



Case study: Zaans Medical Center (ZMC), The Netherlands

Increasing competitiveness and boosting capacity

How a Dutch medical center optimized productivity
through a Value Partnership

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In 2013, Zaans Medical Center (ZMC) in Zaandam, The Netherlands engaged in a 13-year Value Partnership with Siemens Healthineers.

The challenge

ZMC needed a long-term technology partner that could supply and maintain its imaging technology base for radiology and nuclear medicine, including 40 devices for a new hospital building.

The objective

To make innovative technology available while optimizing clinical operations as well as reducing costs and operational complexity. Furthermore, to develop the staff's skills set periodically.

The solution

A long-term Value Partnership with clear performance outcomes

Siemens Healthineers was selected as ZMC's strategic partner due to its leading and innovative position in medical imaging. Over 13 years, Siemens Healthineers is creating value in meeting ZMC's long-term objectives by including a wide range of offerings in the partnership:

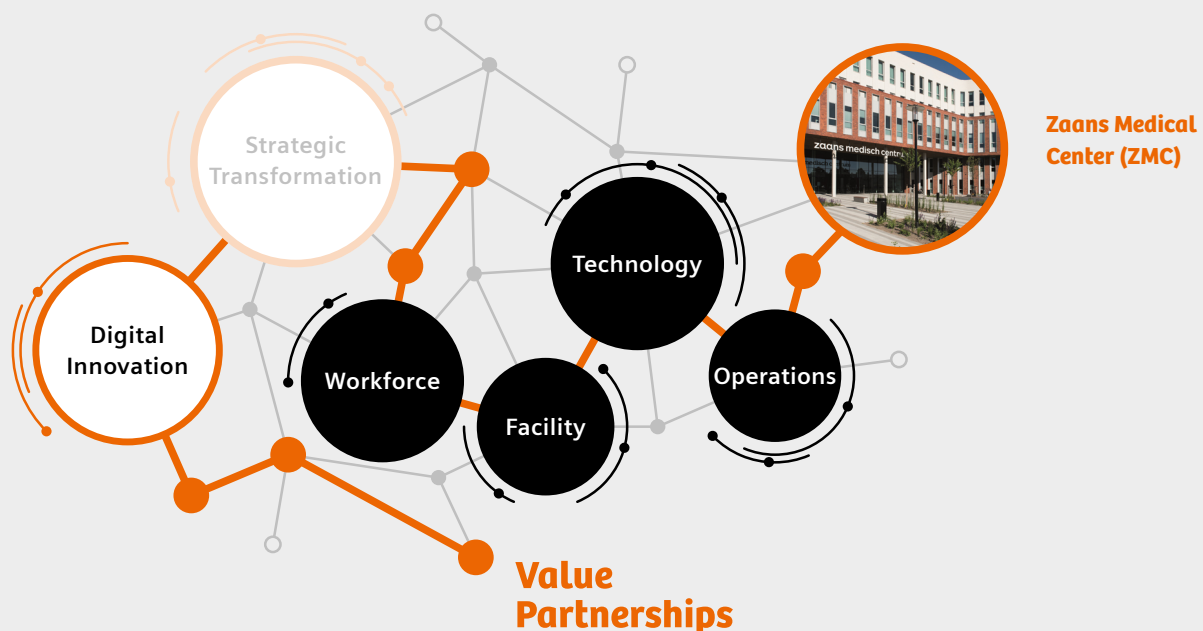
- Provision of state-of-the-art medical technology.
- Maintenance services, upgrades, and replacements.

- On-site operational management.
- Optimization of clinical operations through:
 - Co-design of the new hospital building including workflows.
 - Implementation of an ongoing, tailored education program for clinical staff to improve employee engagement and satisfaction.
 - Introduction of IT systems to improve processes manage utilization excellence, including dose monitoring.
 - Advisory to enhance processes, streamline operations, and expand capacity and services.
- A contractual basis for financing the new hospital building, thus managing capital investments and reducing risk.

The bottom line

Siemens Healthineers Value Partnerships are enhancing processes, streamlining operations, improving patient experience and enhancing competitive results of hospitals in the Dutch market, leading to high-quality patient care.

Customized to Zaans Medical Center (ZMC)'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

Zaans Medical Center (ZMC), Zandaam, The Netherlands



Type: Regional Hospital Zaanstreek area

Total Beds: 318

Hospital's strategic objective: ZMC visibly contributes to the achievement of integrated health and health benefits in the region. They do so by:

- Promoting health
- Working closely with other parties in the region within and outside of healthcare
- Granting access to their expertise treatments and that of their strategic partner Amsterdam UMC
- Putting the humane perspective first



+25%

CT exams per month

Already one year after project start, 100 more patient cases have been performed per month, as more treatments and new examinations have been offered based on the utilization management results and analysis.



100%

Achievement of committed uptime

Performance and availability of technology have exceeded agreed levels, as a result of on-site technical and management capabilities.



10

10 extended trainings

An extended Workforce Development program has been implemented for cardiac MRI. This will lead to more confidence among users and improve employee satisfaction.



- \$150k

Annual spendings

Value for money has been achieved since the beginning of the Value Partnership. The annual pricing fee of both the technology and service components are significantly lower than through a traditional procurement transaction, reducing costs and increasing revenue.

Do you want to use a Value Partnership to increase your competitiveness?

Get in contact:



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"The Value Partnership provides us important benefits. The educational program is a highly valuable aspect of the unitary service fee, as we obtain in-depth knowledge of cardiac MRI technology in a very structured way. The on-site manager, utilization management and project management systems provided throughout the Value Partnership have also increased workforce productivity. There is much less internal work required which saves a lot of time and money."

Natascha Drent, Head of Radiology, Zaans Medical Center, The Netherlands

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 (here mentioned) 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 offering 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 customer's 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.

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