SIEMENS Healthineers

Value Partnerships in Spain

Three success stories

Holistic Technology Management that exceeds expectations

siemens-healthineers.com/value-partnerships

"The people of Spain are proud of their healthcare system, and justifiably so. Our population is often ranked as among the world's most healthy, and a mixture of public and private healthcare providers means that patients and healthcare consumers in our country have a fair amount of choice.

Still, there is room for improvement. Publicly funded facilities sometimes struggle with outdated equipment, and private providers must deliver great value and high productivity.

Siemens Healthineers has formed Value Partnerships with both public and private healthcare provider organizations to help them modernize, operate more efficiently, and expand their range of services. Three successful partnerships are profiled in this paper. We are very proud of the work we are doing with these partners; my hope is that readers will find new ideas based on the definition of Value Partnerships to elevate their organizations' performance."

Gemma Benito Navaridas, Head of Siemens Healthineers Enterprise Services, Spain

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Shaping the future of healthcare

Optimizing, expanding, and advancing care delivery

Change is constant in healthcare. The COVID-19 pandemic has placed unprecedented stress on health systems around the world. In Spain, public and private healthcare providers are joining MedTech partners to move from a reactive stance to a proactive view to drive positive transformation in healthcare. These partnerships are meant to prepare healthcare providers for present day challenges by optimizing their medical technology fleets, and to prepare them for any future infectious disease event or other unexpected disruption. Their goals are to transform care delivery and improve the patient experience for today, and in the future. Partnerships allow the healthcare providers and MedTech partners to leverage their unique strengths to realize outcomes that neither could achieve alone.

Building long-term success takes insight, resources, courage, and trust. You need a partner that helps you innovate new services, strategies, and solutions to create and expand value for your stakeholders. Siemens Healthineers is that kind of partner, and Value Partnerships are how we help you meet your goals – right now, next year, and farther down the road.

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 your table. As trusted partners, we help you formulate and achieve your strategic goals, increasing enterprise-wide value.

In Spain, Siemens Healthineers is experiencing extremely successful Value Partnerships with three very different healthcare providers:

- **Ministry of Health, Murcia**
- **University Hospital of Caceres**
- **Echevarne Group**

Each of these healthcare providers is leveraging a different solution customized to its specific needs, and all three are making great forward strides. And the common element in their Value Partnerships with Siemens Healthineers is trust, a defining characteristic of a long-term partnership and effective collaboration.

The Spanish healthcare landscape

In order to appreciate what the Spanish healthcare providers listed above have accomplished, it may be helpful to know a little more about the healthcare climate in Spain.

Spain is comprised of 17 autonomous regions, each of which maintains its own public healthcare system funded by social security. Spain is frequently mentioned as having one of the world's healthiest populations, but the Spanish health system is not without its challenges.

Nowadays, demand for services in the public health care systems tends to exceed capacity, resulting in often lengthy wait times for specialist visits and non-emergency surgeries. And limited coordination between the autonomous regions sometimes causes disparities in the availability of services and the quality of care.

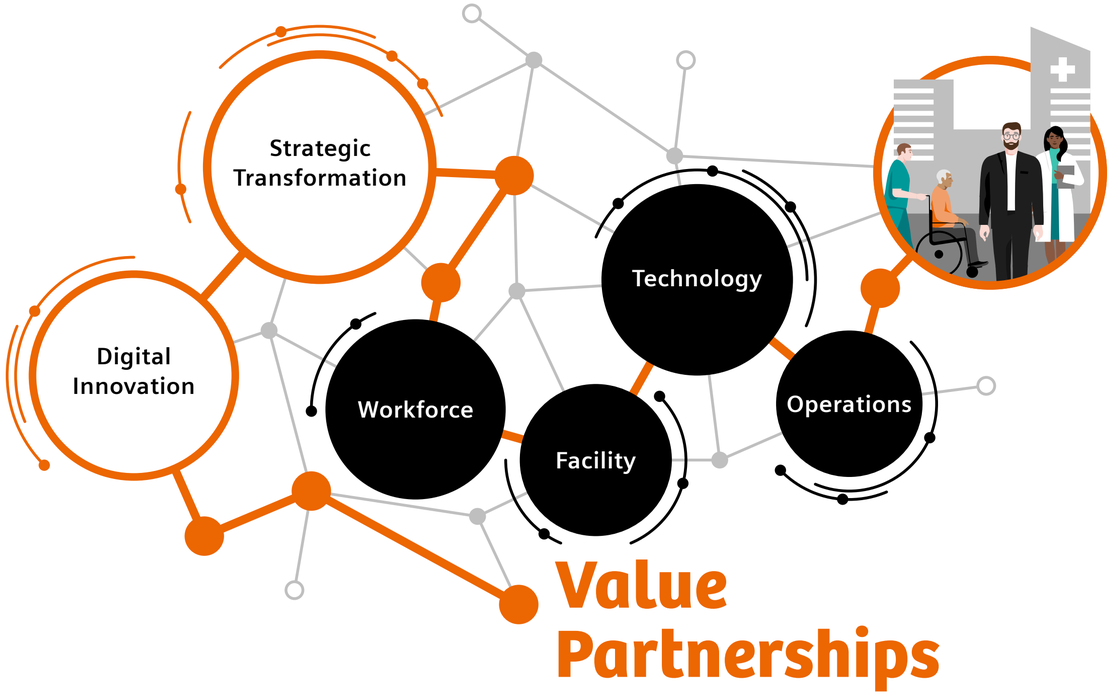
Spain also has private health insurance, covering 10-15% of the population, and private care centers (hospitals and clinics, which accept both public and privately insured patients). Private providers typically boast shorter wait times than public ones, along with premium services such as private rooms, expedited test results, and better communication with patients. Most people with private insurance are double insured, having both private and public. In these cases, private insurance is used as a second opinion or for quick response for general (non-emergency) pathologies.

