



# Managed Equipment Services (MES)

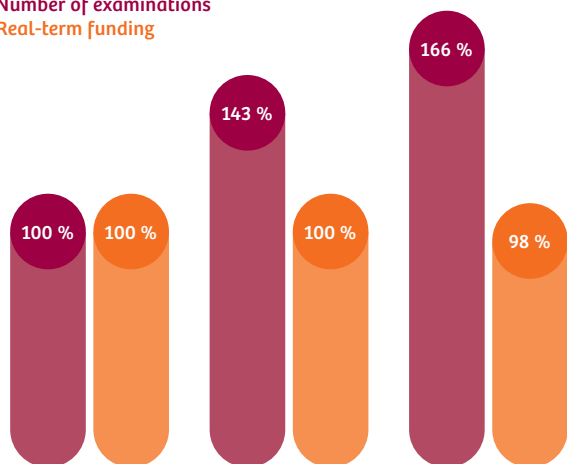
**Performance through Partnership**

# Meeting the challenges of a rapidly changing healthcare environment

A fundamental change in healthcare markets has continued and, in some regions, is accelerating. For example, an ongoing reduction of funding in the face of rising demand is evident in the UK. While the number of imaging and radio-diagnostic examinations has increased by 43% between 2000 and 2013, the growth of real-term funding has stalled over the same period and is expected to go down by 2% by 2020.<sup>1</sup>

Also in focus is the quality of care. In the US, 90% of payments are expected to correlate to quality or outcomes (e.g. reduced hospital readmission rates) by 2018.<sup>2</sup> It is clear that healthcare providers will have to make both ends meet – constantly increasing efficiency and lowering costs while at the same time improving quality of care.

● Number of examinations  
● Real-term funding



..... 2000 ..... 2013 ..... 2020 .....  
Estimated developments in UK

..... 2018 .....  
U. S. forecast

## Partnership as the key to success

One of the most promising ways to align the goals of improving outcomes at reduced costs lies in a close collaboration with an industry partner – such as Siemens Healthineers – providing offerings such as a Managed Equipment Service (MES) that gives healthcare providers access to the latest technology and helps them improve workflow and productivity. While Siemens Healthineers take care of the technology management – from planning and installation to user training and maintenance – hospitals can concentrate on their core competency: providing excellent patient care.

<sup>1</sup> „Working differently to provide early diagnosis – Improving access to diagnostics,” Deloitte, 2013.

<sup>2</sup> U.S. Department of Health & Human Services, press release January 26, 2015.

# Leading-edge, affordable healthcare solutions for the challenges of today and tomorrow

We at Siemens Healthineers provide flexible, holistic Enterprise Services & Solutions (ES) for healthcare providers that help reduce costs, improve clinical outcomes and enhance patient experience. By combining our technology leadership with profound experience in clinical consulting, workflow optimization and departmental outsourcing, we create value beyond our product business for your healthcare institution. Managed Equipment Services are at the core of our ES offering. As healthcare targets grow more challenging and controlling costs gets tougher, a Managed Equipment Service (MES) solution is an increasingly attractive option.

A Managed Equipment Service solution is a flexible and specialized partnership with a private sector service provider, like Siemens Healthineers, to provide you with access to innovative medical technology and equipment. This healthcare partnership typically covers a period of 10–25 years, sometimes longer, for a fixed annual fee.

An MES solution is often part of a Public Private Partnership (PPP).

An MES manages all your medical equipment concerns throughout the entire contract life-time, including ownership, provision, purchase, installation and commissioning, usertraining, asset management, maintenance and ongoing replacement. Moreover, we offer a so-called 'multi-vendor' MES. This means, besides Siemens equipment, non-Siemens products can be offered within the service.

An MES allows you to take care of your patients, while Siemens Healthineers take care of the technology.

## No matter what your individual requirements are ...

Our MES portfolio is comprehensive and, through expertise and experience, we will analyze your requirements and provide the service and equipment that exactly fit your needs. Thus, no two MES contracts are exactly the same. With a reputation for innovation, flexibility and know-how, Siemens Healthineers deliver expertise in more than one area:

- Medical Technology
- Financing Options
- Transformation and Advisory Services
- Managed Departmental Services
- Planning Solutions
- Education Services
- System Care and Repair

# You can count on a comprehensive **partnership** – **from planning to operations**

## **Medical Technology**

Medical Technology is at the heart of our MES concept. We offer leading-edge medical imaging equipment and are perfectly placed to provide you with optimal technology to keep your clinical practices up-to-date. We take care of equipment already in use, new equipment and all subsequent

replacements. We take our environmental responsibilities very seriously too. All equipment is decommissioned and disposed of in accordance with relevant local legislation.

## **Equipment Optimization**

With Siemens Healthineers as your partner, you are working with one of the world's largest producers of medical imaging modalities. We help to audit your existing equipment and assess your future needs in order to get more value from your installed base. By leveraging global procurement capabilities, we help achieve economies of scale and total cost of ownership.

