

Patient Centered Solutions

J&J Strategic Capabilities



The third-party trademarks used herein are the trademarks of the respective owners.

©Johnson & Johnson Medical Limited
2023 247290-230503 UK

Johnson & Johnson Medical Limited Baird House, 4 Lower Gilmore Bank, Edinburgh,

Johnson & Johnson Medtech

Partnership Based Healthcare



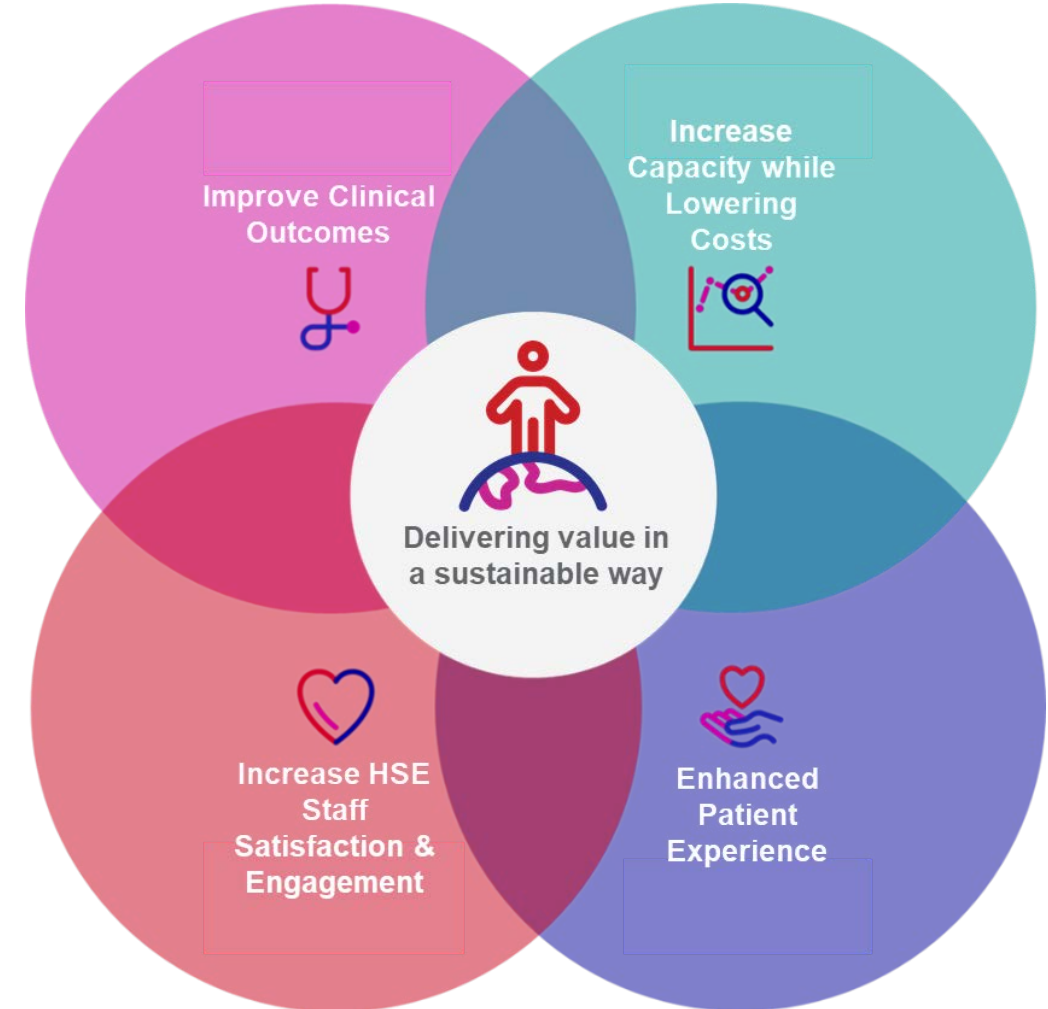
Who are we? The Johnson & Johnson Strategic Capabilities team was created to help hospitals manage the complexities of today's healthcare environment and make the most of the opportunities available as a result of ongoing change.



What is our purpose? We believe in a data-driven, holistic partnership approach to help hospitals realise better care by aligning our broad capabilities to specific needs. We focus on delivering value and creating long-term, meaningful partnerships.



