

## Peter Munk Cardiac Centre **UHN**

### ADVANTICS™ Solution Improves Operational Performance and Staff Engagement

The Peter Munk Cardiac Centre (PMCC) at Toronto General Hospital is a leading provider of cardiac and vascular care in Canada with a proud history of world firsts and innovation.

Facing intense cost pressures, PMCC sought to make its cardiac catheterization labs even more efficient in order to create capacity to treat a greater volume of patients in a cost effective manner.

Working with Boston Scientific's ADVANTICS team, PMCC engaged its staff in a collaborative effort, resulting in achievements including increased case volumes and reduced turnaround time which led to greater overall efficiencies and further patient capacity.

By achieving meaningful impact on staff culture and patient care, the program has realized:

- Annualized savings of \$400K
- Cath lab capacity improvements:
  - 21% improvement in lab turnaround time
  - 14% increase in urgent case treatment

### Challenge

PMCC's mission is to provide the best patient care experience in the world, be the global leader in teaching and research and have a constant, unrelenting focus on innovation in the diagnosis, treatment and care of patients with cardiac and vascular disease.

Increasingly, PMCC leadership was challenged to find ways to become more efficient to address shrinking budgets, while continuing to improve performance and deliver on its organizational goals.

#### About PMCC

Located in Toronto, the Peter Munk Cardiac Centre (PMCC) is a world leader in the diagnosis, care and treatment of both simple and complex cardiac and vascular disease.

More than 1,000 employees treated over 160,000 patients in 2017. Each year, PMCC staff perform some 7,000 catheterization lab procedures and 2,000 vascular and cardiovascular surgeries.

The Peter Munk Cardiac Centre is part of the University Health Network, Canada's largest research hospital.

**\$400K**  
annualized  
savings



**21%**  
improvement  
in lab turnaround  
time

**ADVANTICS™**  
Innovative Healthcare Solutions

## Solution

The ADVANTICS Cardiovascular Lab Optimization Program offers solutions to maximize clinical operations and team performance.

Following meetings with PMCC’s senior leadership and staff to gain deeper insight and an in-depth understanding of the practices and procedures in place, the Boston Scientific ADVANTICS team developed objectives and aligned focus areas with specific healthcare teams to achieve the agreed-to objectives, in the following areas:



### WORKFLOW OPTIMIZATION Cardiac Catheterization & Electrophysiology Labs

OBJECTIVES	FOCUS AREAS
50% efficiency improvement	Scheduling process
Optimize access to care for patients	Lab utilization
Support growth in complex cases	Simulation
	Staff engagement



### PATIENT EXPERIENCE Ambulatory Clinics

OBJECTIVES	FOCUS AREAS
Implement a continuous improvement program	Voice of the Customer
Reduce reschedules to 5%	Referral management
Reduce 'no shows' to 5%	Reschedule & 'no show' reduction

