

Value Partnerships in Portugal

**Innovative solutions to enable access
to care and transform care delivery**

siemens-healthineers.com/value-partnerships



“The work of Siemens Healthineers has provided excellent insights and opportunities for private, public, and non-profit health systems. Together with local healthcare providers, we co-create innovative Value Partnerships to provide more value to patients.”

Filipa Matos Baptista, Head of Siemens Healthineers Enterprise Services, Portugal



“The future of healthcare modernization relies on Value Partnerships, as they are fundamental to achieving innovation, digital transformation, and technological evolution.”

Professor Lino Patrício, Director of Cardiovascular Department,
Hospital Espírito Santo de Évora

“Half of the work it is already done when you partner with a company like Siemens Healthineers. We feel privileged to be a part of this partnership because it elevates our performance, and our reputation in the community.”

José Alexandre Cunha, Chairman of Idealmed Global Healthcare Services,
Managing Company of Oman International Hospital



In Portugal, Siemens Healthineers has formed multiple Value Partnerships with public and private hospitals, academic institutions, and non-profit organizations. The four healthcare organizations detailed below have embraced these long-term partnerships to accelerate their innovative clinical offerings:

- **Hospital Espírito Santo de Évora**
- **Portuguese League Against Cancer**
- **Lusíadas Saúde**
- **Oman International Hospital**

These providers have leveraged enduring Value Partnerships to improve clinical and financial outcomes and enhance patient experience, and each has already made progress towards their goals. The common element that runs through every Siemens Healthineers Value Partnership is trust, the key to productive long-term professional relationships.



The Portuguese healthcare landscape

Co-creation with a trusted partner

Success stories in Portugal

Hospital Espírito Santo de Évora

Portuguese League Against Cancer

Lusíadas Saúde

Oman International Hospital

Voices of Value Partnerships



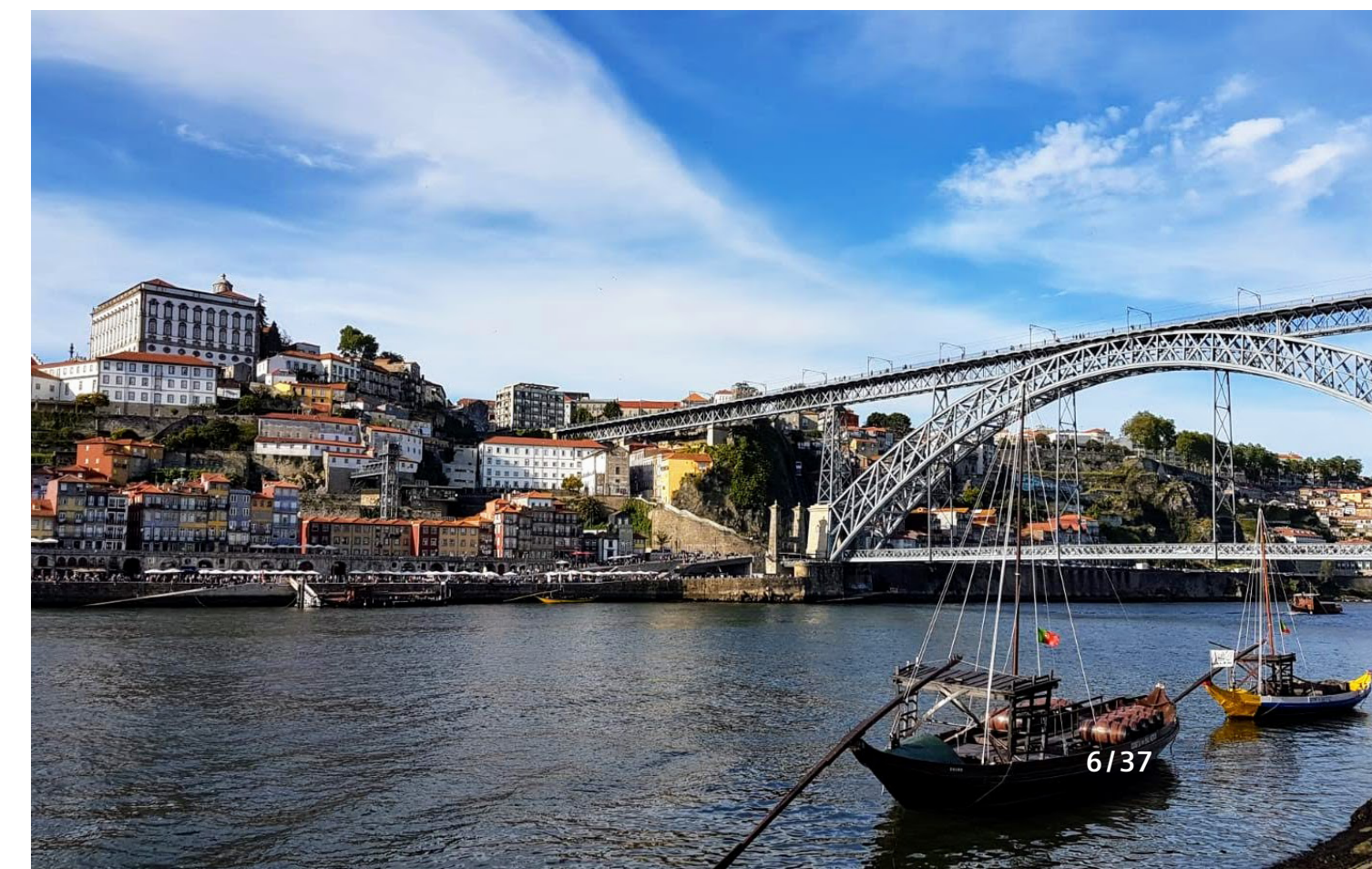
The Portuguese healthcare landscape

Portugal's healthcare policy and health systems are administered at the national level by the Ministry of Health and implemented through regional administrations.²

The Portuguese healthcare system functions in a public and private model consisting of three pieces: The Public National Health Service, which is funded via taxation and social security contributions from the working class; health subsystems, which are available to specific professions; and private health insurance.^{2,1,2} Private insurance is voluntary and may be used for additional services, to cover the costs of the private healthcare providers, or by visitors from outside the European Union.²

All Portuguese citizens have access to the Public National Health Service, which is financed entirely by the State with certain user fees charged to limit unnecessary access to certain services. For example, preventing patients with minor injuries from going to a medical-surgical emergency hospital instead of a basic emergency department. Private coverage may offer key advantages. These include access to private providers, access to a broad range of services, and faster care services. Portuguese healthcare providers may serve in a public, private, or public-private setup.²

With 300 employees in Portugal with different backgrounds and experience, Siemens Healthineers has the resources and expertise to fully meet the needs of this important market.