Our mission? To develop and deploy our differentiated and bespoke solutions and capabilities in strong value partnerships with our customers and business stakeholders



J&J Medtech Services & Solutions

Capabilities to support the delivery and acceleration of hospital initiatives



- Johnson & Johnson Medtech deploy partnership based healthcare in Ireland, moving beyond a product or transactional relationship, offering services & support.
- We set ourselves apart from traditional consultancies by **DELIVERING (via allocated headcount and implementing solutions)** projects that are tailor made (co-created) with our customers under their culture and governance



Project Outcomes Include:

Clinical Practice Optimisation	Patient Outcomes Improvement	Patient Throughput/Waiting List Reduction	Service/department reconfiguration
Length of Stay Reduction	Improved Patient Flow	Patient Satisfaction	Staff Satisfaction
Revenue Generation	Inventory Optimisation	Theatre Optimisation	Bespoke Solutions

Services & Solutions Approach



Needs Identification

Desired challenges and perform analysis to identify opportunities where we can help



Co-Creation

Bring our unique capabilities as a part of the Johnson & Johnson Family of Companies



Desired Results

Tailor the approach to deliver results and measurable impact

In order to help recognise and address your particular challenges in achieving value-based care, we offer a wide range of services and solutions. There is no 'one size fits all' approach. Every hospital and speciality is different, and so are their needs.

We Believe Solving Starts with Listening

We follow a proven methodology to help hospitals realize measurable pathway improvements using physical (headcount) resource deployment



Assess

Identify areas for improvement and define the future state pathway

- Diagnostic Health Check
- Customer Interviews
- Lean Management Tools, e.g., Value Stream Mapping



Define & Plan

Co-create a customized project definition and implementation plan

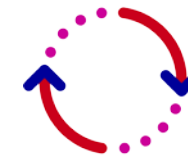
- Joint objectives
- Role and goal clarity
- Minimum expectations
- KPIs



Implement

Step-by-step put the future state pathway into place

- Training
- Change Management
- Technology
- Content



Sustainably Improve

Build a culture of continuous improvement to sustain changes

- Key KPIs - could include Length of Stay, Theatre Utilisation, Staff and Patient satisfaction, PROMs, Surgical productivity, etc

Patient Pathway Optimisation

Variation in practices and processes across patient pathways can ultimately lead to sub-optimal care and less than desirable performance against metrics such as length of stay and patient satisfaction. Our Patient Pathway optimisation programme aims to streamline the pathway and improve patient experience.

Programme Modules

Pathway Mapping

- End to End mapping of the patient journey
- Identification of bottle-necks and process waste
- Development of “Future State” processes

Patient Education

- Creation of bespoke Patient Education content
- Reinforced patient ownership and expectation setting

Process Standardisation

- Implementation of best practice standards
- Co-creation of processes and supporting guides
- Training and roll-out across the speciality

Methodology

Diagnostic Assessment

- J&J led assessment to understand the unique challenges faced with the current state processes
- Data analysis to support diagnostic findings, identify real opportunity, and define baselines.

Implementation

- Agreed objectives and targets based on the specific needs of the hospital
- Establishment of Governance board and core project team
- Dedicated J&J resources to manage the successful implementation of all agreed objectives from kick off to project closure

Operating Theatre Optimisation

The operating theatre is one of the most expensive resources in a hospital, and also represents a rate-limiting factor along the patient pathway. The Operating Theatre Optimisation programme seeks to increase patient throughput to achieve a mutually agreed target.

Programme Modules

Best-In-Class Scheduling

- Implementation of 6-4-2 Scheduling
- Data driven schedule optimisation

Visual Theatre

- Real-time Data Visualisation
- “Day by the hour” boards

Improved Theatre Practices

- Implementation of Golden Patient Principles
- Enhanced Escalation Process
- Refined Planning and Changeover processes

