



CASE STUDY – ADVANTICS™ Patient satisfaction

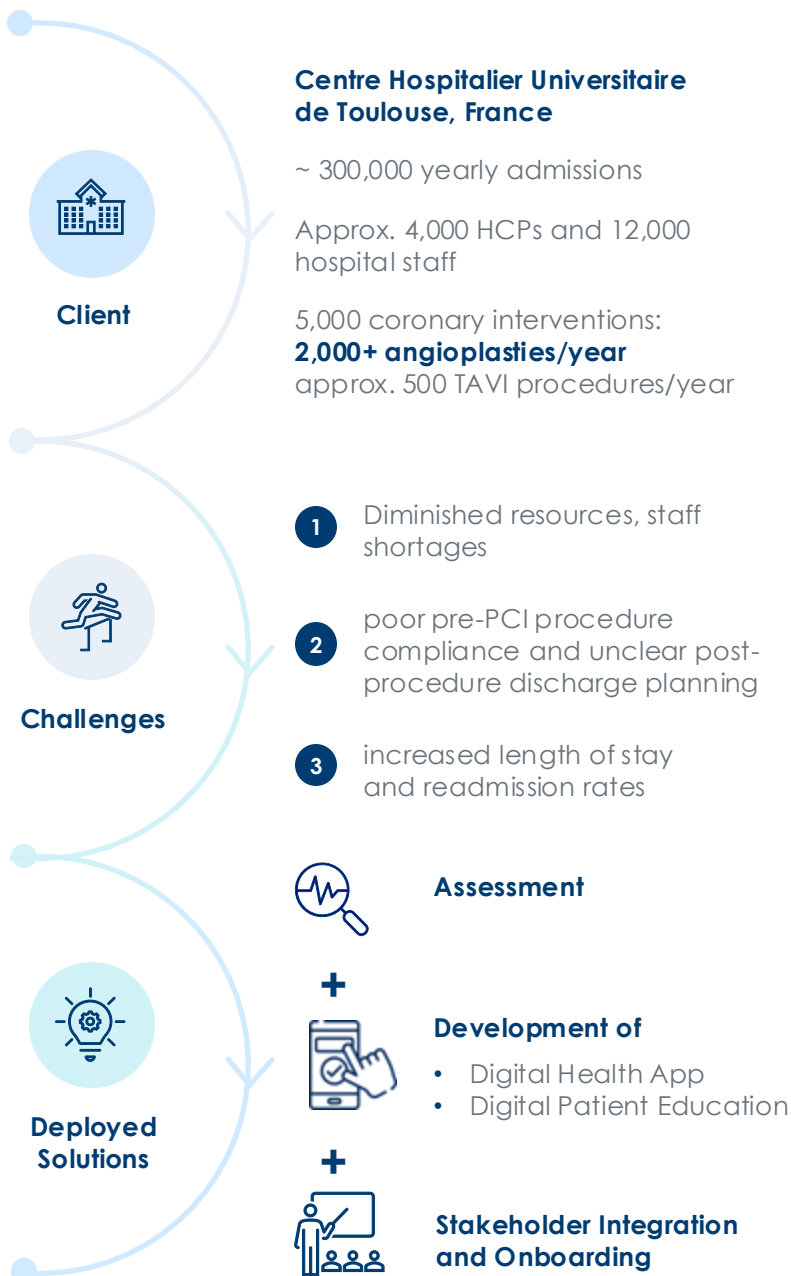
Enhancing PCI Procedure Efficiency through Strategic Pathway Optimization and Digital Health Technology at CHU Toulouse

**Insights.
Collaboration.
Impact.**

Advancing partnership
for better outcomes



EXECUTIVE SUMMARY



Impactful Outcomes

58%

Patient Adoption of Digital Engagement Application

86%

of patients reported improved perception of CHU Toulouse

84%

of patients reported clarity and improved education

About the Hospital

At the heart of the Occitanie region and a growing community, the Centre Hospitalier Universitaire (CHU) de Toulouse is the region's benchmark health facility. Comprising several sites in the north and south of the city, CHU Toulouse provides

care, prevention, teaching, and research for nearly 300,000 annual admissions, supported by a team of nearly 4,000 physicians and 12,000 hospital staff. As one of the leading medical institutions and teaching hospitals in France,

the Interventional Cardiology clinic at CHU Toulouse performs close to 5,000 coronary interventions, over 2,000 angioplasties, and nearly 500 transcatheter aortic valve implantations (TAVIs) per year.