From future-proof planning to lifecycle optimization Siemens Healthineers cover all aspects related to your medical equipment: procurement, installation and commissioning with as little disruption to hospital services as possible. Continuous servicing and comprehensive training programs are included to get the most from your investment.

Siemens Healthineers understand that when you need to treat more patients more quickly, reliability is key. That's why we help you achieve a reduced downtime. By providing regular service reports and analyses, we proactively manage performance and reliability issues. With a Siemens Healthineers MES contract, the key risks involved with medical equipment – technological, operational and financial – are managed for you. Equipment availability is contractually guaranteed!

## **Planning and Financing**

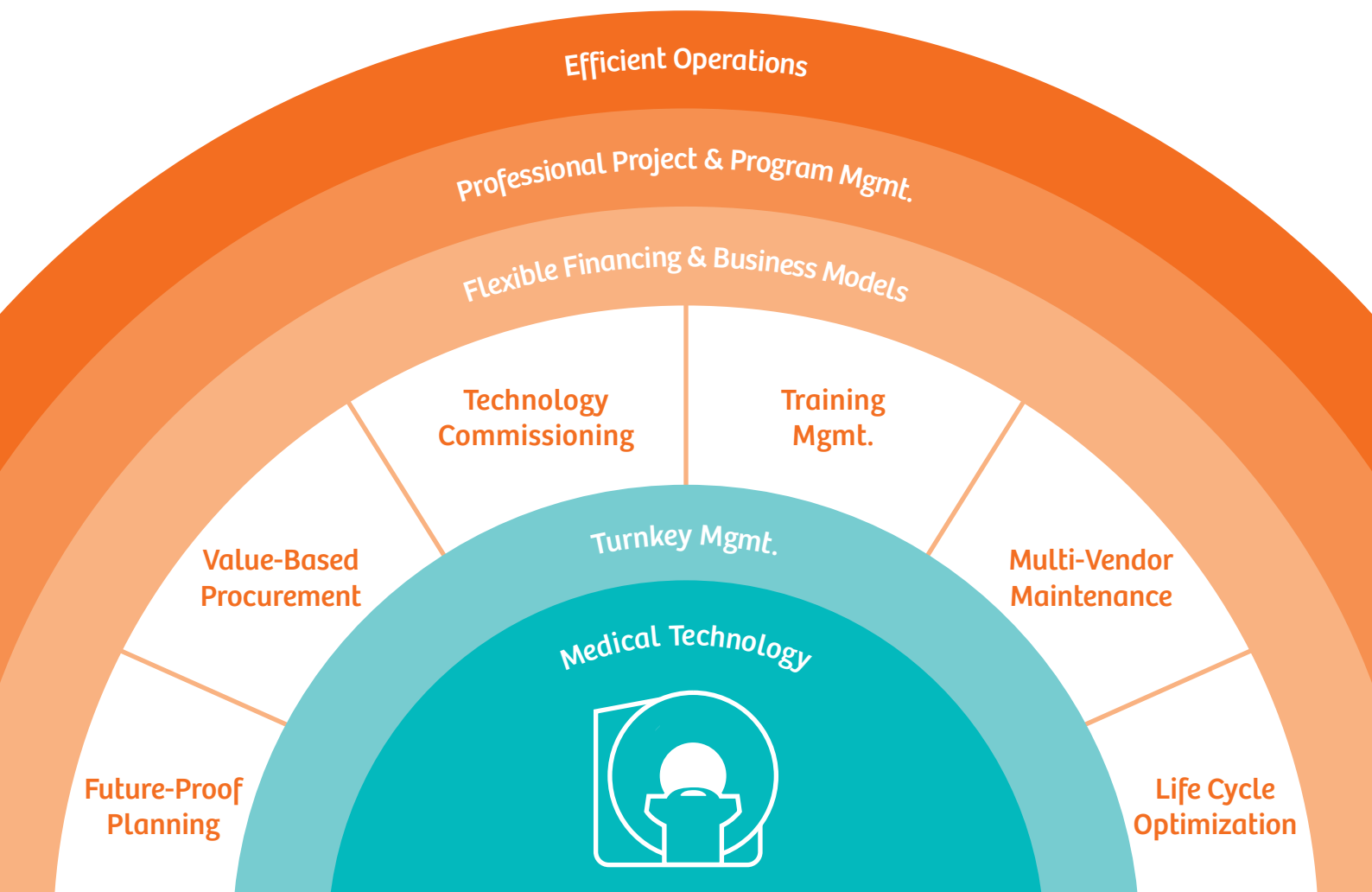
Having a fixed annual fee for a Siemens Healthineers MES reduces complexity and gives you increased budgetary surety. We offer a variety of infrastructure and equipment financing

instruments, depending on your need and local conditions. Precious and scarce capital is freed up through an efficient, transparent financing arrangement.