Methodology

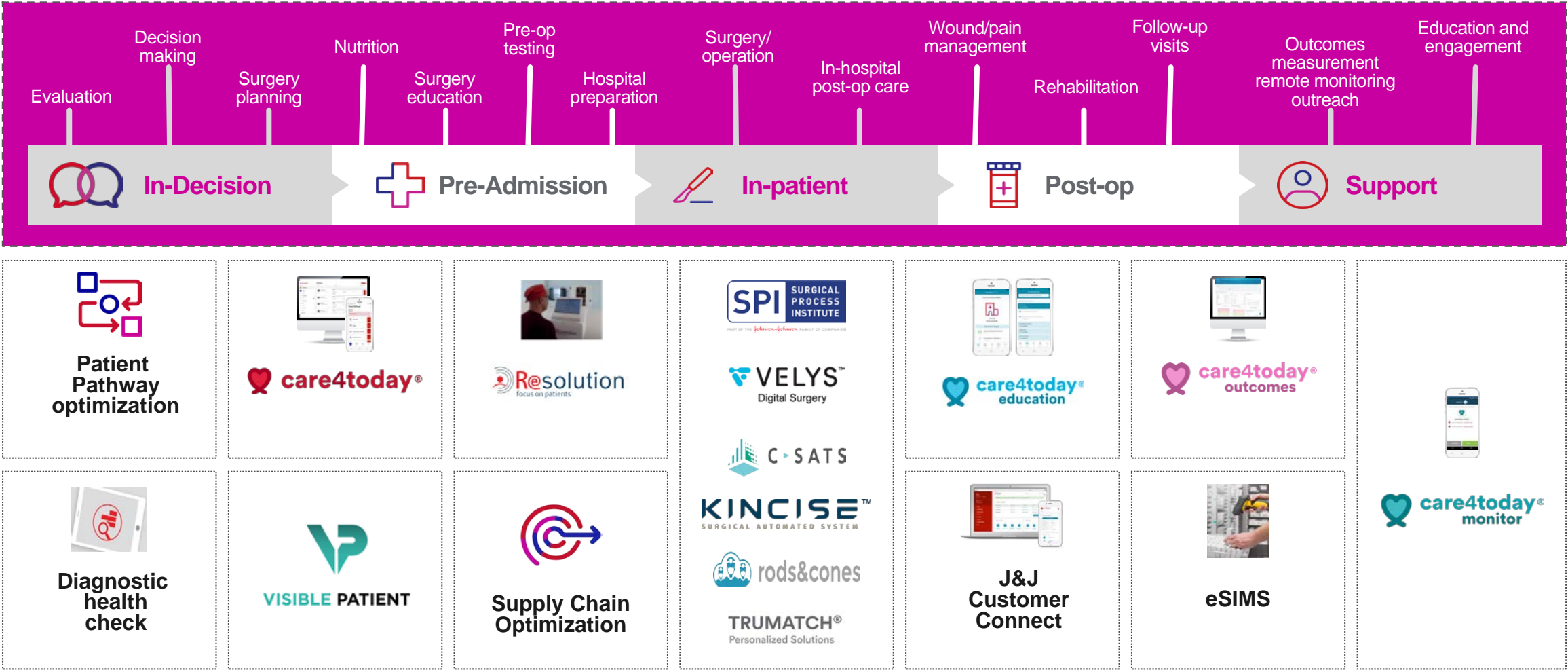
Diagnostic Assessment

- J&J led assessment to understand the unique challenges faced with the current state processes
- Data analysis to support diagnostic findings, identify real opportunity, and define baselines.

Implementation

- Agreed objectives and targets based on the specific needs of the hospital
- Establishment of Governance board and core project team
- Dedicated J&J resources to manage the successful implementation of all agreed objectives from start to finish

We enhance the pathways using our digital capabilities where appropriate to further impact care along the continuum



Care4Today is a customisable Digital Care Coordination Tool that allows HCPs to connect, educate and support their patients through an optimized care pathway. Care4Today's goal is to improve patient experience and outcomes, while driving down the cost of care.

Core Elements

For patients and care givers

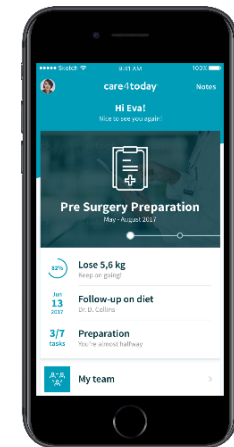
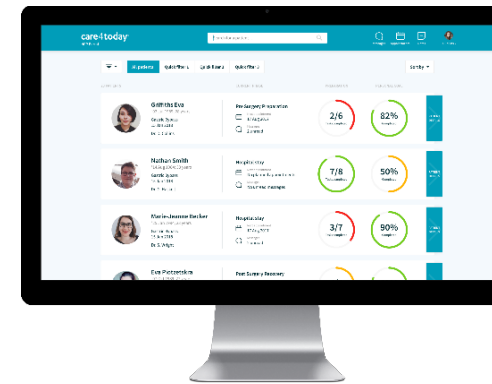
- Learning materials and educational content to empower patients
- Connection with their care team
- Goals and targets to motivate patients
- Visualisation of their care pathway
- Calendar for upcoming appointments

For healthcare professionals

- Track compliance and identify which patients need support
- Communicate with patients and colleagues
- Administration to manage patients and care teams
- Data and analytics dashboards to drive insights

Benefits

- ✓ More empowered and connected patients
- ✓ Customisable to address specific needs
- ✓ To support administrative duties