Spanish regional public health authorities sometimes form public-private partnerships with not-for-profit and for-profit health facilities in an effort to offer better care at lower cost. But as with healthcare institutions around the world, delivering that combination of quality and affordability can be challenging for all parties involved.

With five offices and more than 500 employees in Spain, Siemens Healthineers has the resources and expertise to fully meet the needs of this important market.

Value Partnerships

Relationships founded on trust and effective collaboration and teamwork



Siemens Healthineers Value Partnerships give you rapid access to an immense knowledge base, including deep experience in markets just like yours. We can help you:

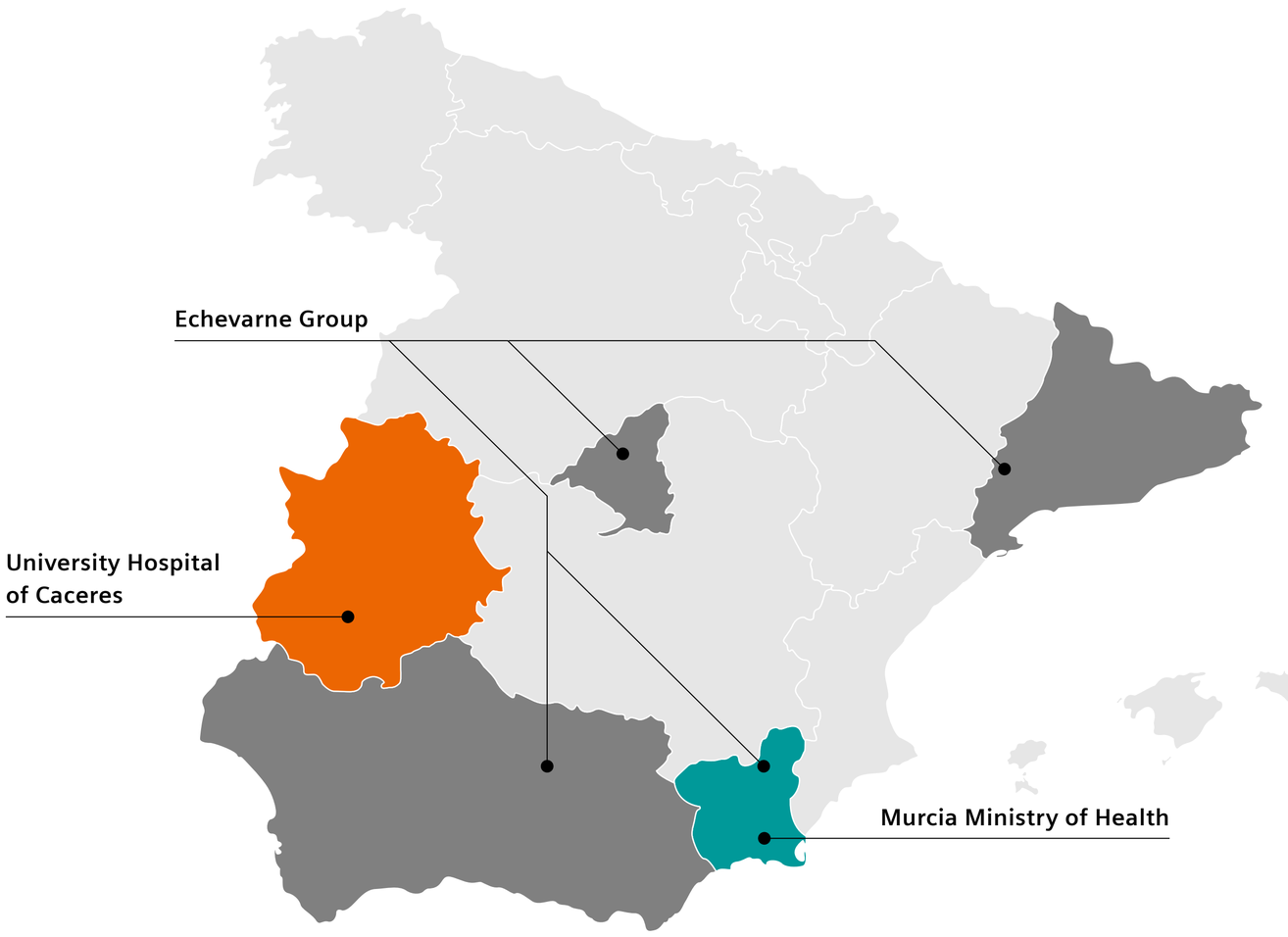
- Pivot quickly in response to unexpected developments (such as a global pandemic)
- Advance the level of technological innovation and process optimization in your organization
- Co-create solutions designed to generate clinical, operational, and financial benefits
- Think long-term instead of short-term, enabling more value creation and safety/innovation for the years to come

In most Value Partnerships, we're embedded on site with your team, and deeply engaged with your day-to-day non-clinical operations, e.g., through supervision of the daily utilization of the current technology to optimize the usage of the equipment. We also identify opportunities to conduct new training and professional education to minimize any gaps based on current and anticipated future business needs. We're also powerfully invested in your success. We bring fresh eyes, enabling us to perceive possibilities that your staff may not have had the perspective or opportunity to see.

