



ADVANTICS™ Solutions Maximise Clinical Operations and Team Performance

Tampere University Heart Hospital had a goal to become an international centre of excellence in cardiac care. Building on a tender-driven 7-year partnership with Boston Scientific's ADVANTICS solutions team, the hospital was able to implement a number of change initiatives that continue to drive improvements today.

Challenge

While they had pursued a number of strategic investments to achieve aggressive growth targets, the hospital decided to develop a culture of continuous improvement. The hospital needed insight and tools to improve processes and sustain quality improvement within tight budget constraints.

Action

The *Performance Optimisation* Programme offers solutions to maximise clinical operations and team performance.

In 2013, Tampere University Heart Hospital invested in a new cath lab for Pacemaker and ICD implants to enhance patient experience and efficiently deliver quality care to a greater number of patients. Initially focusing on that new pacing lab, Boston Scientific's ADVANTICS team worked closely with hospital management and staff to design and implement a continuous improvement programme that could be scaled for other hospital areas.

Project Highlights



- Analysis was conducted working with clinical staff to understand their priorities, patients, finances and challenges.
- Key performance indicators were defined to measure success throughout the 7-year project timeframe.
- A dedicated leadership team comprising senior hospital staff and Boston Scientific's ADVANTICS team collaborated to implement the plan.

Increased patients treated by **30%** to date

About the Hospital

Tampere University Heart Hospital is a full-service cardiac hospital serving both public and private patients from across Finland and internationally.

Its operations are designed around a patient's treatment pathway, and they manage 25,000 outpatient visits annually.

The Heart Hospital has functioned as an independent company since 2010 and is wholly owned by Tampere University Hospital, the fastest-growing life sciences centre in Finland.

Cath lab utilisation increased by more than **45%**

Follow-up appointments reduced by **28%** to date

Midway through the partnership, Tampere has exceeded key targets in patient satisfaction and lab utilisation. Collaborating with Boston Scientific, the Hospital continues to engage in the following team and process improvements:

- Improve emergency scheduling, streamlining elective patient processes and ensuring on-time starts
- Optimise referral to treatment (RTT) waiting time
- Provide lean Six Sigma training programmes to hospital management
- Establish remote monitoring service for Pacemaker and ICD implants and applicable key performance indicators (KPIs) supporting optimal patient care quality and service performance
- Provide coaching and data-driven insights that facilitate adoption of a continuous improvement culture within the hospital
- Deliver continuously successful treatment rate reflecting high-quality patient care while maintaining a high level of patient safety

Outcomes

After three years, key performance indicators are on track for the 7-year forecast horizon and Tampere has become the largest remote monitoring centre in Europe for Pacemaker and ICD implants using Boston Scientific's LATITUDE™ NXT technology.

- Patients treated increased by 30%, which is ahead of target on the 7-year roadmap
- Through the implementation of the Remote Monitoring Clinic, follow-up appointments were reduced by 600 per year, representing a 28% annual reduction
- Cath lab utilisation increased by more than 45%
- A 95% satisfaction score for referral to treatment (RTT) waiting time indicates a superior patient experience



"Collaborating with Boston Scientific has improved our ability to efficiently deliver quality patient care. Working together on continuous improvement initiatives, we can treat more patients and improve patient satisfaction for the long term."

- Kari Niemela, CEO, Medical Director, Tampere Heart Hospital

Real results from programme from 2013 to 2017. Source: Tampere Information system, October 2017 Results from case studies are not necessarily predictive of results in other cases. Actual results and results in other cases may vary.

ADVANTICS™ Innovative Healthcare Solutions

Together, we have developed sustainable data driven programmes in collaboration with world renown healthcare institutions to improve quality of care and outcomes while lowering costs.



Operational
Efficiencies



Therapy
Access



Quality
Outcomes



Patient
Experience



Financial
Health

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