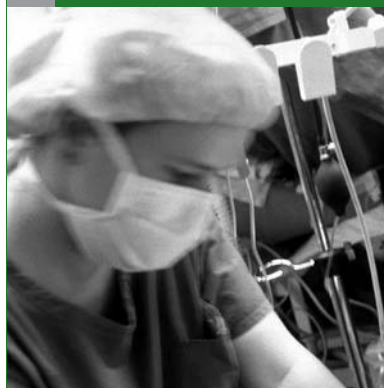


## SAP Customer Success Story Healthcare

It all started with an idea – a mobile workstation to give physicians and nurses online access from anywhere to all the basic information, services, and applications needed at the point of care. This idea matured at **Jena University Hospital** and at **SAP**. Together they created a workstation for mobile care units and ushered in a new era for the use of mobile information systems in hospitals.



## **JENA UNIVERSITY HOSPITAL**

### **DAWN OF A NEW ERA OF MOBILE INFORMATION SYSTEMS IN HOSPITALS**

Jena University Hospital, the only institution of its kind in the German federal state of Thuringia, combines multiple clinics and institutes under one roof. Approximately 1,400 beds in total are available for patients needing medical and nursing care. The hospital institutions that were previously spread over five locations are in the process of being centralized as part of the “Klinikum 2000” program. The implementation of this ambitious project, which began in 1999, will not simply take the hospital into a new dimension of high performance, but will also enhance Jena’s status as a major player in the field of high-tech medical services.

### **MOBILE HEALTHCARE MEANS MORE TIME FOR THE PATIENTS**

A further impetus comes from a pilot project on the accident surgery unit, where a workstation for the mobile care unit has been in use since October 2002. Here, 25 nurses enter information regarding services rendered and diagnoses and then transfer these for further processing using SAP® Patient Management, an application in the SAP for Healthcare portfolio of software and services. Whereas, in the past, as many as 12 forms had to be filled out for each shift, most of the information can now be directly entered in mobile computers (known as “handhelds”) in real time at the patient’s bedside.

In addition, the workstation provides up-to-the-minute essential patient data, including master data, referral appointments, diagnoses, risk factors, bed occupancy figures, and discharge dates. The processing and entry of data in the background is accommodated by SAP Web Application Server (SAP Web AS), which generates the mobile user interfaces based on open standards. In the future,

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Claudius Metze, SAP Project Leader at Jena University Hospital

users will also have online access to shift plans, drugs lists, and findings and will be able to place orders for supplies. “Less running around, less paperwork, and more time for the patients,” says Solveig Elbinger on behalf of the nursing staff members who have reacted positively in every way to the use of the handheld device.

#### **ACCESS TO INFORMATION FROM ANYWHERE**

“The aim of the mobile workstation was to give physicians and nurses online access, wherever they are, to all the essential information, services, and applications they need for their routine tasks, and to simplify and accelerate the entry of data at the point of care,” says Claudius Metze, SAP project leader. At Jena University Hospital, this idea found an even more willing ear, since mobile healthcare had already received considerable attention in connection with the Klinikum 2000 program. “It was a stroke of good fortune,” says Joerg-Dieter Storsberg, nursing director, describing this common thought that turned into concrete action: three months of joint teamwork resulted in the birth of the workstation for the mobile care unit, which is linked directly to SAP Patient Management via a wireless local area network (WLAN).

#### **REAL-TIME ONLINE PROCESSING AND EXPANDABILITY**

Jena University Hospital used SAP Web AS alongside SAP Patient Management throughout the project. SAP Web AS acts as the application infrastructure within the SAP NetWeaver™ application and integration platform. All components of mySAP™ Business Suite are based on it, as well as all applications using the Java 2, Enterprise Edition (J2EE) standard, regardless of whether these are third-party solutions or the customer’s own developments. For the hospital, this combination of technologies translates into simple real-time processing. One particular benefit includes the scalability supported by SAP Web AS, which ensures the continual expansion of the system without additional implementation effort.

#### **EXACT DATA – MORE CASH**

According to Jürgen Garschke, IT director at the university hospital, the online solution at the workstation – as opposed to conventional offline scenarios with periodic data synchronization – provides real-time data that is always up-to-date. But that’s not all. Direct data entry at the point of care also increases data quality, which is of vital importance in view of the billing legislation for diagnosis-related groups (DRGs) that will come into force in

**“Less running around, less paperwork, and more time for the patients.”**

Solveig Elbinger, Member of Nursing Staff, Jena University Hospital

2004 in Germany (tangible proof of the performed services is worth cash to the hospitals). It’s little wonder, then, that Jena University Hospital is already planning to extend the use of the mobile-care-unit workstation to other units and even to doctors. At the same time, this marks a further step toward the introduction of the electronic patient record.