



Honouring the contributions of these
COVID Fighting
West Island Businesses

Medtronic

MEDTRONIC'S RESPONSE TO THE PANDEMIC

About Medtronic

Medtronic is the largest medical technology, services, and solutions company in the world and the largest medical devices employer in Canada. Medtronic employs over 1,100 people in Canada, and has regional offices in Vancouver, BC and Montreal, Quebec (Kirkland) as well as manufacturing in Montreal (Pointe-Claire). Medtronic has been relentlessly dedicated to alleviating pain, restoring health, and extending the lives of Canadians since establishing its mission over 50 years ago.

Caring for Employees

With the onset of COVID-19, Medtronic Canada adopted a mandatory work-from-home policy that is applicable to 94% of its non-manufacturing employees. The company has prioritized employee well-being and communication. All employees have free access to virtual health and wellness programs to maintain both physical and mental wellness. Medtronic partnered with the Canadian Mental Health Association to educate employees about how to maintain a good work-life balance and provides employees with access to Lifeworks (an employee assistance program). At the end of each quarter, employees receive a care package at their homes, with the latest containing items specific to the company's Wellness Week in February.

Over the past year, it is no surprise that Medtronic has won several top employer awards, including Top 100 Employer in Canada, Best Workplaces in Canada for Mental Wellness, and Forbes' list of Best Employers in Canada.

Unprecedented Manufacturing of Ventilators

It was impossible for traditional ventilator manufacturers to keep up with the demand for ventilators that spiked so quickly during the pandemic. In response, Medtronic rapidly **ramped up production of its ventilator portfolio five-fold**, including the Puritan Bennett™ (PB) 980 critical care ventilator and PB560 portable models.

Additionally, when intensive care units in Canadian hospitals were lacking technical resources, Medtronic's technical service engineers aided in the **delivery, installation and servicing of nearly 1,000 ventilators** – driving thousands of kilometers, sometimes up to 12 hours in one day, to reach hospitals needing support.

Sharing IP

Previously inconceivable for medical technology companies to share their intellectual property, Medtronic recognized the global need caused by COVID-19 and **publicly released the design specifications for its PB560 on March 30, 2020** as part of its own open source initiative. Since then, the design specifications have been downloaded over 225,000 times from [Medtronic.com/openventilator](https://www.medtronic.com/openventilator).

Training Alliance

The rise in demand for ventilators has also led to a rise in the need for training on their use. In response, ventilator manufacturers, including Medtronic, formed the **Ventilator Training Alliance**. The alliance created a mobile app that frontline medical providers can use to access a centralized repository of ventilator training resources. There have been over 52,000 downloads of the app globally.

Remote Monitoring and Virtual Care Technologies

Medtronic has a host of **remote monitoring capabilities** across several therapy areas, including diabetes and cardiovascular health. In addition, education specialists, clinical specialists, and sales representatives have been **supporting customers virtually**, through video chats, remote training, and by phone, whenever possible.

Addressing Patient Flow, Access, And Safety

Before COVID-19, Medtronic's internal consulting team, Integrated Health Solutions, was already helping Canadian hospitals reduce wait times. This took on new urgency due to the thousands of procedures that were cancelled or delayed due to the pandemic.

For example, the team developed **simulation capabilities that aided hospitals in predicting their PPE requirements and incoming patient volumes** – a contribution that will endure in the future to help hospitals with operational decisions.

Medtronic also offers various innovative technologies that enable clinicians to perform **minimally invasive surgeries**, such as heart and pelvic procedures, which result in shorter recovery times and earlier patient discharge from hospital. For example, Medtronic's leading-edge **cryoablation technology – manufactured in Montreal** – allows surgeons to treat up to 3x more atrial fibrillation patients per day without using more OR time.