Value Partnerships success stories: Spain

Exceeding expectations and expanding customers' capabilities

- Murcia Ministry of Health
- University Hospital of Caceres
- Echevarne Group



Murcia Ministry of Health

A decade of progress in transforming care delivery

Value Partnership summary

Murcia Ministry of Health

Servicio Murciano de Salud

Client:

Murcia Ministry of Health

Institutions:

- General University Hospital Santa Lucia, Cartagena
- General University Hospital Los Arcos del Mar Menor, San Javier

Public/private:

Public

Beds:

996 (total of both hospitals)

Key Services:

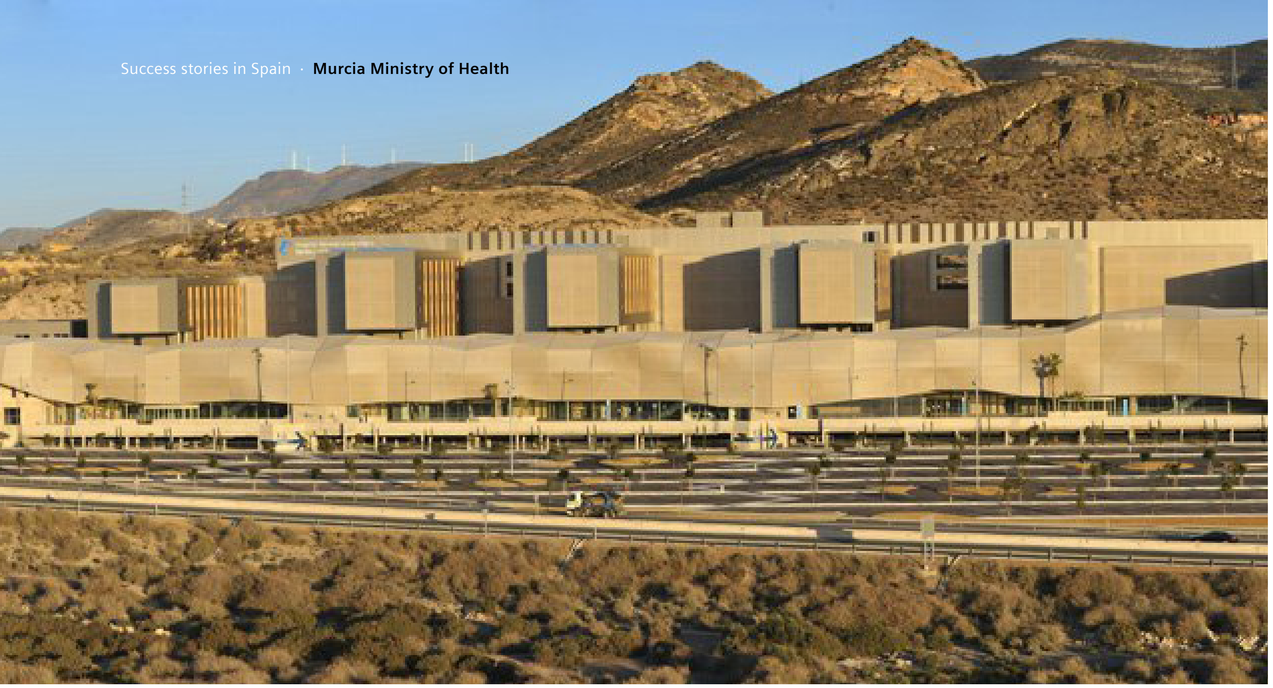
- Provision of all medical technology (including replacement cycles)
- On-site technology operations & maintenance
- Increase of technological scope to expand clinical capabilities (scans, treatments)
- Planning and execution of move to new facility
- Introduction of electronic asset management system
- Continuous training on optimized system usage and handling
- Financing

Value Partnership start

2010

Duration of Value Partnership

15 years



General University Hospital Santa Lucia, Cartagena

General University Hospital Los Arcos del Mar Menor, San Javier

The Murcia Ministry of Health, Spain, faced considerable challenges in operating, maintaining, and updating its fleet of imaging equipment.

In 2010, the ministry entered into a 15-year Value Partnership with Siemens Healthineers. The goal was to implement new capabilities, and scale up existing ones, in the ministry's regional hospitals. Two new hospitals were opened, and the Ministry decided to pair with a partner that could provide the latest technology and a new partnership approach to prepare for the evolving demands of healthcare while maintaining quality and financial stability.

The Value Partnership includes Technolgy Management with delivery and commissioning of >20,000 medical devices, covering all medical imaging technology of both hospitals.

In addition, Siemens Healthineers developed and maintains a technology roadmap with upgrades and replacement plans for almost all technical devices including endoscopy, ICU devices, mammography, ultrasound, computed tomography, laboratory, IT and third-party equipment.

Additional services include user training and financing.

"Our ongoing, daily interaction within the Value Partnership helps us see new ways to help our customers. In Santa Lucia, they used to spend three weeks doing an annual inventory for all technical devices. Now, they can generate a report in five minutes, whenever they need it. This is remarkable!"

Francisco Crespo, Project Manager, Siemens Healthineers Enterprise Services, Spain

Ten years into the project, the Murcia Ministry of Health has experienced benefits such as:

- 20% reduction in human resources dedicated to technology management, and now fully redirected to higher value tasks
- 90% reduction in equipment damage costs arising from improper use
- 83% reduction in issue resolution time
- 50% reduction in time spent managing technology
- Complete elimination of the need to reschedule patients due to equipment failures
- A guarantee of having up-to-date medical technology through the entire 15-year duration of the Value Partnership

10 years

Beyond Technology Management: Benefits of trust and partnership

The trust established between Siemens Healthineers and its customers in Murcia through close, side-by-side collaboration, enabled the partners to develop a comprehensive technology strategy that provides the latest technology and increases uptime.