Co-creation with a trusted partner

Value Partnerships founded on trust and collaboration

Siemens Healthineers Value Partnerships are long-term, performance-oriented, collaborative relationships, uniquely centered around co-innovation to address specific customer needs. We bring to the table a combination of clinical insight, medical technology innovation, strategic vision, implementation expertise, and operational excellence.

And because we operate within this partnership model, you can trust that we are as invested in your success as you are – because your goals are our goals.

The customers profiled below have a wide variety of goals – streamlining technology management workflows, closing gaps in staff training, expanding service offerings, and improving patient experience – but they are all motivated by the same underlying need to deliver high quality financially sustainable care for their patients.

We are ready to be your trusted partner to co-create a solution with you that will generate the tangible clinical, operational, and financial benefits you seek. See the key advantages of Value Partnerships with Siemens Healthineers on the following pages.



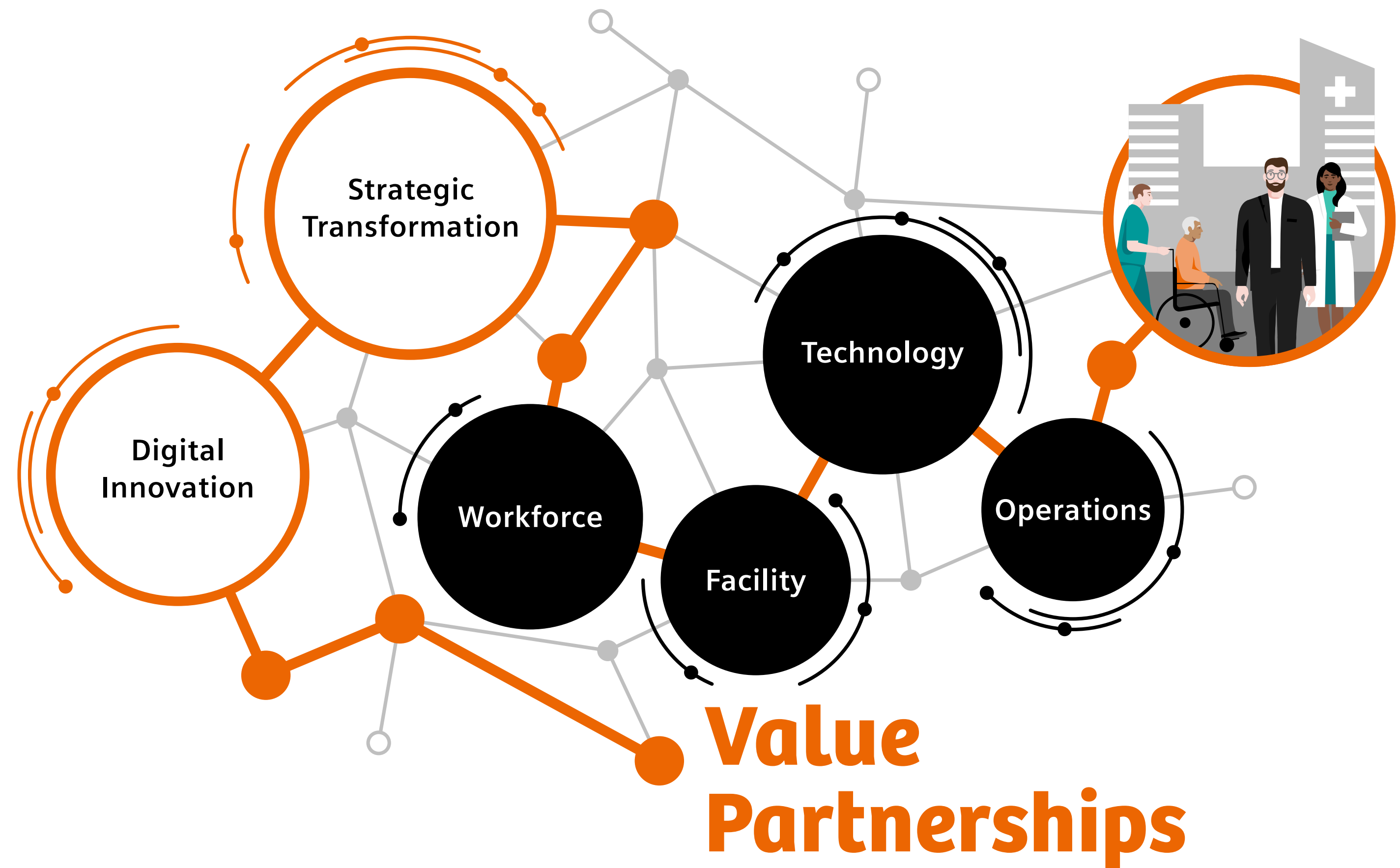
Siemens Healthineers has a robust portfolio of services available under the Value Partnerships umbrella. Value Partnerships use four Value Drivers, which focus on specific domains within healthcare enterprises, to drive performance, efficiency, and innovation:

