Resolving Healthcare Challenges
Contributions to a Brighter Future for Patients and Healthcare Professionals

Terumo’s Response to the Global COVID-19 Pandemic
Support to bringing medical care to those in need

Core Values, and business continuity plans, to combat the impacts of the global COVID-19 pandemic.

1. To protect the health and safety of all Terumo associates with utmost priority.
2. To maintain a stable supply of products to continuously meet global healthcare needs.
3. To actively engage in and contribute to the prevention and treatment of the disease, by maximizing the Terumo Group’s expertise and technologies.

These policies shape the dedicated efforts of associates to supply products and services to the healthcare professionals active on the front lines of medicine as well as the patients requiring treatment.

Support for Treatment of Patients—Increased Production of Extracorporeal Membrane Oxygenation (ECMO)

Some victims of COVID-19 suffer serious cases of pneumonia that may lead to severe respiratory failure and other conditions that can threaten the life of the patient. The first step to combatting these conditions is to manage the patient’s breathing via a ventilator. Should this approach prove ineffectual or should it be judged that the patient’s condition is deteriorating, an ECMO may be used to support lung function.

ECMO supports lung functioning by extracting blood from a patient’s veins to and reintroducing the blood into the patient’s body after injecting oxygen into and removing carbon dioxide from the blood. The primary goal of these systems is to provide the lungs with a break and to secure the time needed to recover.

Terumo is one of the pioneers in the field of ECMO, having launched a percutaneous cardiopulmonary support system in 1995, and our ECMO are installed in approximately 850 medical institutions in Japan. The spread of COVID-19 has caused a sharp rise in demand for ECMO from medical institutions. As a result, Terumo was fast to prepare for ramping up production after the outbreak in Wuhan, China in January 2020.

First step in these efforts was to request that suppliers accelerate production and shorten delivery times to ensure that we could quickly secure a supply of the necessary components. Internal efforts included asking associates who were not engaged in production to telework whenever possible, implementing exhaustive infection prevention measures on the production floor, and adjusting operating times and shifts as we continued to move forward with production activities. Thanks to the efforts of all relevant associates, we were able to begin preparations for increasing production in January 2020 and thereby managed to raise production levels in response to growth in demand in Japan and overseas.

Comment from Associates

ME Center
Ramping up production of ECMO was incredibly difficult due to the sheer volume of components and materials used, many of which were difficult to secure due to the impacts of the COVID-19 pandemic. The purchasing section responded with diligence, contacting each and every supplier starting in January to ask for their assistance with this effort. Fortunately, suppliers were understanding of our situation and did their best to supply us with the components we needed even under the difficult circumstances. We were thus able to set up a schedule for production.

Production of ECMO hardware requires highly technical skills, and the most important processes can only be performed by the few engineers who have the necessary nationally accredited qualifications. Despite these limitations, we were tasked with producing a year’s worth of systems in just several months. We had previously been engaged in an ongoing drive to encourage our engineers to obtain nationally accredited qualifications and broaden their skills to facilitate high-variety, low-volume production. The benefits of these efforts proved advantageous in our production efforts, and we managed to achieve a massive increase in production output through a team effort.

Thinking back on this experience, we are amazed at the large number of hurdles we overcame to accomplish our goals, united by our strong desire to supply patients with the items they need and acting while practicing extreme caution to prevent the spread of COVID-19.
Ongoing Supply of Necessary Products and Services

In addition to ECMO, Terumo provides a wide range of other items in used in medical settings, including the medical devices and pharmaceuticals needed for everyday examinations and treatments. We are currently facing restrictions on the movement of people and commodities. Working within these limitations, factories and supply chain- and service-related divisions are coordinating and collaborating to fulfill their roles in ensuring an ongoing supply of the products and services that the medical field needs, all while taking exhaustive steps to prevent associates from becoming infected by COVID-19.

At the Ashitaka Factory (Fujinomiya City, Shizuoka Prefecture), the manufacture products used in vascular interventional therapy as well as the oxygenators used in cardiovascular surgeries that employ heart-lung machines and in ECMO. Committed to continuing production, this factory was quick to examine and advance preparations for implementing infection prevention measures. Associates at this factory are expected to wear masks while commuting or on factory premises and frequently use hand sanitizer. In addition, associates were divided into groups based on factory floors, shifts, and work units. Interactions between groups were prohibited as part of the factory’s exhaustive prevention measures. It was because of such measures that the Ashitaka Factory was able to continue production and prevent interruptions in the steady supply of products.

The global COVID-19 pandemic utterly transformed the world in 2020. Lockdowns disrupted distribution on a global scale and halted economic activities while medical institutions saw a massive influx of patients. Those of us in the medical field are tasked with the important mission of finding a way to fight this ever-before-seen virus and protecting those patients that suffer serious conditions.

After the first passengers were transported off the Diamond Princess cruise ship when it was anchored at the Port of Yokohama, there were 170 cases of severe respiratory failure during the first wave of COVID-19 in Japan in which patients were attached to veno-venous ECMO. Patients have since undergone ECMO treatment in 10 cases as for July 7, 2020. This makes for a sharp increase in inquiries from general customers with regard to thermometers and other items. We have been providing earnest responses to this rising volume of questions and concerns from customers through coordination between staff both in office and teleworking. Terumo associates are motivated in their daily work by a sense of commitment to their mission of supporting the medical field through work that is indispensable to patients and the healthcare professionals. Going forward, all Terumo associates will remain mindful of the fact that their actions benefit patients as they seek to supply the products and services the medical field needs.

