

SAP Customer Success Story



Asklepios Harzkliniken GmbH, a hospital group with clinics in the German cities of Goslar, Bad Harzburg, and Clausthal-Zellerfeld, standardized its IT landscape using solutions from the SAP® for Healthcare portfolio of software and services. Most recently it implemented mySAP™ Human Resources (mySAP HR), which provided the hospital with reliable tools for managing its human capital, along with comprehensive functionality to optimally plan nursing shifts with regards to costs and resources.



ASKLEPIOS HARZKLINIKEN GMBH

OPTIMIZING AND CONTROLLING WORKFORCE PLANNING: AUTOMATED SHIFT PLANNING WITH mySAP™ HUMAN RESOURCES

INTEGRATING HETEROGENEOUS IT STRUCTURES

In response to the challenging dynamics of the healthcare sector, Asklepios Harzkliniken GmbH completely reorganized its IT structures. By implementing solutions from the SAP® for Healthcare portfolio of software and services, the hospital group, with 1,350 employees and 500 beds, integrated its formerly heterogeneous IT landscape. The implementation included applications for financial accounting, controlling, and human resource management, with industry-specific applications for patient management, care management, diagnostics, and therapy. According to Heinz-Otto Nagorny, CEO of Asklepios Harzkliniken, the company chose SAP in part because it offered “a one-stop package.” It also chose SAP SI as the prime contractor for the implementation. “This decision was ‘spot on,’” says Nagorny, referring to the hospital’s positive experience with the project. Productive operations began early in 2001. Since then, the hospital has implemented further solutions, including a switchover to the mySAP™ Human Resources (mySAP HR) payroll capability at the start of 2003.

GETTING PERSONNEL COSTS UNDER CONTROL

For Asklepios Harzkliniken, HR was one of the focal points of the SAP implementation. "Getting personnel costs under control, which continue to increase, is one of the greatest challenges in the healthcare sector," explains Nagorny. "The increase in the number of tasks cannot be financed by hiring more personnel. Healthcare institutions need a stable control instrument for human capital." The hospital met this requirement with mySAP Human Resources. But the needs go far beyond a mere payroll system: "We're aiming for a uniform data model centered on the human production factor – from master data through time management to human resources analysis," says Armin Moog, project leader.

EFFICIENT SHIFT PLANNING

With the implementation of mySAP Human Resources, Asklepios Harzkliniken managed to resolve a problem it had been facing since 1994: shift planning. "We need to be able to efficiently plan and implement the different shifts for nurses and doctors," says Nagorny. "To do this, working times have to be entered and processed, and personnel costs must – in as far as possible – be included in a unit-cost calculation to indicate the activity consumption for the new diagnosis-related groups (DRG) billing system."

MORE FLEXIBILITY AND LESS PAPER

The road to success was paved with many attempts involving isolated applications, which, in practice, proved to be failures. mySAP HR brought the long, hoped-for relief. Today, nursing-staff-time data is processed remotely and then transferred directly to the mySAP Human Resources time-management capability. Tools within the system offer ward managers increased flexibility for planning shifts, which helps them optimally utilize the work-

AT A GLANCE

Project	Replacement of a heterogeneous IT landscape and implementation of a new shift-planning application
Software	mySAP™ Human Resources, SAP™ Patient Management, mySAP Business Intelligence, mySAP Financials
Hardware	HP
Operating system	Windows 2000 and Windows NT 4.0
Database	Oracle
Users	Approx. 320, including 105 for mySAP HR

force. Attendances and absences are approved automatically when the shift plan is completed. And, employees no longer need to claim bonuses for extra shifts, Sundays, or overtime hours, either: The new system recognizes the additional hours worked – based on the shift plan – and automatically processes the bonuses.

As a result of its success with mySAP HR, the hospital plans to extend these functions to doctors sometime in the near future.