- Digital Care Coordination Tool designed to allow HCPs to **educate, connect & support** patients through an optimized care pathway
- A customizable tool based on individual hospital flow
- Addresses patient & HCP factors which may improve the patient journey

Designed to provide

For Patients



Always
connected
with their
care team



Feel prepared by
visualizing entire
care pathway



Access on a
device which fits
lifestyle

For HCPs



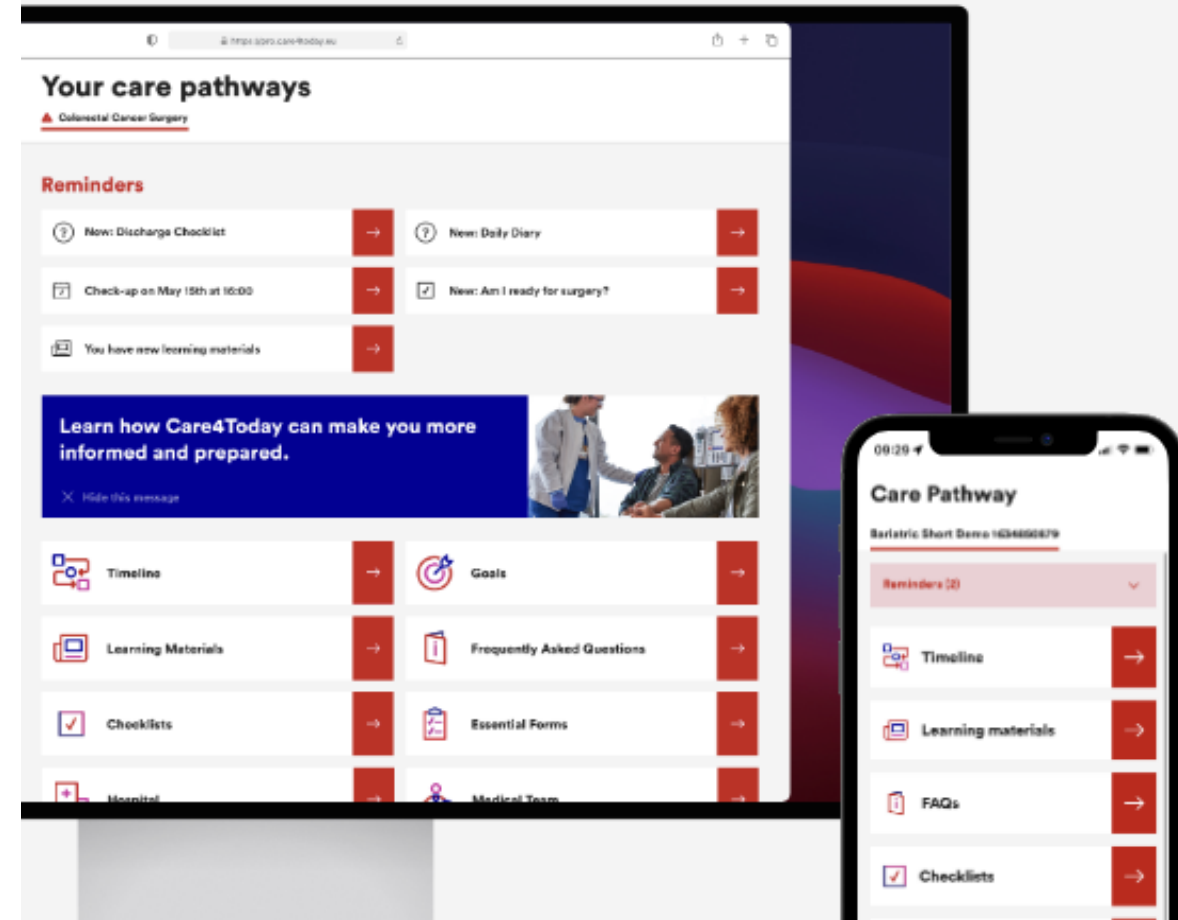
Track patient
flow and
identify areas
of constraint



Data & Analytics
dashboards
drive insights



Communicate
with patients and
colleagues





- Remote patient monitoring solution designed to check on progress at home and to empower patients with reminders, encouragement and connection during their treatment.
- Addresses patient & HCP factors which may improve the patient journey

