

# MANATEE

## MEMORIAL HOSPITAL

Manatee Memorial Hospital, an acute care facility offering LAAO, TAVR and MitraClip procedures, sought to expand its Structural Heart program. Manatee partnered with Boston Scientific's ADVANTICS™ healthcare solutions team to explore opportunities to **increase referral and procedure volumes, reduce patient access time to procedure, increase team productivity and improve referral physician satisfaction.**

### + CHALLENGE

Through conversations with cardiovascular care leaders, we discovered several challenges that hindered Manatee from realizing its growth potential:

- Prolonged patient wait times from referral to procedure
- Labor-intensive clinic workflows and inadequate information systems
- Fragmented approach to connecting care providers to potential patients
- Limited access to resources for continuous operational improvements

### + SOLUTION

**We understand that transparency and team member engagement are critical to the success of any project, so we involved key stakeholders who could drive change.**

The ADVANTICS team worked alongside key Manatee stakeholders – including implanters, medical directors, IT staff, referring physicians, Structural Heart clinic staff and administrative leaders – to define and execute a series of improvement initiatives:

- Streamlined referral intake process through an electronic referral platform
- Improved referral process tools and supporting materials
  - Standardized referral forms
  - Calendar of events for therapy awareness and practice outreach
  - Referring provider education materials
- Enhanced tracking tool for referrals and procedures, enabling efficient data entry and key performance indicator (KPI) reporting
- Developed pre-admission testing process for Structural Heart patients
- Defined Structural Heart team roles and responsibilities



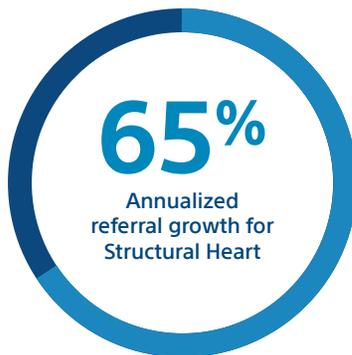
**Manatee Memorial Hospital in Bradenton, Florida, serves the communities of Manatee and Sarasota counties and is owned by Universal Health Services, Inc. (UHS) in Pennsylvania.**

A 295-bed hospital with more than 800 healthcare professionals, it offers advanced services including cardiac care, cardiovascular medicine, orthopedic services, oncology, robotic-assisted surgery, emergency care and a level II NICU.



## + OUTCOMES

The strategies identified and successfully implemented are expected to drive continued growth and improved access time for Manatee’s Structural Heart program.



**“We selected Boston Scientific to work with us because they had the right mission and vision.** The staff wants to support organizational goals and be that strategic partner in transforming people’s lives. **We needed to partner with a team that was trustworthy, forward thinking and outcomes oriented.** It has been a fantastic partnership, and we are on the right track for success in enhancing our Structural Heart program.”



**Candace Smith, PhD, RN, NEA-BC**  
Chief Nursing Officer, Manatee Memorial Hospital



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about how ADVANTICS  
helps improve  
cardiovascular care at  
[bostonscientific.com/en-US/  
cardiovascular-resources](https://www.bostonscientific.com/en-US/cardiovascular-resources).

### About ADVANTICS

Boston Scientific offers insightful healthcare solutions to help meet your goals: improving the patient experience, accelerating profitable growth within an LAAC program and optimizing cardiovascular lab operations. Our team of clinical and operational experts listens to your cardiovascular program challenges and offers a tailored, collaborative approach to solving them.



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Strengthen  
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