



Clinical Services for your long-term goals

Philips Clinical Performance Agreement

PHILIPS

Philips Clinical Performance Agreements are designed as a highly flexible program of clinical services.

- A forward-looking plan for educating existing staff and new hires that can be shared by multiple units to save on costs
- Updating monitor configurations and clinical workflow to meet the changing needs of your individual departments
- Improved monitor utilization to enhance patient care
- Advanced education, taking your staff beyond the basics:
QT and ST monitoring, alarm management, advanced hemodynamics, etc.
- Convenient delivery times, allowing our program of services to fit your schedule
- Annual consultations to assess learning objectives and the design of an ongoing plan

Clinical education with your future needs in mind

Each Philips Clinical Performance Agreement (CPA) begins with a meeting between you and your Clinical Specialist. You will identify your learning objectives for patient monitoring equipment for the term of your agreement. Some objectives may be short term and linked to educating staff on new monitoring equipment. You may also have long-term objectives such as utilizing advanced applications like ST MAP, Horizon Trends, or Protocol Watch. Once these objectives have been identified, the Philips Clinical Specialist will work to translate those objectives into a long-term strategy. This strategy is the education plan that will be followed to deliver the clinical services during the term of the CPA.

Every Clinical Performance Agreement can be customized and has a variety of offerings to meet your specific long-term goals. There are both 24- and 30-month terms available and they can be combined with a Software Maintenance Agreement. Your Philips Account Manager can help determine the agreement that is right for you.

Throughout the program, your staff will have access to our Customer Care Solutions Center staffed 24/7/365 with nurses and engineers who support your clinical and technical education needs remotely. Our goal is to help you simplify your operations in ways that let you spend more time focusing on what's most important: the needs of your patients.



Philips leads the industry in customer satisfaction

Year after year, Philips Healthcare Patient Monitoring has been recognized for excellence according to independent IMV ServiceTrak™ surveys.* Customers have consistently ranked Philips #1 in Clinical Education. In the ServiceTrak survey, **96%** of Philips Patient Monitoring customers were highly satisfied or satisfied with their clinical education.**

* ServiceTrak is one of the most recognized and trusted surveys in the healthcare industry. The survey is conducted annually by IMV, an independent healthcare market research company which has been analyzing the medical imaging, clinical diagnosis, and analytical instrument markets since 1990. ServiceTrak reports provide objective, non-anecdotal benchmarks of service levels, as measured by actual customer experiences and impressions. Respondents are drawn from a randomized database of U.S. hospitals.

** Overall Satisfaction with Clinical Education was rated 8, 9, or 10 on a 1-10 scale. IMV Surveys, Jan-Oct 2013.

Understanding your need for flexibility

Philips Clinical Performance Agreements provide a pre-selected, flexible bank of clinical shifts for a wide variety of clinical services related to patient monitoring and resuscitation equipment, including:

- Alarm consultation and education
- Configuration and cloning services
- Refresher education
- Philips IntelliVue Information Center, Bedside Patient Monitor and resuscitation education
- Go-live support
- Guardian, MX40 and alarm assessment workflow services
- IntelliSpace Event Management education
- Clinical Decision Support Education
- Clinically focused biomedical engineer education
- Contact hours with onsite seminars approved by AACN or other accrediting body
- Contact hours for Philips Learning Center
- 24/7/365 clinical phone support from our Customer Care Solutions Center

Helping you hit a moving target

- Your nursing staff is expected to achieve and maintain high standards of education despite the challenges of increasingly complex technology, staff turnover and changing policies and procedures.
- More and more data needs to be collected, managed and integrated into your patient care model, which makes patient monitoring skills critical to your success.

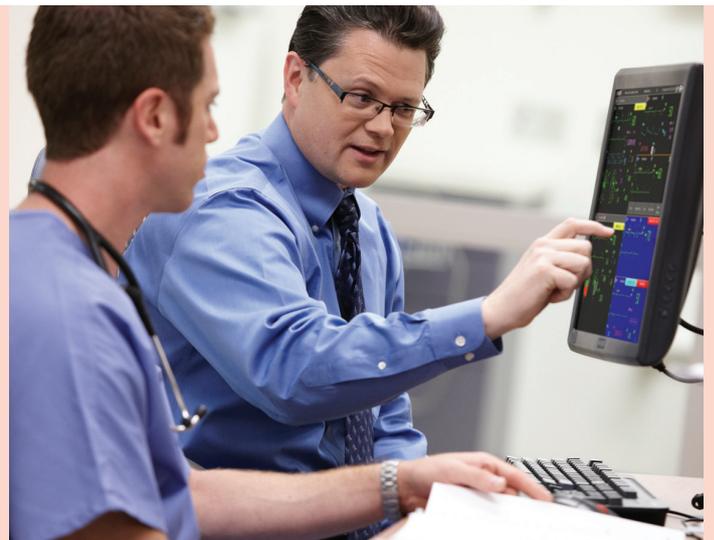
Clinical services	Delivery*	Credits
Clinical education and workflow services	Per standard shift: eight (8) consecutive hours from 7am-7pm M-F	190
Clinical education (after hours)	Per after hours shift: eight (8) consecutive hours from 7pm-7am M-F	250
Equipment configuration	Per standard shift: eight (8) consecutive hours from 7am-7pm M-F	190
Contact hours seminars	Per standard shift: eight (8) consecutive hours from 7am-7pm M-F	250
Equipment re-cloning	Per standard shift: eight (8) consecutive hours from 7am-7pm M-F	230
Online learning**	One Philips Learning Center contact hour	2
Equipment utilization and educational tools assessment	Per standard shift: eight (8) consecutive hours from 7am-7pm M-F; one (1) visit during each year of the contract	0
Customer Care Solutions Center	Available twenty-four (24) hours per day, seven (7) days a week	0

* Delivery of shift-based services are provided at equipment site.

** Online learning has a minimum of 60 credits for a total of 30 contact hours.

CPA Clinical Services – how does it work?

Philips provides a variety of clinical services that can be selected from a catalog of available offerings in exchange for the Customer's redemption of credits (per the table above). Depending on the term and type of the agreement that is purchased, a customer has a certain number of credits that can be redeemed over the life of the contract.



Expiration and redemption restrictions

Expiration

All unused Credits expire at the end of the Term and may not be redeemed by Customer after the end of the Term. No refund will be provided for unused Credits.

Redemption restrictions

Customer shall not redeem more than 75% of the credits during the first half of the term, and a minimum of 25% of the credits must be redeemed.

Clinical Performance Agreements (CPAs)

Product or option number	Type of agreement	Credits allowed	Average number of services*
24-month term			
MXU0058/A01	Basic Agreement	5000	24
MXU0058/A02	Classic Agreement	7500	36
MXU0058/A03	Comprehensive Agreement	10,000	48
MXU0059	Custom CPA, per Philips recommendation		
30-month term			
MXU0192/A01	Basic Agreement	5000	24
MXU0192/A02	Classic Agreement	7500	36
MXU0192/A03	Comprehensive Agreement	10000	48
MXU0193	Custom CPA, per Philips recommendation		

* Average service = 210 credits

Philips Customer Services is service that works for you.
Call us at **888-647-4285**.

Please visit www.philips.com/clinicaleducation



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