



## **HCSG: “To prepare your hospital for the future requires meeting up to the highest quality standards”**



*Your hospital has grown rapidly within a short period of time and innovation issues are on the agenda. However providing good-quality care requires efficient and effective governance. This requires new business concepts and creative solutions. As an administrator, you know that changes will be mandatory, but implementing these changes effectively require a great deal of clout. Health Care Strategy Group (HCSG) can help you introduce decisive and efficient new business concepts and implement them in your organization. We assure you that your hospital will continue to perform outstanding in the future.*

### **What we do:**

Our approach operates on the basis of cooperation between the hospital and HCSG. We will not just advise you on what to do as an executive in a memo, but we also look for result-oriented solutions that perfectly match your needs.

Recommendations and reports are papers for the board room, what you need are results in the every day practice. We feel the challenge to take full responsibility and achieve with your staff the highest possible result.

### **The core values of HCSG**

- Quality
- Experience
- Accessible
- Result-oriented
- Sympathetic
- Familiar

### **The HCSG method:**

#### *Quickscan of our Audit team*

Our highly qualified and experienced team consists of hospital administrators from around the world. During a one-week visit to your hospital, they give a clear picture of the current situation through interviews with your faculty and staff. They will map out problem areas and offer suggestions for improvements. This will provide you with a practical guide for solutions for your hospital. In addition, our Intervention team will guide you through the implementation of the solutions.

#### *Implementation of plans by our Intervention team*

Following the Quickscan by our Audit team, the Intervention team will visit your hospital. The team consists of management specialists in the fields of healthcare, IT, HRM and JCI. This team will set to work on the improvements suggested by the Audit team’s Quickscan. They will convey their extensive experience and knowledge to the existing board and staff through education and training. An investment that will safeguard the effectiveness and qualitative care of your hospital in the long term!

#### *Site visits*

HCSG regularly organises site visits for its clients to innovative care institutions around the world. In our opinion, there is much to learn from the approach of other organizations. It is also essential to go off the beaten track and look at the challenges and solutions that healthcare has to face. For you as our client, a site visit with HCSG can also be of much added value!



#### The Audit team:

**Hugo Hoeksma:** PhD in medical biology, senior business development consultant (MBA), extensive administrative experience, connector of medical organisational cultures and business-driven strategies and stakeholders.

**Eamonn Fitzgerald:** Economist (Trinity College), experienced hospital administrator. Currently also CEO of Hermitage Medical Center (Dublin, Ireland). Connector and effective administrator, extensive experience with JCI.

**Yolande Mansveld:** Doctor and business administrator, former CEO of Medinova and director of strategic affairs at Johnson & Johnson. Her previous employers include Eureko/Achmea, the largest health insurer in the Netherlands.

**Bert Overkamp:** Former hospital administrator and business economist, active as developer of strategic issues, supervisor of merger processes and collaborations, with a focus on bottom-up creation and public support.

#### Contact HCSG

Find out how HCSG can contribute to realising your hospital's objectives and/or developing the plans that you have for your hospital.

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## About HCSG

HCSG is an innovative Dutch company founded by experienced and enthusiastic hospital administrators from around the world. Thanks to our extensive administrative experience in healthcare, we understand the problems that you encounter better than anyone. We know your financial, organisational and social concerns and are always informed of the latest developments and innovations within the healthcare sector.

Because if you really want to council in the healthcare sector, it is imperative that you know and understand the culture.

## In real terms

### *Medinova Clinics*

Medinova is an organisation for specialist medical treatment in the fields of orthopaedics, neurosurgery, plastic surgery, general surgery and ophthalmology, with four large clinics in the Netherlands. After ten years of making a loss, HCSG and Medinova collaborated on an innovative plan. Not only did Medinova become an early adopter of equipment and techniques, was the level of service significantly increased and was a new clinic opened in Breda – the fourth in just nine months – but, within the span of two years, Medinova became profitable for the first time in a decade. In addition, the new clinic in Breda is described by health insurers as one of the most modern clinics in Europe.



### *Hermitage Medical Clinic*

'If the hospital were to be reinvented, this clinic is what it would look like!'

#### **Eamonn Fitzgerald:**

*CEO of Hermitage Medical Clinic*

This private hospital in Dublin, Ireland, opened its doors in 2006. The clinic's high standards of quality ensured it became well-known and successful very quickly. But a business-driven approach has also made the hospital profitable and it is still receiving international praise for its level of healthcare.

The excellent quality of the hospital has resulted in high patient satisfaction. The hospital is JCI-accredited.