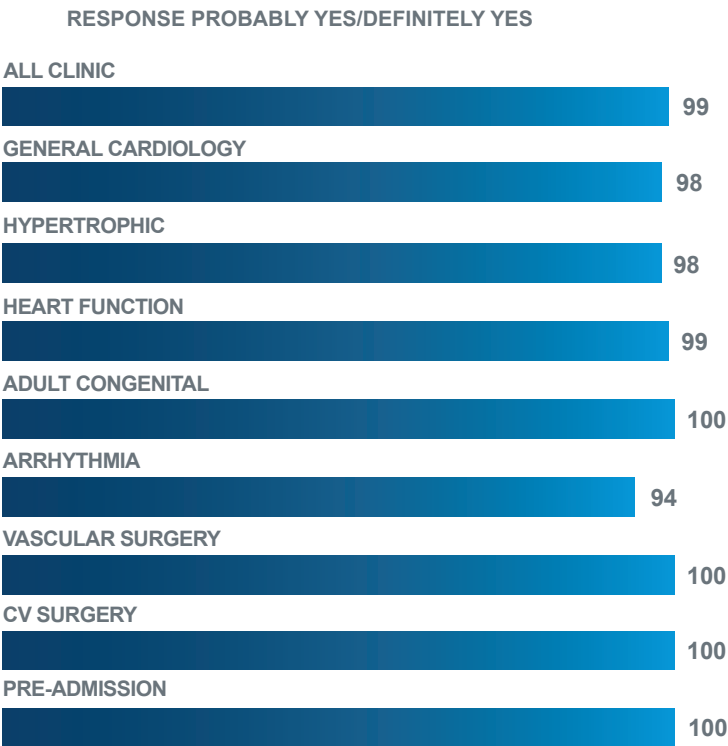
## Outcomes

With the guidance of the ADVANTICS team, PMCC was able to improve its work processes, initiate innovative ideas and bring these to fruition. The collaboration enabled PMCC to adopt industry-best practices, leveraging technology and Lean processes to make workflows simpler and smarter for staff to provide excellence in patient care.

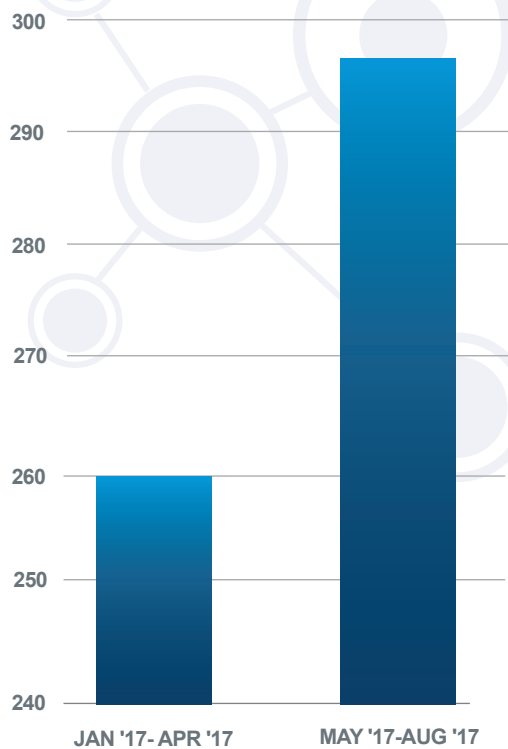
21% reduction in cath lab turnaround time	Introduction of continuous improvement system	Opening of 10% more procedure slots for high growth services
Reduced \$240,000 in cath lab inventory	Generated annual savings of \$151,000 through product standardization	Formalized definition of key drivers for improved surgical patient care
Obtained 700 new-patient survey responses	Developed "Recognizing Excellence Program"	Recognized 26 teams for their improvements in patient care, stewardship of resources, sharing expertise and innovation

SURVEY RESULTS

Would you recommend our services to your family or friends?



PMCC cath lab number of urgent cases





*"What stood out for us with Boston Scientific was how our values matched up. They really wanted to know who we were, and what we wanted to achieve; whereas others were coming in with more of what they wanted to achieve – what they've done elsewhere."*

**Linda Flockhart**  
Clinical Director, Peter Munk Cardiac Center



*"We were able to accomplish several goals very quickly with the use of the continuous improvement board, so that was very beneficial. And staff felt part of it, which was even more beneficial."*

**Andrea Robin Lucy**  
Patient Care Coordinator, Peter Munk Cardiac Centre



*"The ADVANTICS team really did a good job of engaging the entire team. It's not helpful if someone like me, as director of the cath lab, tells everyone to move faster. It's much more helpful if the individuals that work in the cath lab start coming up with their own ways to become more efficient. That really leads to a better collaborative environment."*

**Dr. Chris Overgaard**  
Cardiologist, Director, Cardiac Catheterization Lab, Peter Munk Cardiac Centre

### About ADVANTICS™ Innovative Healthcare Solutions

Boston Scientific's ADVANTICS solutions are tailored to accelerate and sustain cost, quality and growth transformation in hospitals. Using a data-driven approach, your ADVANTICS team collaborates with you to create lasting impact across your organization.



Improve  
Financial  
Health



Enhance  
Patient  
Experience



Build  
Staff  
Engagement



Strengthen  
Quality  
Outcomes



Increase  
Operational  
Efficiencies

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Boston Scientific  
300 Boston Scientific Way  
Marlborough, MA 01752

**BostonScientific.com**

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