"Today, I can say we continue to trust Siemens Healthineers to help us with the on-going operations of the hospital while we focus, together, in creating more value for all involved stakeholders, including our patients."

Luis Rubio, Sub-Director Management and SSGG,
General University Hospital Los Arcos del Mar Menor, San Javier

University Hospital of Caceres

Dramatic technological strides in just three years

Value Partnership summary

University Hospital of Caceres

Servicio Extremeño de Salud

Client:

Extremadura Regional Ministry of Health

Institutions:

University Hospital of Caceres, Caceres

Public/private:

Public

Beds:

222

Key Services:

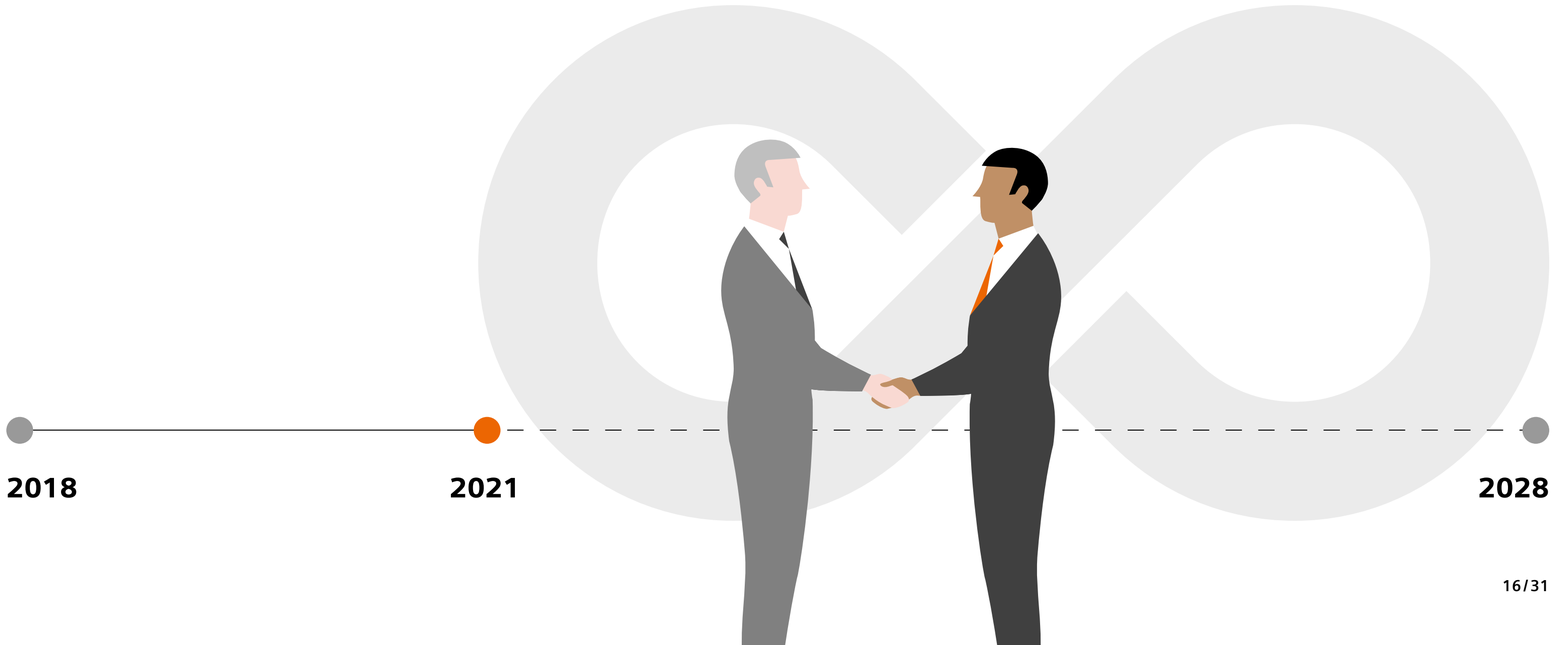
- Initial provision of medical technology (radiology, surgery/ICU, outpatient area)
- On-site expert for technology management
- Rapid maintenance reaction
- Financing (equipment leasing agreement)

Value Partnership start

2018

Duration of Value Partnership

10 years



Hospital Universitario
de Cáceres
SES

University Hospital of Caceres sought to improve the efficiency of its care delivery while also delivering an enhanced patient experience. This greenfield hospital expansion (the old hospital facility is still operational) became operational in 2019 and represents a commitment on the part of University Hospital of Caceres to become a reference hospital in the region.

In pursuit of these goals, the hospital engaged Siemens Healthineers for a 10-year Value Partnership to supply innovative medical technology and carry out equipment management and maintenance.

"Now with our Value Partnership, they have cutting edge technology they couldn't afford before in the former hospital. The patients are happy, and the customer is happier."

Barbara Rosado, Enterprises Services Specialist, Siemens Healthineers

"The Value Partnership clearly assisted us with the availability and utilization of innovative technology and solutions combined with a great training program for our staff focusing on improving patient experience."

Monica Davila, Director of Finance, University Hospital of Caceres

The Value Partnership includes extensive equipment provision for radiology, as well as partial provision of technology for the surgery, ICU, and outpatient facilities in a multi-vendor situation. An on-site technology management expert provides a single, trusted point of contact for optimized maintenance service, which is being delivered through a specialized regional technician team.