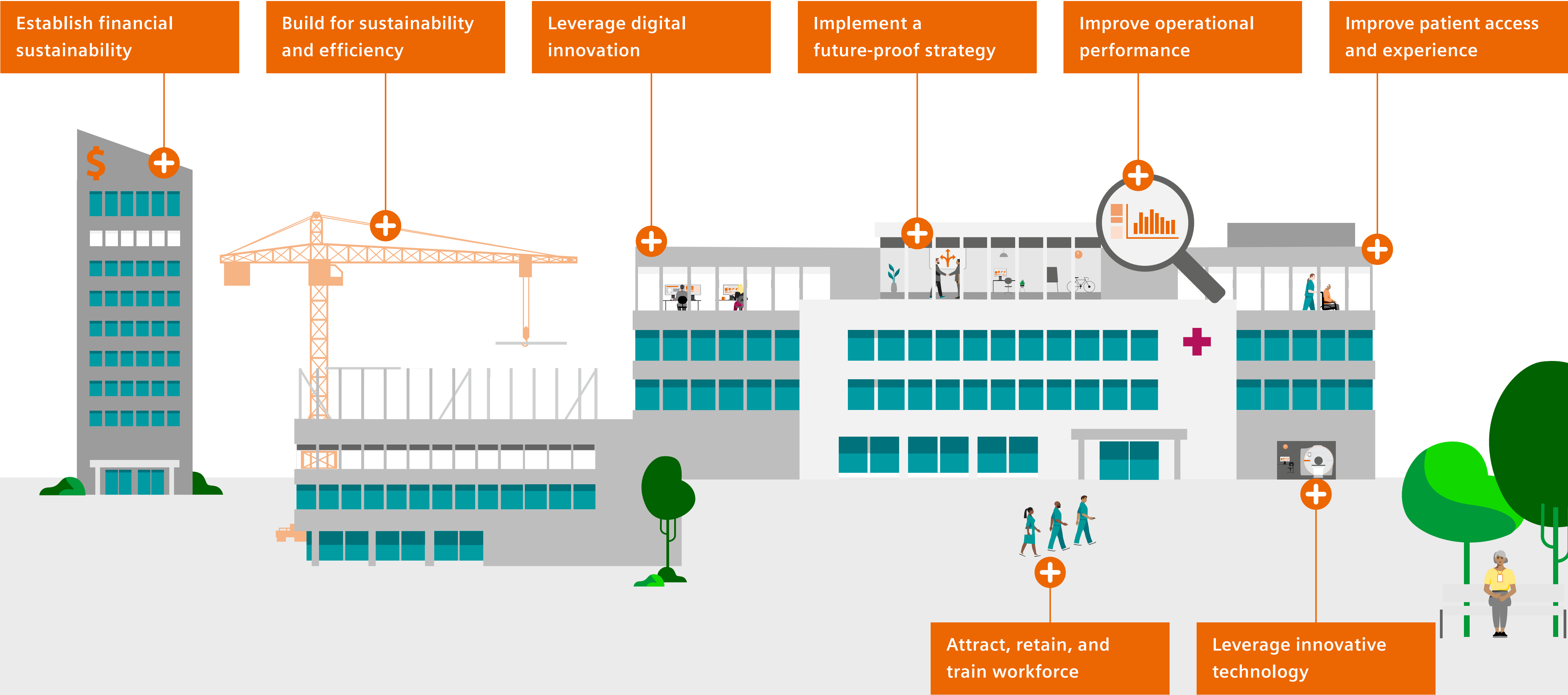
- Technology
- Operations
- Workforce and
- Facility

Value Partnerships also leverage two Excellence Drivers, which are holistic, transformative initiatives that can apply across multiple domains:

- Strategic Transformation and
- Digital Innovation

Always with you, your patients and community at the heart of everything we do.