## Professional Project and Program Management

Siemens Healthineers Project Managers provide smooth execution during the start-up and operational phases of the MES. Our Planning and Workflow experts optimize relevant clinical processes throughout the MES contract.

By engaging with Siemens Healthineers, Transformation and Advisory Services early in a project, improved hospital design and equipment specification/utilization are built in.



By combining the optimal range of our Asset Management portfolio you benefit from a customized solution that exactly fits your needs. **Let us manage all your equipment-related concerns while you focus on what's most important – patient care.**

# Transformation

## through partnership: working with you to drive success

### **Santa Lucia Cartagena and Los Arcos del Mar Menor University Hospital, Spain**

The results of the Managed Equipment Services (MES) partnership with Santa Lucia Cartagena University Hospital and Los Arcos del Mar Menor Hospital have exceeded expectations after 5 years.

The Ministry of Health of Murcia faced increasing healthcare demands in the coastal areas of Cartagena and Mar Menor due to a growing population. Therefore it decided to invest in the two new hospitals Santa Lucia Cartagena University Hospital and Los Arcos del Mar Menor University Hospital, providing almost 1,000 beds, and equipping them with state-of-the-art medical technology.

In 2010, the Ministry of Health of Murcia signed a 15-year MES partnership contract with Siemens Healthineers to improve the technological innovation as well as financial and planning security. The results, after 5 years, have exceeded all expectations.

Some key benefits include 83% improvement in resolution times and 90% reduction in equipment damage costs for Cartagena Hospital, as well as 25% lower administrative costs and 0% re-scheduling rates for patients at Mar Menor Hospital.



### **Barts Health NHS Trust, London, United Kingdom**

Barts Health NHS Trust is the largest Trust in the UK with 15,000 staff treating 2.4m patients annually.

Siemens Healthineers has a 35-year Managed Equipment Services (MES) partnership to support the redevelopment of St Bartholomew's (Barts) and the Royal London hospitals, and provide them with latest medical technology until 2045.

This means not only supplying and managing medical technology for the hospitals' radiology and cardiology departments, but also sharing their expertise through the construction phase to help to perfect the hospital's design: a building fully integrated with the equipment!



### **Fiona Stanley Hospital, Perth, Western Australia**

In the largest health infrastructure project ever undertaken by the Australian State, opening in mid-2014, Siemens Healthineers was awarded a contract to take responsibility for all its medical equipment.

This means Siemens Healthineers delivers an MES which includes:

- Planning, procurement, commissioning and management of all the MES equipment
- Medical technology maintenance and user training

The agreement involves capital investment of 100 Million Australian Dollars (78 million Euros) and includes around 6,000 items from CT scanners to monitoring equipment.

The multi-vendor approach provides the end-users with free choice of supplier and a single point of contact!



## HagaZiekenhuis, The Hague, Netherlands

HagaZiekenhuis, created in 2004 as a result of the merger between three hospitals, searched for a long-term healthcare solution to manage its imaging technology.

Siemens Healthineers were the best choice and, therefore, awarded with a 15-year contract for financing, supply, maintenance and refreshment of imaging equipment.

*“Just looking at purchasing and maintaining systems, we expect to save around five percent per year. And that’s with-out all the time and money we save by not having to start up complicated tender procedures for each new system.”*

Peter Kraaijeveld,  
Sector Manager of the Radiology Department at HagaZiekenhuis

The hospital gained flexibility regarding other investments, increased patient throughput and improved patient care through faster diagnosis.



## William Osler Health System, Etobicoke and Brampton, Canada

When one of Canada’s largest community hospitals faced the challenge of ensuring that the diagnostic imaging equipment is able to meet the requirements of diagnosing more complex diseases with funds continually shrinking, an MES from Siemens Healthineers was the solution.

For a contract time of 15 years, Siemens Healthineers will provide a comprehensive suite of management services for the majority of the medical imaging equipment throughout all of Osler’s hospital sites.

*“We now have a great partner who can help us to look at best practices, best workflow and optimal outcomes for our patients.”*

Dr. Joseph Fairbrother,  
Corporate Medical Director and Chief of Diagnostic Imaging at William Osler Health System

One key consideration in awarding the contract to Siemens Healthineers was that they offer a strategic partnership approach beyond the traditional product business. This means more than offering just excellent technology and service.



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The statements by Siemens Healthineers customers described herein are based on results that were achieved in the customer’s unique setting. Since there is no “typical” hospital and many variables exist (e.g., hospital size, case mix, level of IT adoption) there can be no guarantee that other customers will achieve the same results.

The products/features and/or service offerings (here mentioned) are not commercially available in all countries and/or for all modalities. If the services are not marketed in countries due to regulatory or other reasons, the service offering cannot be guaranteed.

Please contact your local Siemens Healthineers organization for further details.

Next steps:

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