

TO DO A GOOD JOB  
YOU NEED GOOD VISIBILITY

## Customer testimonial: UMC Radboud, Nijmegen

### About University Medical Centre Radboud, Nijmegen

Radboud UMC offers patients top clinical and top referral care. They also have an important task in increasing and spreading knowledge and expertise. They fulfill this task by conducting scientific research and providing education and training.

At Radboud UMC, they are convinced that innovations are the key to healthcare of the future. They have been using scientific research to bring about successful innovations in prevention, diagnostics and treatments for many years now. However, for future healthcare, it is also important to innovate in how patient care and education are organized and delivered.

In their organization, anyone can create innovations. They give space and responsibility to develop innovations, to experiment and to put promising innovations into practice and share this in their network and beyond. Radboud UMC wants to be the most person-oriented and innovative university medical center and to be among the absolute national and international top.

#### *Their mission*

To have a significant impact on healthcare.

### Awareness

At the beginning, we really had to work on raising awareness throughout the organization. "We now run a report every month of which optics we tested. Here you see the status, so our colleagues can start thinking about predictive maintenance. What do you want to do with the optics? Can you work with it or do you want to send it in for repair? And then it's the sterilisation department's job to do that in phases, because if you suddenly have to send away 10 optics, there's obviously an acute production problem.

Endoscopes are particularly capital intensive. And we are only now realizing that by noticing in time that the quality is deteriorating, we can get ahead of repairs. This means that we can even work longer with endoscopes before they hit end-of-life. We try to make the ORs and our other customers aware of this as well.

### Surprise

The biggest surprise for us was that we were under the impression that we had about 5, 6 brands in circulation. It turned out that there were about 15. This is now clear and we can also see how many units of certain brands and types are in circulation.

Because of this, we have decided, together with our purchasing department, to start with standardization. So instead of a multitude of suppliers, we just want 5 suppliers of optics and then our stakeholders have to make do with that. This allows us to increase the speed of repair and we can keep a stock of frequently used optics, because one goes from stock in the set and the broken one is sent in for repairs.

When returned, it goes back into stock. In this way you keep the set complete. We only found this out after buying the Dovidex. My purchasing colleagues now receive real-time and real-world data that they can use to discuss with our suppliers about quality, but also about repair costs and replacement value.

### Financing

We purchased the Dovidex in consultation with the team of surgeons. We did this by means of cost price financing. The customer pays a certain price for our sterilization costs and we added an amount to finance the Dovidex. Especially in the beginning, the surgeons had to get used to this very much. But now that they notice that the quality is improving a lot, it is fully accepted.

It's an awesome system. You now have much more history, you can anticipate much faster what's coming and you can start standardizing. It's just much more insightful now.

We want to do the same for light cables. Dovidex has developed the Guide-Control for this. But first, we are going to finalize the scanning project and then we are going to do the same for the light cables. In this way, we will eventually have an optimal system. I really recommend to all hospitals to purchase this system to improve the quality of care.



**Ron Vredenburgt**

CSA Team Leader,  
UMC Radboud Hospital

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