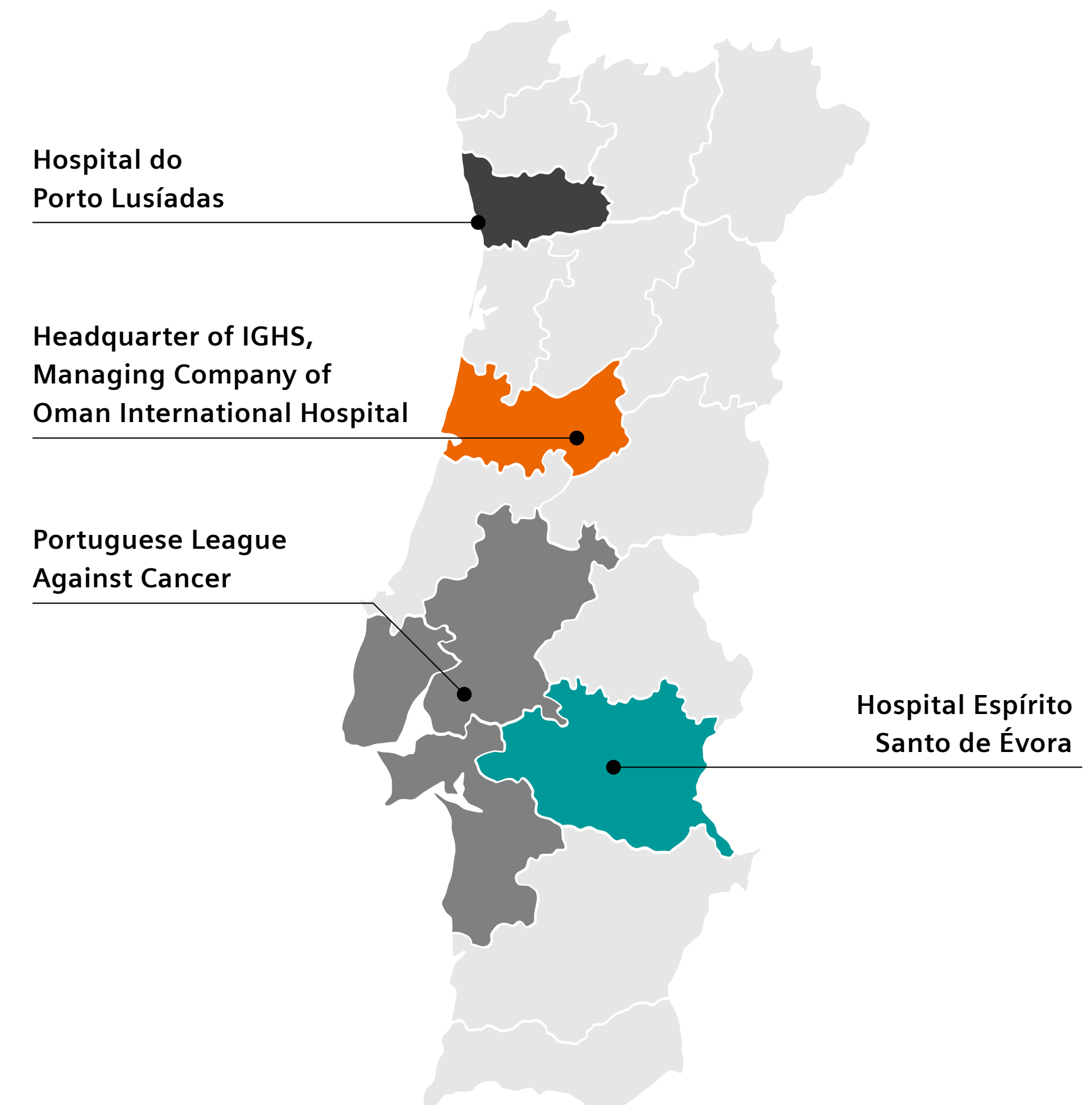




Value Partnerships success stories: Portugal

Supporting health systems
with unique service offerings

- Hospital Espírito Santo de Évora
- Portuguese League Against Cancer
- Lusíadas Saúde
- Oman International Hospital



Hospital Espírito Santo de Évora

State-of-the-art cardiovascular care and improved access with remote care management solutions



Value Partnership summary

Hospital Espírito Santo de Évora (HESE)

Public/private:

Public

Beds:

288

Value Partnership start

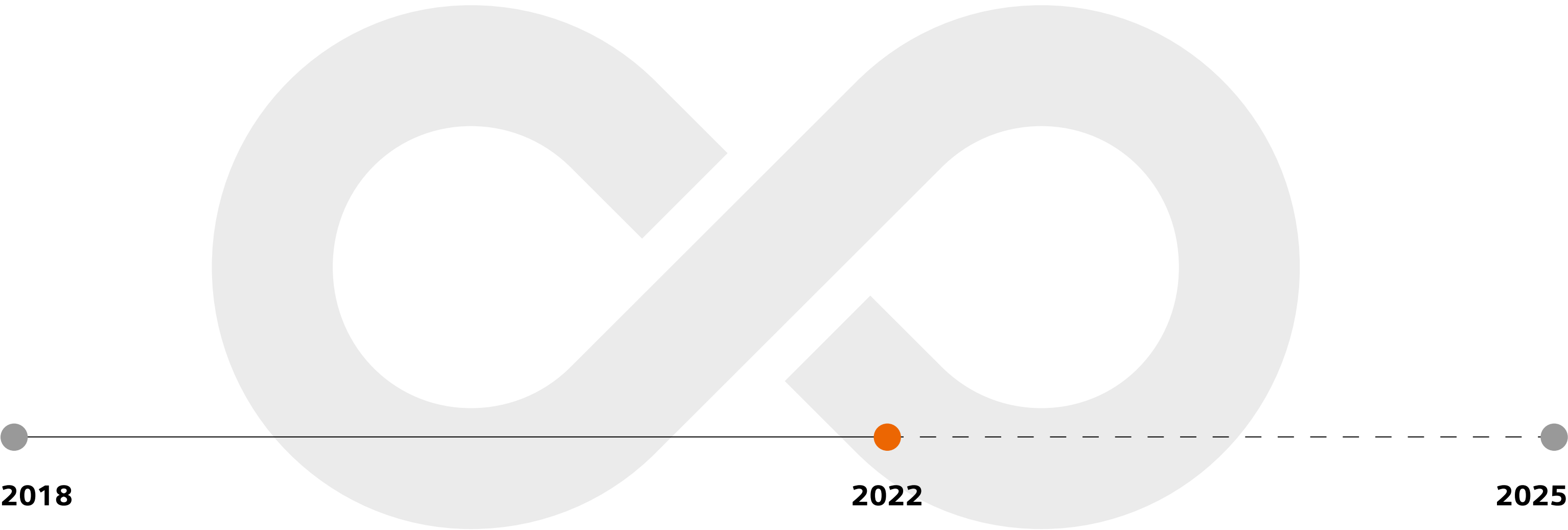
2018

Duration of Value Partnership

7 years

Key Services:

- Remote care management services for patients with cardiovascular conditions
- Patient support before and after TAVI (and other cardiac procedures in the future)
- Updated the existing cath lab imaging technology and doubled capacity with a second lab
- Continuous tech support, staff training, and academic research in partnership with local universities
- Process improvement workshops