The global COVID-19 pandemic utterly transformed the world in 2020. Lockdowns disrupted distribution on a global scale and halted economic activities while medical institutions saw a massive influx of patients. Those of us in the medical field are tasked with the important mission of finding a way to fight this ever-before-seen virus and protecting those patients that suffer serious conditions.

After the first passengers were transported off the Diamond Princess cruise ship when it was anchored at the Port of Yokohama, there were 170 cases of severe respiratory failure during the first wave of COVID-19 in Japan in which patients were attached to veno-venous ECMO. Patients have since undergone ECMO treatment in 10 cases as for July 7, 2020. This makes for a

70% rate of survival, which is among the highest in the world. This feat is especially impressive when considering Japan’s poor outcome of the H1N1 influenza pandemic in 2009. One cannot help but wonder what has changed over the past decade. No doubt, a major factor behind this change has been progress in treatments, team-based medicine approaches, diagnosis technologies, and medical technologies. One party we have to thank for this progress is Terumo, which, as a Japanese medical device manufacturer, has pursued quality improvement through internal efforts, at factories around the world, and based on the expertise gained through operations in the global healthcare market.

We will have to keep combating the global COVID-19 pandemic in the future, and there will be more patients in serious conditions needing treatment. Accordingly, a task going forward will be the ongoing cultivation of medical professionals who can use ECMO. We intend to move ahead with the cultivation of support staff while capitalizing on aid from the Ministry of Health, Labour and Welfare and from academic associations. As we face the second and third waves of COVID-19 infections, we will work diligently together with Terumo to increase the numbers of patients suffering from severe respiratory failure who are able to return to normal lives and to make the Japanese healthcare system the safest and most reliable in the world.

The global COVID-19 pandemic utterly transformed the world in 2020. Lockdowns disrupted distribution on a global scale and halted economic activities while medical institutions saw a massive influx of patients. Those of us in the medical field are tasked with the important mission of finding a way to fight this ever-before-seen virus and protecting those patients that suffer serious conditions.

After the first passengers were transported off the Diamond Princess cruise ship when it was anchored at the Port of Yokohama, there were 170 cases of severe respiratory failure during the first wave of COVID-19 in Japan in which patients were attached to veno-venous ECMO. Patients have since undergone ECMO treatment in 10 cases as for July 7, 2020. This makes for a

70% rate of survival, which is among the highest in the world. This feat is especially impressive when considering Japan’s poor outcome of the H1N1 influenza pandemic in 2009. One cannot help but wonder what has changed over the past decade. No doubt, a major factor behind this change has been progress in treatments, team-based medicine approaches, diagnosis technologies, and medical technologies. One party we have to thank for this progress is Terumo, which, as a Japanese medical device manufacturer, has pursued quality improvement through internal efforts, at factories around the world, and based on the expertise gained through operations in the global healthcare market.

We will have to keep combating the global COVID-19 pandemic in the future, and there will be more patients in serious conditions needing treatment. Accordingly, a task going forward will be the ongoing cultivation of medical professionals who can use ECMO. We intend to move ahead with the cultivation of support staff while capitalizing on aid from the Ministry of Health, Labour and Welfare and from academic associations. As we face the second and third waves of COVID-19 infections, we will work diligently together with Terumo to increase the numbers of patients suffering from severe respiratory failure who are able to return to normal lives and to make the Japanese healthcare system the safest and most reliable in the world.

The global COVID-19 pandemic utterly transformed the world in 2020. Lockdowns disrupted distribution on a global scale and halted economic activities while medical institutions saw a massive influx of patients. Those of us in the medical field are tasked with the important mission of finding a way to fight this ever-before-seen virus and protecting those patients that suffer serious conditions.

After the first passengers were transported off the Diamond Princess cruise ship when it was anchored at the Port of Yokohama, there were 170 cases of severe respiratory failure during the first wave of COVID-19 in Japan in which patients were attached to veno-venous ECMO. Patients have since undergone ECMO treatment in 10 cases as for July 7, 2020. This makes for a

70% rate of survival, which is among the highest in the world. This feat is especially impressive when considering Japan’s poor outcome of the H1N1 influenza pandemic in 2009. One cannot help but wonder what has changed over the past decade. No doubt, a major factor behind this change has been progress in treatments, team-based medicine approaches, diagnosis technologies, and medical technologies. One party we have to thank for this progress is Terumo, which, as a Japanese medical device manufacturer, has pursued quality improvement through internal efforts, at factories around the world, and based on the expertise gained through operations in the global healthcare market.

We will have to keep combating the global COVID-19 pandemic in the future, and there will be more patients in serious conditions needing treatment. Accordingly, a task going forward will be the ongoing cultivation of medical professionals who can use ECMO. We intend to move ahead with the cultivation of support staff while capitalizing on aid from the Ministry of Health, Labour and Welfare and from academic associations. As we face the second and third waves of COVID-19 infections, we will work diligently together with Terumo to increase the numbers of patients suffering from severe respiratory failure who are able to return to normal lives and to make the Japanese healthcare system the safest and most reliable in the world.