Customer Challenges

In response to the residual effects of the global pandemic, CHU Toulouse sought to revitalize its Interventional Cardiology department and redesign its patient pathways.

Strained by diminished resources, exacerbated by staff shortages and a growing

volume of Percutaneous Coronary Intervention (PCI) procedures, the CHU Toulouse team aimed to maximize day-care procedures while minimizing overnight stays.

Equally demanding were the challenges facing the patient care team: inconsistent pre-

PCI procedure compliance and unclear post-procedure discharge planning.

These issues led to increased lengths of stay and higher readmission rates, creating a ripple effect of financial and administrative burdens.

Deployed Solutions

PHASE 1

Planning and Customization

Through close communication with the hospital, the Interventional Cardiology field sales team and the Healthcare Solutions & Partnerships (HS&P) team in Boston Scientific developed a customized plan to test and implement the ADVANTICS™ Patient satisfaction solution. The team tailored the offering's parameters to meet the specific clinical and operational needs of the department, supporting the hospital in its efforts to increase same-day discharges following PCI procedures.

PHASE 2

Digital Implementation

The teams kicked off an innovative pilot to apply their **advisory methods** in combination with a new **digital health application** for cardiologic use for the first time.

The BSC team provided ongoing support to the physicians and staff throughout the onboarding and implementation of the solution to ensure a seamless transition.

PHASE 3

Patient Engagement and Communication

Leveraging clinical and operational expertise, the teams created digital educational materials designed to simplify pre- and post-procedure communication. This content was distributed via the digital application to over 300 patients enrolled since October 2021, successfully connecting patients and their care teams for ongoing treatment.

Impactful Outcomes

The implementation of the ADVANTICS™ Patient satisfaction solution and its accompanying digital application was a prosperous success.



Clear Communication Between Patients and Care Team

1

Positive patient feedback for Digital Health App

The clinical care team was able to effectively engage with their patients, creating a peace of mind and optimal satisfaction for both patient and providers.

This clear communication allowed patients to become better informed on what to expect with their PCI procedure and how to maintain their care after discharge.

408+
PATIENTS

enrolled since
October 2021

58%

Patient Adoption of Digital
Engagement Application

2

Improved perception of CHU Toulouse

By increasing the patients' educational awareness and pre-procedure compliance, the administrative team benefited from the alleviated burden that came from frequent follow-up and reiterated messaging.

This improved the overall experience for patients and the healthcare providers with reduced stress and increased satisfaction rates.

86%

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84%

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and improved education



"The main benefits of this collaboration are improved quality of care and a positive impact on public health. I was particularly impressed by this partnership because of the very pleasant and fluid exchanges with the Boston teams, who were available, responsive and highly competent. They also provided excellent support for the Toulouse University Hospital teams. In the review meetings we attended, we noted a real proximity and a careful listening to our observations. This makes the partnership an example worth following."

Mme Anne Vitet
General Manager of Cardiology Department



"It's important to note that your company has succeeded in expanding the fields related to cardiology, which is essential for our day-to-day work and gives a significant boost to our structure, particularly at the CHU. An almost unique relationship of trust has been established.

The fact that Boston has joined forces with other partners to optimize patient care is also reassuring. After 30 years of working together, exchanges are easier and trust has been established. This makes work easier for both doctors and administrative staff."

Professor Dr. Didier Carrié
Head of Cardiology Department

ADVANTICS™ Solutions



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partnership

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**Achieve financial
sustainability**



Operational
productivity

HELPING YOU TO
**Elevate efficiency in
every step along the
care pathway**



Referral
acceleration

HELPING YOU TO
**Treat the right patient
at the right time**



Patient
Satisfaction

HELPING YOU TO
**Put the patient
at the centre**

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Outcomes from a real ADVANTICS™ PCI programme from 2021.
Results from case studies are not predictive of results in other cases. Results in other cases may vary.

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