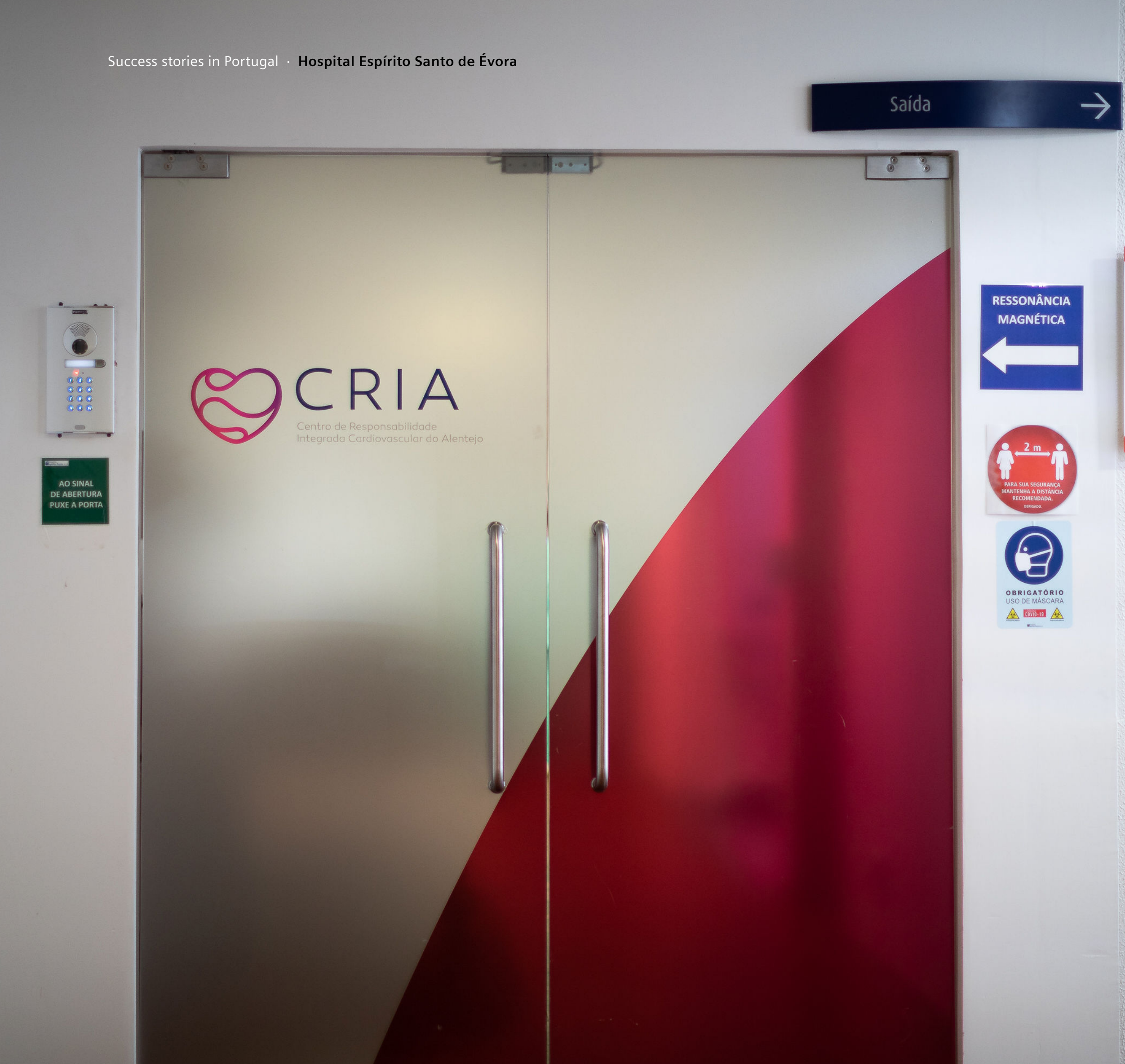
Hospital Espírito Santo de Évora (HESE) is a major hospital in the south of Portugal and the primary inpatient care facility in Alentejo, the largest region in the country. Alentejo is very rural, and the population consists largely of elderly individuals. The main cause of death is cardiovascular disease. To better respond to the needs of the local population, HESE partnered with Siemens Healthineers to implement two integrated solutions: First, the modernization of the cardiac catheterization laboratory (cath lab), as well as the addition of a new cath lab. Second, the development of a telehealth program for remote care management to serve patients with cardiovascular conditions before and after interventions, such as transcatheter aortic valve implantations (TAVIs).

The Value Partnership includes provision of technology, such as computed tomography and angiography equipment, and a roadmap for replacement plans and upgrades. It also includes digital solutions, consultancy services for process efficiency, and user training and research initiatives in partnership with local universities. The more

recent telehealth program arose due to a need to reduce costs and the number of occupied hospital beds and improve patient outcomes in the comfort of their own homes (pre- and post-intervention).

Although a low rate of digital literacy is a reality in the heart failure patient population, the remote care management program encourages patient engagement and adherence, reduces hospital readmissions, and utilizes artificial intelligence (AI) to streamline workflows. As part of the program, patients, their families, and caregivers are educated on the remote care management solution. At home, patients have access to 24/7 support, if necessary, which improves their experience – as there is no need to travel long distances for regular check-ups, and continuous care is possible despite living in different areas.

As the Hospital aims to become a reference center for cardiac care, an agreement between HESE, Siemens Healthineers and the University of Évora was reached to promote different activities related to health topics, such as the challenges of aging.



- ▲ The Integrated Cardiovascular Center of Alentejo CRIA (Centro de Responsabilidade Integrada Cérebro-Cardiovascular do Alentejo) is one of the most modern and innovative centers for interventional cardiology in the country.



- ▲ The nationally renowned interventional cardiology specialist Professor Lino Patrício is performing a TAVI procedure. HESE can now perform this innovative treatment method thanks to the technical upgrade provided by the Value Partnership.



Benefits of trust and partnership

Siemens Healthineers worked side-by-side with HESE in a trusted partnership to modernize the existing cath lab, add a new one, and develop a telehealth program for remote care management of patients with heart failure.

“We, at the hospital, feel that trust is fundamental, and we seek partners that are aligned with our rationale. We have a vision and strategy for the future through innovation, digital transformation, and technological evolution, as well as a responsibility to provide the best response to people right now. For that, we need Value Partnerships.”