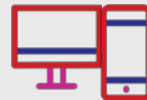
For Patients



Reminders of surgery recovery guidelines



Reassurance; care team can see progress



Motivational messages throughout treatment

For HCPs



Visibility of patient progress & potential complications

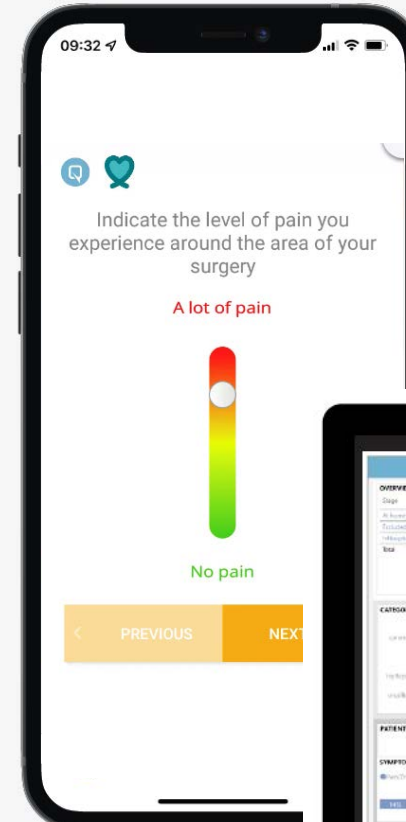


Measure patient satisfaction



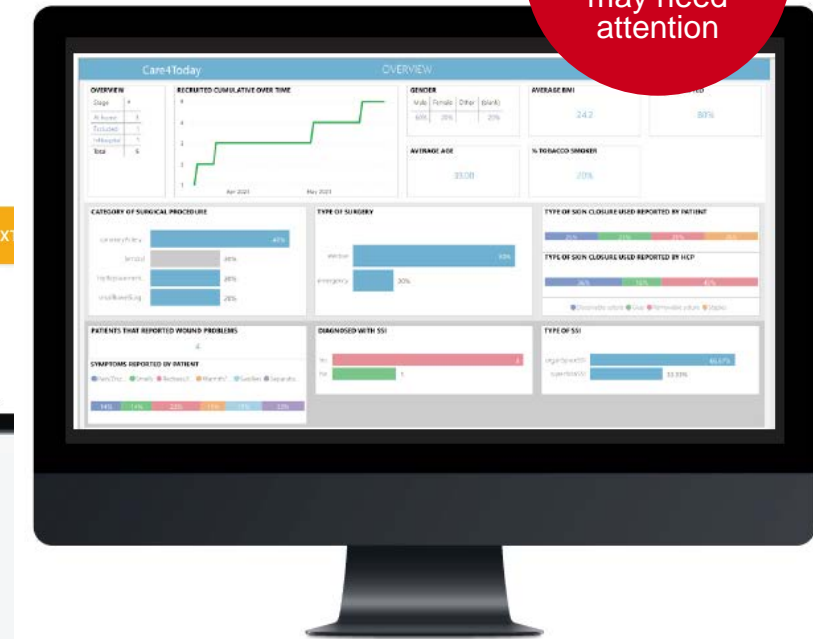
Bridges communication between care team & patient

Designed to provide



Patient mobile app to answer questions pre & post surgery

Traffic light indicators for patients who may need attention



Click image for video

C4T Monitor Video with Subtitles

(175720-210504 EMEA_UK)

SPI – Surgical Process Institute

SPI is developed to enable surgeons to choreograph their OR, guiding the entire care team seamlessly through every surgery. It achieves this through a system of synchronized workflows, effortless documentation and real-life learning. It is designed to help surgeons and hospitals deliver consistent quality of care and efficiency in their OR.

Core Elements

Synchronised workflows

Intuitive and modular platform allows you to digitally design and implement your own surgical workflows, enabling OR teams to be guided by a consistent set of standards, every time

Effortless Documentation

Automated digital documenting creates the operative report directly after surgery and reduces your administrative burden.

Real-life learning

Analytics capabilities enables continuous learning by collecting surgery data and translating it into insights for you, your hospital and within a growing network of world-class clinical leaders

Benefits

- ✓ Consistent quality of care
- ✓ Improved efficiency
- ✓ Access to the future of surgery



Resolution



Resolution is an end-to-end Supply Chain solution driven by radio frequency identification (RFID) technology for seamless order and inventory management, linking products to patients and procedures.

Core Elements

Track and Trace

- Track and trace products to specific patients and maintain inventory records
- Supports patient level costing
- Allows more timely incident-reporting

Inventory Management

- Tracks stock levels, identifying when more is needed
- Track what products are in the inventory and expiry dates
- Reduces costs associated with storage of unnecessary stock
- Reduced administrative time and human error
- Provides data for robust inventory analysis

Benefits

- ✓ Improved stock management
- ✓ Traceability to patients
- ✓ To support administrative duties