Three years into this Value Partnership, the University Hospital of Caceres has made significant strides, including:

- A new ICU information system that has improved both the quality and efficiency of care delivery
- A new inventory management infrastructure (for all technology as mentioned above) to ensure that essential supplies and equipment are always on hand
- The first hybrid operating room in the entire region
- Staff training and guaranteed uptime for latest medical technology

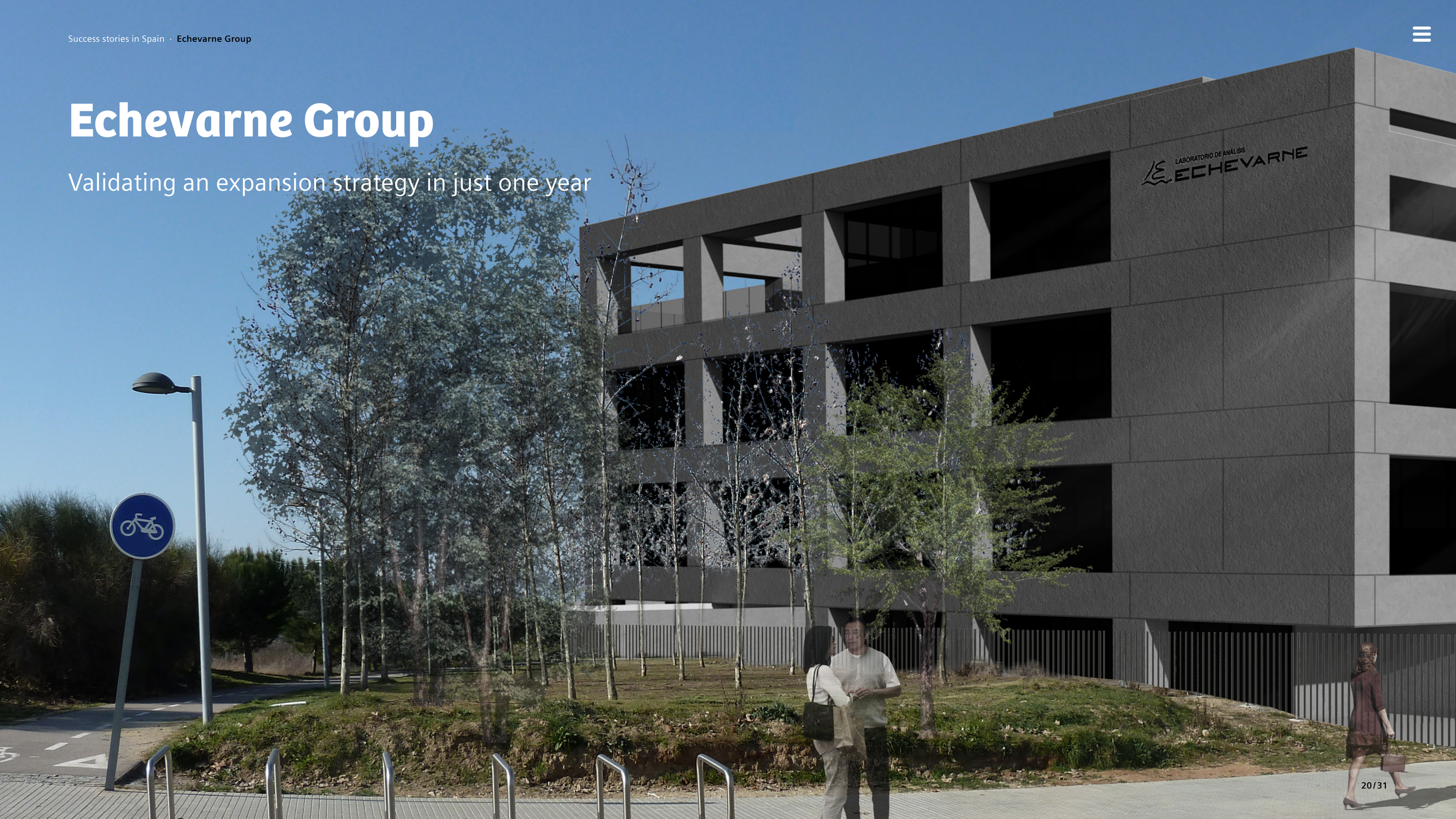
3 years

Beyond Technology Management: Benefits of trust and partnership

University Hospital of Caceres trusted Siemens Healthineers to help steer the Hospital toward its key strategic goal of becoming a providing the latest technology to improve the value of care delivered.

Echevarne Group

Validating an expansion strategy in just one year



Value Partnership summary

Echevarne Group

Client:

Echevarne Group

Institutions:

Telrads Teleradiology Services
15 other diagnostic centers in Catalonia, Madrid, Andalusia, Ceuta and Melilla

Public/private:

Private

Beds:

–

Key Services:

