



Case Study – Utilization Management Consulting at the Ludwigsburg Hospital

To continuously improve the utilization of its in-house magnetic resonance imaging (MRI) system, the Kliniken Ludwigsburg-Bietigheim hospital group has been using Siemens Utilization Management (UM) for years. This special service portfolio from Siemens Healthcare comes with monthly data reports on patient throughput, examination time and system utilization.

In 2009, the hospital group decided to carry out an additional UM Consulting* project based on anonymous benchmark data of comparable MRI systems within Germany. This data was provided in the form of UM Advanced Reports. The project's goal was to perform an analysis of current clinical processes and optimize workflows on this basis, working in close cooperation with radiology and assigning specialist departments.

To achieve this goal, experts from Siemens Healthcare Consulting developed a customized consulting project precisely tailored to the Kliniken Ludwigsburg-Bietigheim's requirements. It consists of the following project segments which build on one another:

1. Data analysis

The existing data of the UM Report were analyzed, consolidated on the annual level and compared with current anonymous benchmark statistics of comparable systems.

2. Workflow analysis

Based on interviews and observations, the experts first described all relevant processes and information channels and recorded areas of responsibility, interfaces and throughput times. This made it possible to interpret the UM data in detail.

3. Evaluation

Finally, the results were discussed within the framework of an interdisciplinary workshop and prioritized according to urgency, feasibility and impact.

Customer profile

Kliniken Ludwigsburg-Bietigheim gGmbH is one of the largest municipal hospital operators in the German state of Baden-Württemberg. In addition to the Ludwigsburg Hospital, it also operates hospitals in Bietigheim, Vaihingen, Marbach and Markgröningen. Each year, 59,000 inpatients receive medical treatment in the Group's 1,500 beds. At the Ludwigsburg Hospital, the two institutes carry out cross-sectional imaging for Diagnostic and Interventional Radiology and Neuroradiology.

Siemens Utilization Management

Optimize your system efficiency



“The support we received from Siemens was highly focused and targeted. Measured against the time involved for the customer, the results are top quality.”

Reinhard Vollmer,
Director of Supply and Engineering,
Kliniken Ludwigsburg-Bietigheim gGmbH

Potential identified

During the consulting project, a particularly great potential was identified for optimizing patient transport from the ward to the radiology department. Specific improvements in patient registration, patient information and system assignment also became apparent. Working together with hospital staff, we developed specific solution proposals that were analyzed to determine their effectiveness and feasibility.

Targeted measures planned

Significant improvements in the signage system and patient scheduling were proposed as results. We were also able to identify workflow improvements that will make it possible to perform over 230 additional MRI screenings per year.

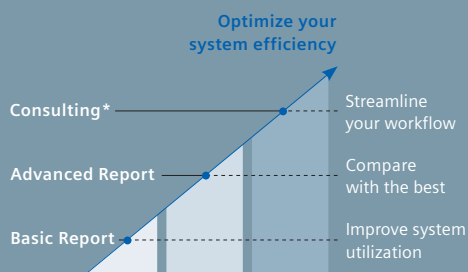
The defined measures help improve the quality of patient care. For the clinic, this means higher patient satisfaction as well as greater workflow efficiency and thus economic advantages.

* To find out whether this service is available for your systems, please contact your local Siemens sales representative.

Siemens Utilization Management Optimize your system efficiency

Available in three service packages which build on one another, Siemens Utilization Management delivers system-specific usage data which lets you leverage your system's full potential. Moreover, it not only provides anonymous benchmark information about comparable systems operating in similar environments, but offers specific process and application consultation that focuses on optimizing system usage and radiology department workflow. No matter which package you select – Siemens Utilization Management delivers clear advantages for you:

- Comprehensive data on system utilization
- In-depth monitoring of examination times
- Detailed study data per individual body region
- Better staff planning and system-scheduling
- Higher system utilization and workflow efficiency
- Improved cost management



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