



“Thanks to our partnership with Philips, we always have access to state-of-the-art imaging equipment, with predictable investments, while maintaining clinical freedom of choice.”

Stefan Kroese - Director of Operations at Reinier de Graaf

Customer

Reinier de Graaf, The Netherlands

Challenge

- Prevalence of chronic diseases is expected to increase to 2 in 5 people in 2030¹
- Demand for imaging studies is growing and getting more complex, with demand for nuclear medical studies increasing at 10-15% per year

Results

A Managed Equipment Service agreement with Philips provides:

- state-of-the-art imaging equipment;
- peace of mind and time savings: Philips takes care of the installation, training, maintenance, upgrading, and replacement of all equipment;
- financial predictability and stability, with a fixed service fee;
- collaboration in developing future-proof innovations.

15-year partnership provides Reinier de Graaf with latest innovations in imaging

Providing patients with excellent care for years to come, while keeping costs predictable and manageable. In 2015, that was the primary motivation for Dutch hospital Reinier de Graaf to sign a 15-year Managed Equipment Service (MES) agreement with Philips for the supply, maintenance and updating of imaging equipment.

The agreement includes innovations such as the Philips Vereos Digital PET/CT, which has enabled Reinier de Graaf to increase the number of nuclear medical studies from 10 to 14 per day – meeting growing patient demand.

As part of the partnership, Philips consultants have also helped Reinier de Graaf improve the efficiency of its X-ray rooms – taking joint responsibility for the optimization of care.

“For me, a partnership is about working together to achieve results, and that is exactly what Philips does. For example, they have helped us improve the efficiency of our X-ray rooms to meet patient demand.”

**Irma van Gelderen -
Manager of Radiology, Nuclear
Medicine, Clinical Physics and
Urology at Reinier de Graaf**

Reinier de Graaf is the oldest hospital in the Netherlands. With 481 beds and more than 2,500 employees, Reinier de Graaf provides care to people in the city of Delft and surroundings, devoting special attention to mother and child, the elderly, and oncology patients.

Challenge

Reinier de Graaf serves a population that is aging and expected to grow by 14% through 2030 – with 2 out of 5 people projected to suffer from one or more chronic diseases.¹

“The hospital’s diagnostic capabilities will have to adapt accordingly”, says Irma van Gelderen, Manager of Radiology, Nuclear Medicine, Clinical Physics and Urology at Reinier de Graaf. “We are already seeing a yearly 10 to 15% increase in demand for nuclear medical studies such as PET/CT. And in general, imaging studies are getting more complex because people often have multiple conditions.”

Stefan Kroese, Director of Operations at Reinier de Graaf, adds: “To offer patients the best possible care, we want state-of-the-art equipment. At the same time, we have to invest responsibly. Financial stability and continuity are vital for the future of our hospital. That is why we were looking for a long-term strategic partner.” It is a sentiment that is echoed by Rene Dallinga, radiologist at Reinier de Graaf. “It is important for us that we continually have access to the latest innovations, without having to worry about the procurement of each individual piece of equipment.”

Solution

In 2015, Reinier de Graaf entered a 15-year Managed Equipment Service agreement with Philips. Throughout the contract lifetime, Philips takes care of the installation, training, maintenance, upgrading, and replacement of all imaging equipment – for a fixed service fee. Philips supplies most of the equipment, but Reinier de Graaf is free to choose non-Philips products within the agreement. Reinier de Graaf and consultants from Philips also work together to optimize the efficiency of care.

Results

Stefan Kroese is pleased with the benefits the agreement brings. “Thanks to our partnership with Philips, we always have access to state-of-the-art imaging equipment, with predictable investments, while maintaining clinical freedom of choice.”

Irma van Gelderen highlights the Philips Vereos Digital PET/CT as an example of an innovation that has benefited medical professionals and patients alike. “With the Vereos Digital PET/CT, we save 10 minutes per study on average, allowing us to perform 14 instead of 10 PET/CT studies per day.”

Rene Dallinga says the partnership has contributed to shorter lines of communications. “We have a service engineer from Philips in our department who is responsible for equipment maintenance. He understands our way of working and solves problems well.”

The hospital has also consulted Philips on its care delivery processes, Irma van Gelderen adds. “For me, a partnership is about working together to achieve results, and that is exactly what Philips does. For example, they have helped us improve the efficiency of our X-ray rooms to meet patient demand.”

Looking forward, Stefan Kroese is excited to jointly map out a path to the future. “How can we serve patients outside of the hospital better? How can we use innovations such as artificial intelligence to support clinical decision-making? I look forward to answering such questions together with Philips.”

¹ CBS 2016, as cited in Reinier de Graaf Medical Strategic Plan 2017-2020.

“I like the fact that lines of communications are short. We have a service engineer from Philips in our department who understands our way of working and solves problems well.”

**Rene Dallinga -
Radiologist at Reinier de Graaf**

