

SAP Customer Success Story Healthcare



Instituto de Religiosas de San José de Gerona faced some heavy challenges due to the disparate, heterogeneous system it was using to manage its business operations. For example, the institute found it difficult to adapt to organizational changes and nearly impossible to develop a corporate vision of any kind. **SAP® for Healthcare** changed all of that. The result: improved cost control, improved management of business processes, and the ability to plan far more effectively.



INSTITUTO DE RELIGIOSAS DE SAN JOSÉ DE GERONA

INTEGRATED MANAGEMENT AND HIGH-QUALITY PATIENT CARE WITH SOFTWARE FROM THE SAP® FOR HEALTHCARE PORTFOLIO.

HETEROGENOUS IT LANDSCAPE

Before implementing solutions from the SAP for Healthcare portfolio, Instituto de Religiosas de San José de Gerona was using four different systems for managing its business operations, plus four systems for its financial processes. “Our different applications and environments were incompatible with the institute’s aim of transforming its organizational model into an integrated and flexible one. We needed a system that would allow us to securely face the challenges inherent in the constantly changing healthcare sector,” says José Luis Oller Ortíz, general manager at the institute.

For example, the healthcare provider’s existing heterogeneous (and nearly obsolete) IT system made it impossible to consolidate data. These closed applications also made it difficult for the institute to plan effectively. A lack of management tools made it just about impossible to develop any kind of corporate vision. Applications were not very user-friendly and were tailored for single users. Unreliable information, non-customizable applications, and the need to control costs more effectively also factored into the institute’s decision to replace its old IT software.

In short, the institute needed a system that would enable it to function more effectively, improve its competitiveness, and adapt quickly and easily to future requirements for clinical management.

Instituto de Religiosas de San José de Gerona, founded in 1928, is a religious healthcare institution primarily devoted to geriatrics and hospital care. This international entity operates 13 healthcare centers located around the world, 9 of them in Spain. The head office is in Madrid, with management based in Barcelona.

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A GRADUAL IMPLEMENTATION

An SAP sales and service partner carried out the SAP for Healthcare implementation. SAP® Consulting in Spain also came on board to help with specific parts of the project, such as centralizing the purchasing organization and defining the cost model. This ambitious project involved implementing SAP solutions for financials, treasury, fixed assets, controlling, materials management, sales and distribution, personnel administration/payroll, and patient administration and accounting. The institute also implemented IS-H*MED, an SAP partner solution for the healthcare sector.

The implementation team carried out the project in several stages, beginning with the financials, treasury, and fixed-assets solutions in October 1998. The team implemented the remaining

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SAP solutions over the next several years, and in 2003 completed the project with the implementation of the IS-H*MED partner solution and a management information system.

Departments currently using the new system include treatment planning and admissions, along with nursing units, the emergency ward, operating rooms, and hospital management. The institute also uses the system for invoicing and outpatient consultation and for purchasing and managing pharmaceutical supplies.

Some 200 people currently use the SAP solutions, which are installed on an HP 9000 platform, with an HP-UX operating system and an Oracle database.

MULTIPLE BENEFITS

For Instituto de Religiosas de San José de Gerona, the benefits of implementing SAP for Healthcare proved far-reaching. The new system helped the institute optimize and automate its accounting, administrative, and clinical processes, and helped it unify data and processes between clinics. “The implementation of an integrated system helps support organizational changes, enables us to meet our business objectives, and allows for integrated economic-administrative and clinical-care management,” emphasizes Oller Ortiz.

With SAP for Healthcare, the institute can now communicate with third parties electronically. New and more efficient management tools, as well as access to current and accurate consolidated data, enable it to plan far more reliably and flexibly. And streamlined logistics processes help ensure orders are properly executed. This means that the hospitals always have the appropriate drugs and medical supplies on hand. The institute also launched a planning center to improve patient service and satisfaction and to optimize processes such as scheduling of operating rooms. With SAP for Healthcare, it now has the potential to streamline all processes related to patient management. The institute also created a “purchase pool” for all centers – which enabled it to better manage inventory and improve conditions with suppliers.

FUTURE PLANS

In the near future, Instituto de Religiosas de San José de Gerona plans to implement other SAP solutions. These include SAP Business Intelligence, a key component within the SAP NetWeaver™ technology suite, and new industry-related capabilities such as the clinical work station, service request management, and functionality for medical and nursing documentation. At a later date, it wants to implement capabilities for clinical-history management.

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The institute also wants to use the system to perform detailed analyses of costs per clinical process. In the long run, Instituto de Religiosas de San José de Gerona feels SAP can help it improve the quality of patient care and service – and by enabling it to adapt to a constantly changing environment, help it become more competitive. José Luis Oller Ortíz concludes: “SAP was the right choice; it allowed us to easily meet our established aims.”

AT A GLANCE

Software	SAP® R/3®, SAP Patient Management, IS-H*MED
Hardware	HP 9000
Operating system	HP-UX
Database	Oracle
Number of users	200

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