



PUM experts offer advice to a wide range of organisations that provide healthcare services in different segments of the healthcare industry - including hospitals, medical centers, laboratories and dental clinics. PUM provides assistance primarily to private medical enterprises but our experts are also well-equipped to assist various other types of organisations involved in healthcare delivery.

Healthcare

A healthy population is fundamental to the development of any society. A functioning, health care system is, however, a major challenge in many developing and emerging countries where people often do not have full access to (cost) effective health care at all times.

PUM experts offer advice to a wide range of organizations that provide health care services and in different segments of the health care industry including hospitals, medical centers, laboratories and dental clinics. PUM provides assistance primarily to private medical enterprises but our experts are also well-equipped to assist various other types of organizations involved in health care delivery.

PUM experts collaborate with clients to provide health care that is preventive, curative and caring, our experts are trained and experienced in the health care system in The Netherlands that is extensive, innovative and in many ways considered to be 'state of the art'. They are well-positioned to advise on how best to offer quality health care in the face of an ever-growing demand for medical services, while keeping costs down.

Health care in the ecosystem

Within an ecosystem, the importance of health care is evident. In any system, the physical and mental health of the people that contribute to it is essential. Good health conditions start right after birth. The foundation is laid in the first 1000 days of a person's life. You can only start building systems if this condition is met.



Tom Geers

PUM expert

"In just two weeks, we set up a dialysis department, with an adapted method introducing new medical equipment. With this innovative technique, SJHA is now the first hospital in Northern Uganda to offer dialysis treatment to patients suffering from end-stage kidney insufficiency. The developed method is easy to transfer and a solution for this category of patients for other hospitals in LMIC countries."



Areas of expertise

Management advice

PUM's experts range from experienced healthcare managers, Teachers in health care and economists, to advise on organizational issues or drawing up a business plan, nursing homes, organizations for disabled people etcetera. Expertise specific to digital healthcare management systems and to facility management is included. We can also offer advice about water and sustainable energy supply to the medical centers.

Care-related issues

From physiotherapists and nurses to dentists, from medical general practitioners to medical specialists, there are more than 100 experts available, often with a solid background in education. With such wide- ranging expertise, they can generally efficiently and effectively offer management recommendations too.

Medical product development

Healthcare professionals can provide 'train-the-trainer' workshops. This includes training in new dental techniques, in specific medical procedures, or in the use of implements designed for rehabilitation clinics, or practitioner training for therapies such as physiotherapy, speech therapy, occupational therapy.

Certification & business administration

Those of our professionals with a healthcare background can help with mission-&-vision drafting, management information systems, HRM (Human Resource Management), questions on merging and cooperation, administrative planning, cost control, investments, quality and safety control of the healthcare, marketing, and much, much more.

Medical equipment, operation & maintenance

We offer advice on building infrastructure and on the purchase and repair-&-maintenance of equipment.

Protocols, procedures, accreditation & quality checks

PUM's healthcare experts can help with implementing international systems standards. They can also advise on the development of SOPs (Standard Operational Procedures), and on higher standards, as well as on new methodologies. Enhanced efficiency and tighter cost controls result in better customer service and higher revenues.

E-health

E-health is going to play an increasingly important role in today's lives. With the lowest worldwide healthcare spendings, doctors shortages, dominance of rural areas, and poor infrastructure, African countries take advantage of digitalisation to ensure universal access to medical services. Healthcare innovations – which are “nice-to-have” for many high-income countries – can save lives here. Quote from Dr. Amit N. Thakker, President of The Africa Healthcare Federation, about the continent under transformation. We have experts within the sector who can help in assessing the situation and give advice on implementation and support.

Client examples

Simple solutions, radical result

The perspective of an experienced outsider is, at times, what's needed to spot problems and pinpoint solutions. Management structure may need to change from family-run to a corporate style structure. Staff motivation may be lacking, but why? How do you move from familiar, traditional ways of working to more modern ways without alienating staff? If you perceive things to be not as they should, irrespective of whether you can identify the problem, or not, allow our experts to assist in clarifying exactly what needs to be done and to help construct a roadmap for the future.

Private clinic or hospital needs makeover

Equipment or marketing techniques may become outdated; staff might require some additional training; there might be an outstanding issue, technical in nature, or management related, or a problem in the area of logistics or finance. Regardless, resolving such issues usually costs money. Our experts can help find ways to deal with the situation in a cost-effective manner. First up is a thorough cost-risk-benefit analysis. Then, set against a realistic timetable, a smart, well prioritized plan of action is laid out. Ongoing results will be measurable, ensuring that the project does not go over budget and finishes on time.

Quality improvement on the work floor

Improving the quality of a medical enterprise involves more than improvements in medical knowledge. In one study, the efficacy and timely availability of lab results were suffering. The medical centre had an inferior protocol for communication between the laboratory staff and the doctors. Upgrading the communications protocol solved the problem. Improved protocols lead to a more efficient use of time and hence to greater client satisfaction and, ultimately, to bigger profits. In another case, the introduction of a simple way to safely dispose of injection needles reduced dramatically the occurrence rate of accidents. In yet another instance, the introduction of a single additional test greatly increased the success rate for blood transfusions. Sometimes simple interventions can result in big improvements.

How can we help shape your business?

We look forward to working with you. We can assist and inspire but will never take over. It is against PUM policy to implement either our advice or your decisions. Neither do we provide interim management services. By combining decades of hands-on experience as healthcare practitioners together with executive skills garnered from having served on boards of directors, our experts are uniquely qualified to assist in analyzing your situation and help construct a business model to satisfy your needs. Over the years, hundreds of your counterparts worldwide have benefitted from the strength of expertise which PUM's healthcare experts now place at your disposal.

Professional people for positive impact

PUM collaborates with businesses and organisations to grow sustainably and build a brighter future for their community. Check [PUM.nl](https://www.pum.nl) for more information and criteria, and apply for advice.