

Peter Munk Cardiac Centre

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, unremitting 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

- 50% efficiency improvement
- Optimize access to care for patients
- Support growth in complex cases

FOCUS AREAS

- Scheduling process
- Lab utilization
- Simulation
- Staff engagement



PATIENT EXPERIENCE Ambulatory Clinics

OBJECTIVES

- Implement a continuous improvement program
- Reduce reschedules to 5%
- Reduce 'no shows' to 5%

FOCUS AREAS

- Voice of the Customer
- Referral management
- 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

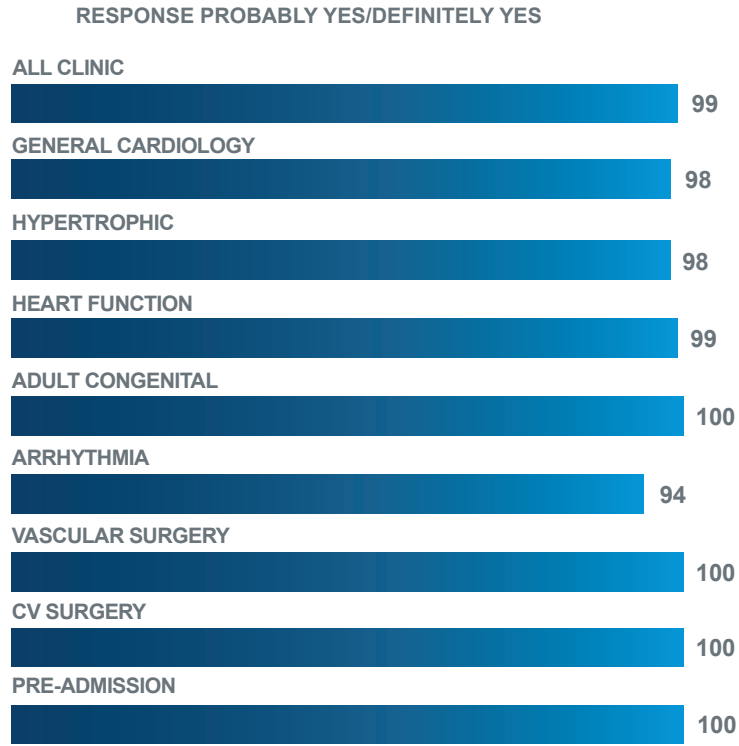
Obtained
700
new-patient survey
responses

Developed "Recognizing
Excellence Program"

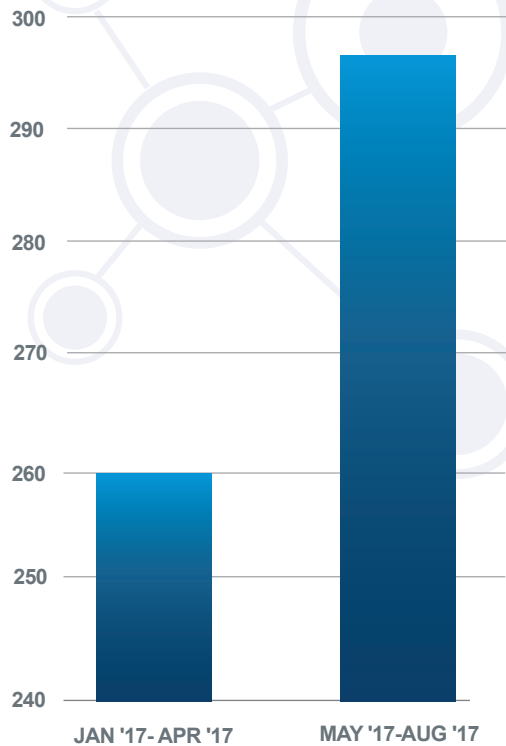
Recognized **26 teams** for
their improvements in
patient care, stewardship of
resources, sharing expertise
and innovation

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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