Administration, Hospital Espírito Santo de Évora

Portuguese League Against Cancer

A mobile cancer screening service for early detection of breast cancer



Value Partnership summary

Portuguese League Against Cancer, Region of Lisbon and Tejo Valley

Public/private:

Non-profit

Value Partnership start

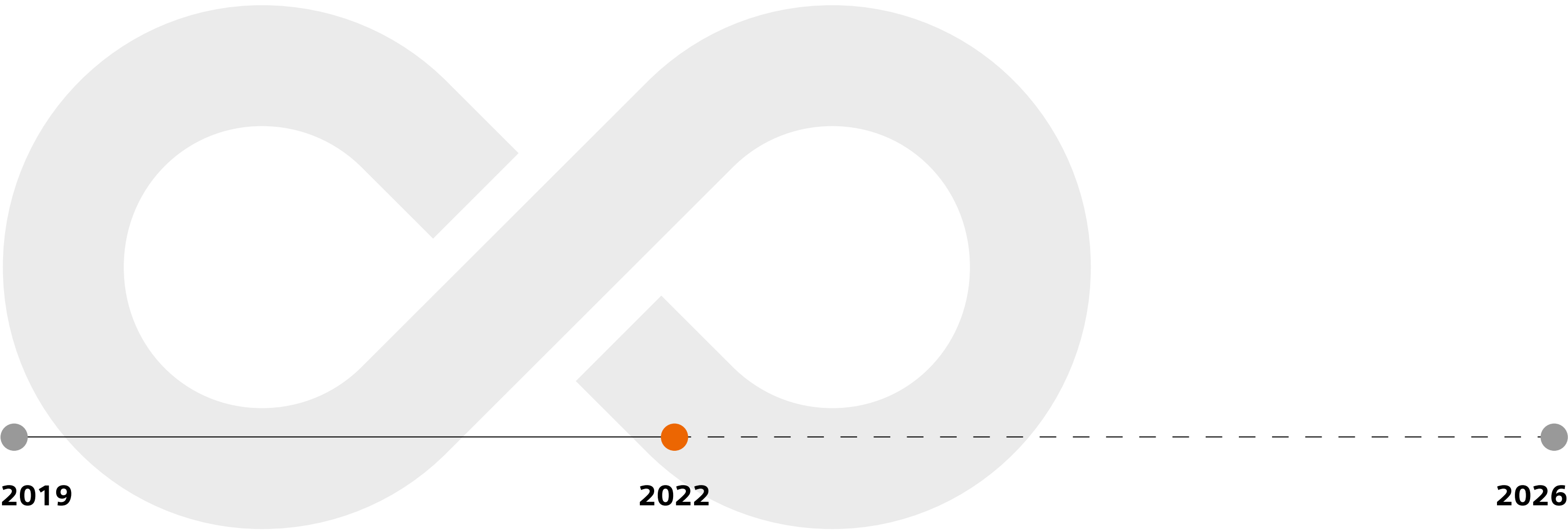
2019

Duration of Value Partnership

7 years

Key Services:

- Expansion of the mobile breast cancer screening caravan program
- Offering technology maintenance regardless of the location of the caravan
- Provision of latest technology for improved patient outcomes
- Ongoing staff training and technical support



Since it was founded in 1941, the Portuguese League Against Cancer (Liga Portuguesa Contra o Cancro) has been involved in cancer prevention through health education campaigns.³ In an effort to combat breast cancer in underserved regions in the country, the organization designed and created an integrated solution for easily accessible screening: a mobile breast cancer screening program. After the initial success of the program, they recognized the need to expand it and update the technology available in the caravans.

Originally, the program included one caravan with three mammography devices and a digital ecosystem. After partnering with Siemens Healthineers, the program was expanded to include four more caravans and five additional mammography devices to reach other areas. Annually, between 7,500 and 15,000 mammograms are provided per caravan. The Value Partnership with Siemens Healthineers has streamlined the installation and maintenance of technology to increase the availability of the caravans and provide screening services to more patients. Continuous support helps to keep these vehicles up and running as consistently as possible. Siemens Healthineers has also provided training for the League's staff.







“We were able to build a reliable way of assessing and solving problems beyond just seeing obstacles – finding solutions.”

Francisco Cavaleiro, CEO, Portuguese League Against Cancer



Benefits of trust and partnership

The Portuguese League Against Cancer trusted Siemens Healthineers in the expansion and optimization of its mobile breast cancer screening program with the installation, maintenance, and staff training on the latest medical technology for its caravans.

Lusíadas Saúde

Patient experience - from theory to practice

Value Partnership summary

Lusíadas Saúde

Public/private:

Private and public-private-partnership

Beds:

675

Value Partnership start

2020

Duration of Value Partnership

1,5 years with potential for expansion

Key Services:

- Enabling improved patient experience for cardiology patients
- Measuring key performance indicators to determine and improve patient experience
- Scaling up operations and workflows for a better patient experience
- Continuous education and change management support for the healthcare staff



Lusíadas Saúde is the third largest private healthcare provider in Portugal. It has 11 facilities (6 hospitals and 5 clinics) and continues to expand across the country. The organization prioritizes excellence in care to provide the best experience possible to its patients.

Lusíadas Saúde first partnered with Siemens Healthineers in two sites in northern Portugal for a patient experience pilot project focused on cardiology. The program evaluated the whole patient journey in detail and redesigned the care pathway strategies to ensure the best patient experience. Siemens Healthineers examined the organization's processes, including workflow analysis, key performance indicator selection and measurements, staff and patient surveys, and the evaluation and implementation of improvement measures.

This initiative improved humanization of the facilities, enhanced scheduling, optimized check-in and check-out, increased accessibility to digital tools, and made the signage at one hospital clearer. Additionally, selected staff received training and orientation to improve patient communication, leading to reduced wait times and an improved patient experience overall. Proposals for external and internal communications were also delivered to the customer. The theme of this patient communication was "your experience is our new specialty". An expansion of this pilot program has since been proposed to continue to improve patient experience at all Lusíadas Saúde sites.

