemens Healthineers organization for more details.

The results described herein by customers of Siemens Healthineers were achieved in the customers' unique setting. Since there is no "typical" hospital, and many variables exist (e.g., hospital size, case mix, level of IT adoption), there can be no guarantee that other customers will achieve the same results.

Siemens Healthineers Headquarters

Siemens Healthineers AG
Siemensstr. 3
91301 Forchheim, Germany
Phone: +49 9191 18-0
siemens-healthineers.com