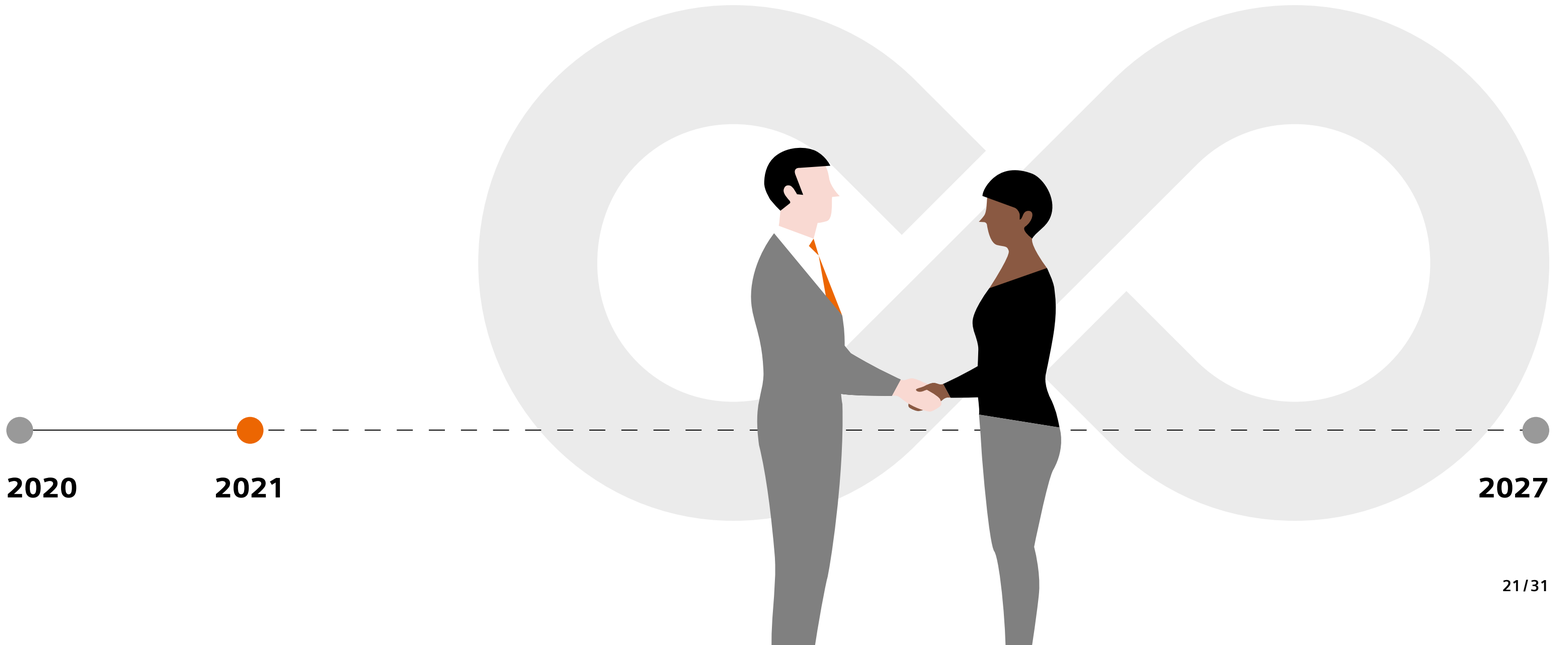
- Provision of medical technology (ultrasound, MRI, x-ray)
- Custom ultrasound training program for imaging technologists
- Dedicated equipment management and maintenance

Value Partnership start

2020

Duration of Value Partnership

7 years



Echevarne Group is in the process of expanding its operations beyond a chain of laboratory medicine centers (their traditional area of business) to include diagnostic imaging and clinical services as well.

To accelerate their growth strategy, Echevarne Group sought a technology partner for the next seven years. But they needed more than the latest medical technology. A key obstacle to their growth plan was the absence of ultrasound technicians. Without a national certification program, only radiologists were permitted to carry out ultrasound examinations, which significantly increased staffing expenses and caused delays. Siemens Healthineers developed a custom training program to enable current Echevarne MRI and CT technologists to conduct ultrasound studies.

"It's a paradigm shift in terms of cost … to pay for a technician – rather than a radiologist – to acquire ultrasound images makes the business model much more sustainable."

Maria Garcia, Business Development, Siemens Healthineers Enterprise Services, Spain

The Value Partnership includes provision of technology for ultrasound, MR, and x-ray systems, as well as maintenance for all imaging technology systems. As mentioned above, customized training is also a key element of this Value Partnership.

Within the first year of the Value Partnership, Echevarne Group saw these results:

- 100% support from Siemens Healthineers for proposal submissions to public tenders
- Custom training program enabled technologists to perform ultrasound studies
- Reduction in operational problems with installed technology base
- Enabling go-to-market strategy through combination of custom training and equipment management

1 year

Beyond Technology Management: Benefits of trust and partnership

Echevarne Group partnered with Siemens Healthineers because they knew they would get far more than just the offering of Technology Management. The trust that arose between the partners enabled Echevarne Group to implement a custom training program, devised by Siemens Healthineers, to enable current MRI and CT technologists to perform ultrasound studies. This is especially remarkable and valuable given that there is no national accrediting body for ultrasound technologists in Spain.