Hospital Lusíadas
Porto



“How can we connect technology with the human touch to provide high-end and more empathetic care? The way we went about this collaboration was to make sure we connected our expertise with that of a partner like Siemens Healthineers.”

Vasco Antunes Pereira, CEO of Lusíadas Saúde



Benefits of trust and partnership

Having partnered previously, Lusíadas Saúde is trusting Siemens Healthineers to identify workflows and tailor processes for improved patient experience across the health system.

Oman International Hospital

Developing an international healthcare reference hub in Oman with a Portuguese managing company



Value Partnership summary

Idealmed Global Healthcare Services, Portugal

The Institution:

Oman International Hospital, Oman

Public/private:

Private

Beds:

80

Value Partnership start

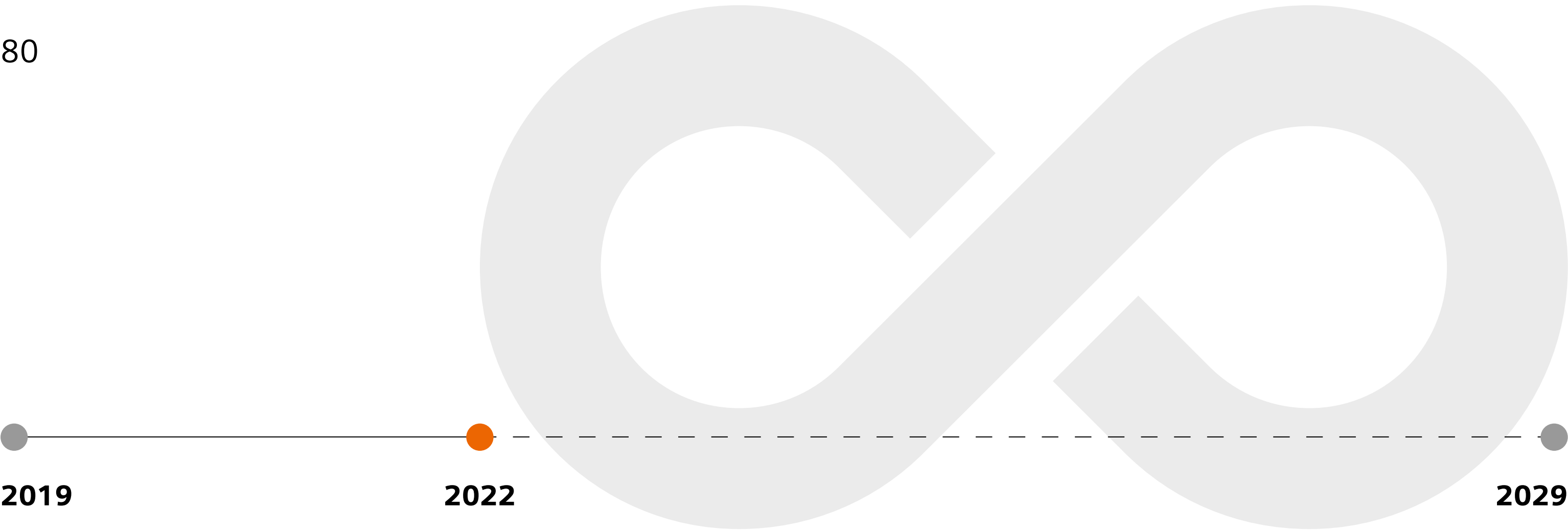
2019

Duration of Value Partnership

10 years

Key Services:

- Med Academy to support Oman International Hospital in becoming an international healthcare hub
- Advisory for efficient clinical workflows and operations management
- State-of-the-art imaging technologies and laboratory solutions for improved patient outcomes
- Continuous staff education to maintain an excellent standard of care



Oman has a robust national healthcare system that is rated in the top ten globally, with less than 7% of the growing population struggling with basic needs.^{4,5,6} Idealmed Global Healthcare Services (IGHS), a Portuguese company, was contracted by the Oman Brunei Investment Company to build an international medical hub of technology and expertise to deliver world-class healthcare services in Oman's capital city, Muscat. To achieve their goals and meet the excellent national standard of care, IGHS found a trusted partner in Siemens Healthineers.

A Value Partnership was formed between IGHS and Siemens Healthineers to develop and equip Oman International Hospital with an integrated value-added solution to offer a broad range of quality healthcare services. The ongoing collaboration focuses on quality improvement, workflow efficiency, data analytics, and operations management. This includes the installation of medical technology, including computed tomography, x-ray and portable x-rays, ultrasound, magnetic resonance, mammography, and laboratory technology. Staff training and education is also a crucial aspect of the partnership, with the development of a Med Academy based on five pillars:

- Advanced onsite education
- Clinical seminars
- International clinical fellowships
- Research and support
- Remote education







Benefits of trust and partnership

As they sought out to build an international medical hub of technology and expertise for world-class health-care services, IGHS and the Oman Brunei Investment Company turned to Siemens Healthineers as a trusted partner in establishing Oman International Hospital.

“If you want to develop and raise quality standards in your organization, consider partnerships like the one we have with Siemens Healthineers. It is impossible inside to find solutions to all the problems without major constraints at a major healthcare institution, but this kind of relationship adds value to the projects.”