Co-creating high value care with a trusted partner in the long run

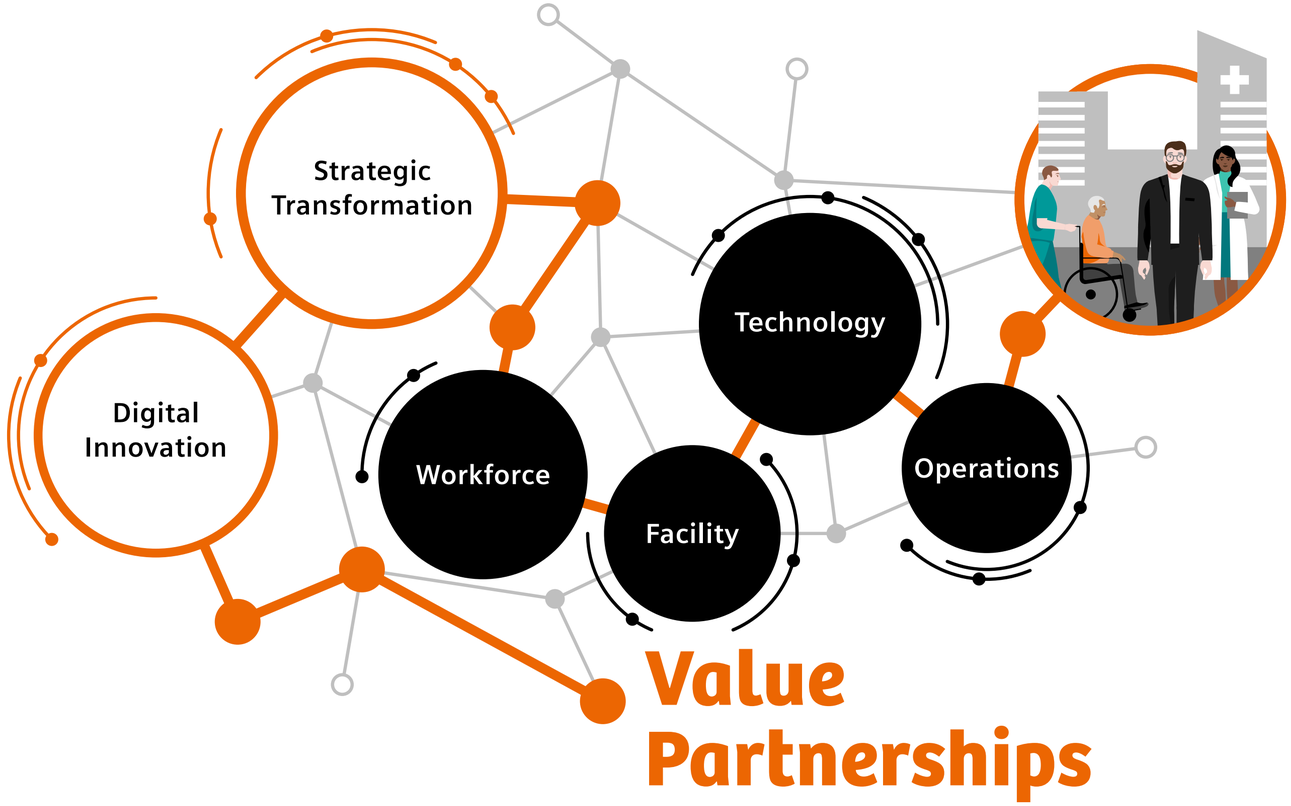
- How Value Partnerships help you
- Value Partnerships modules
- Voices of Value Partnerships
- Other Value Partnerships around the world

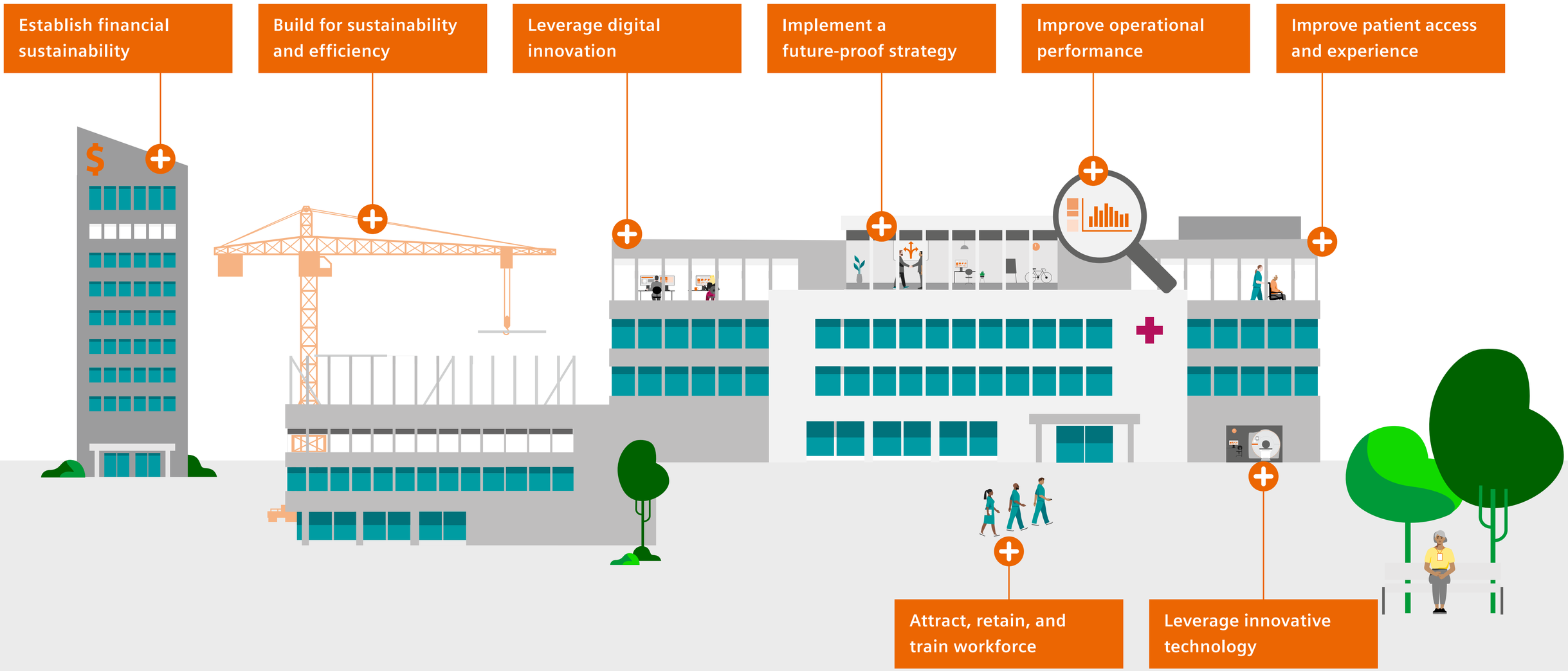
How can Value Partnerships help you?