José Alexandre Cunha, Chairman of Idealmed Global Healthcare Services,
Managing Company of Oman International Hospital



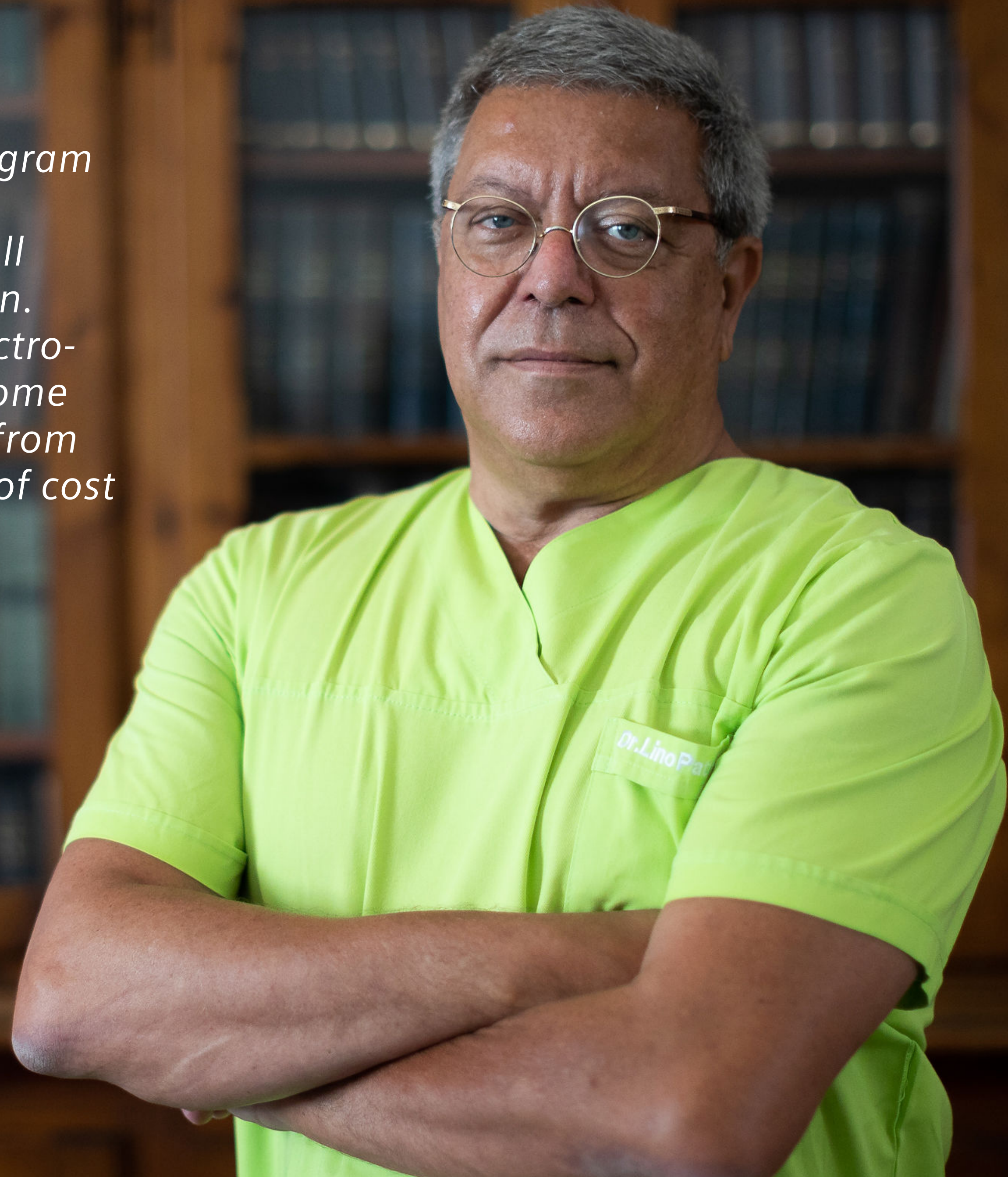
Voices of Value Partnerships

Our partners speak about how Value Partnerships are built on trust and create new value



“We have a remote care management program to deal with heart failure problems and the instability of the disease before we call the patient in for aortic valve implantation. After the procedure, we monitor their electrocardiogram and work to get them back home very quickly. This is important – not only from a clinical point of view, but also in terms of cost and efficiency.”

Professor Lino Patrício, Director of Cardiovascular Department,
Hospital Espírito Santo de Évora



“Of course, there are challenges for both parties [the Portuguese League Against Cancer and Siemens Healthineers], but we were able to mitigate those challenges and come to balanced agreements.”

Francisco Cavaleiro, CEO,
Portuguese League Against Cancer

“The overall scope of our Value Partnership is to redesign our strategy and rethink our whole care pathway for patients. We want to ensure the best patient experience as we determine the appropriate diagnosis and most effective treatment, and we need a partner that thinks like we do.”

Vasco Antunes Pereira, CEO of Lusíadas Saúde



“We have a Med Academy in our facility that is fully supported by the partnership. This allows us to train not only our own personnel, but also to invite others to visit and train at the same time, such as other health professionals from the country or region.”

José Alexandre Cunha,
Chairman of Idealmed Global Healthcare Services



Explore more Value Partnerships around the world

To learn more about Value Partnerships and explore their potential for helping you achieve your objectives, contact a Siemens Healthineers representative today.



Explore more Value Partnerships around the world:

- Spain
- Germany
- Latin America

We also encourage you to explore our content on Value Partnerships:

Explore all our case studies:

- Value Partnerships case studies

Hear firsthand the experiences of our Value Partnership customers:

- Value Partnerships customer insights

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.

The scientific overlay on the title is not that of the individual pictured and is not from a device of Siemens Healthineers. It is modified for better visualization.

¹ <https://healthmanagement.org/c/hospital/issuearticle/the-portuguese-healthcare-system-1>
² <https://freopp.org/portugal-freopp-world-index-of-healthcare-innovation-6c1a1218c97>
³ <https://www.uicc.org/membership/liga-portuguesa-contra-o-cancro#:~:text=Liga%20Portuguesa%20contra%20o%20Cancro%20%22Portuguese%20League%20Against%20Cancer%22%20was,tobacco%20and%20the%20younger%20generations.>
⁴ <https://worldpopulationreview.com/country-rankings/best-healthcare-in-the-world>
⁵ <https://www.who.int/healthinfo/paper30.pdf>
⁶ <https://worldpopulationreview.com/countries/oman-population>

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