With Value Partnerships, we bring a combination of clinical insight, medical technology innovation, strategic vision, implementation expertise, and operational excellence to your table for. As trusted partners, we help you formulate and achieve your strategic goals, increasing enterprise-wide value.

The customers profiled here have a wide variety of goals – streamlining technology management workflows, closing gaps in staff training, expanding service offerings, planning a long-term medical technology strategy – but they are all motivated by the same underlying need to deliver high quality financially sustainable care for their patients. And we work every day to earn their trust, by delivering not only the highest quality medical technology, but also expert guidance on how to optimize its use, and support services that are always there when you need them.

While the Value Partnerships described here focused on Technology Management, Siemens Healthineers has a robust portfolio of services available under the Value Partnerships umbrella. 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.

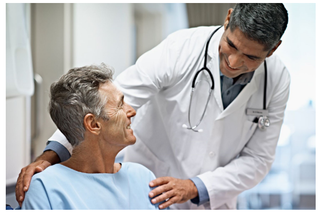



Establish financial sustainability
Build for sustainability and efficiency
Leverage digital innovation
Implement a future-proof strategy
Improve operational performance
Improve patient access and experience
Attract, retain, and train workforce
Leverage innovative technology

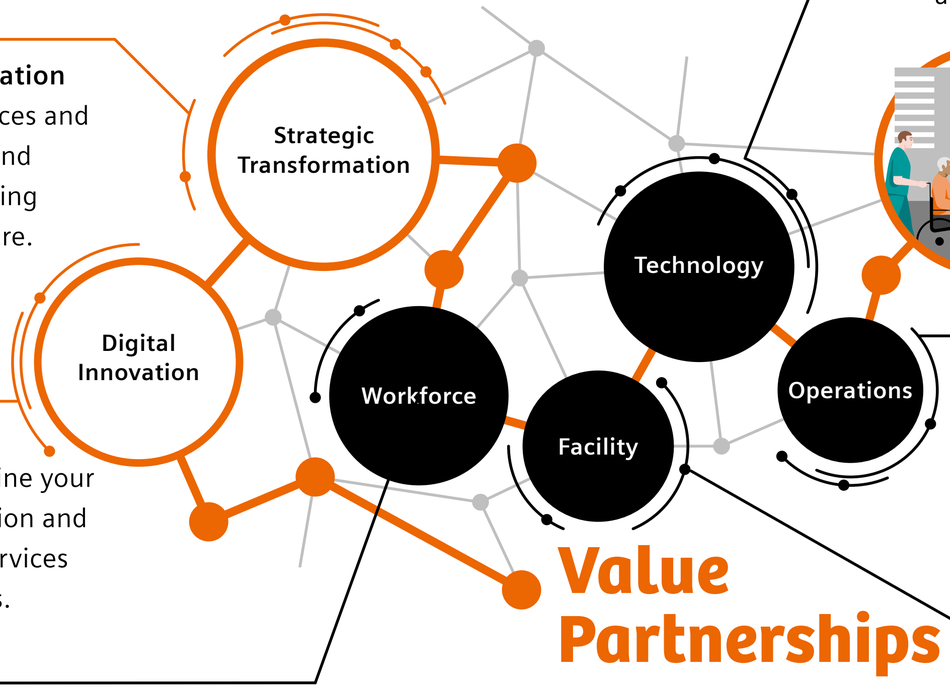
Value Partnerships Drivers

Strategic Transformation
Together, we join forces and help you anticipate and prepare for the evolving demands of healthcare.

Digital Innovation
Together, we reimagine your healthcare organization and build techenabled services for core departments.



Workforce
Together, we collaborate to ensure you get the most value out of your existing workforce and make smart decisions today so that your staff will be ready for tomorrow's challenges.



Technology
Together, we ensure that you get the most value out of your technology investments by driving commercial and operational efficiency.

Operations
Together, we develop a deeper understanding of your clinical and operational performance and identify and jointly pursue improvement opportunities.

Facility
Together, we collaborate and share your vision for healthcare facility planning and design, centered around the needs of people – both your patients and your staff.

Voices of Value Partnerships

Our team and our healthcare provider partners speak about how Value Partnerships build trust and create new value

"The proximity of the Siemens Healthineers team allows close collaboration, side by side with the radiology department. Even before we've formally reported incidents, the Siemens Healthineers team is already solving them."

Cristina Bermúdez, Head of Radiology,
General University Hospital Los Arcos del Mar Menor, San Javier.

"Siemens Healthineers has enabled us to improve communications and to know exactly what is happening in the center at all times."

Jesus Hernandez, Head of Maintenance and Engineering,
University Hospital of Caceres

"Echevarne Group knows that they have our unconditional support at any given time to achieve their objectives, not only at a clinical and operational level, but also regarding their business strategy."

Cesar Torres, Project Manager,
Siemens Healthineers Enterprise Services, Spain

"As part of a Value Partnership framework, we are tasked to constantly monitor the correct use of the existing technology onsite. We also add specific measures to ensure personnel are well trained to follow up on preventive maintenance towards the improvement of the patient experience. All these measures and frequent meetings with hospital department managers have created an improvement of over 94% in staff satisfaction."

Mamen Castelo, Operational Project Manager at Santa Lucia,
Siemens Healthineers Enterprise Services, Spain

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:

- Portugal
- Germany
- Latin America

We also encourage you to explorer 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.

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