

SAP Customer Success Story Healthcare



In the region around Sittard and Geleen, the Netherlands, a landmark decision was made in the late nineties to merge Maasland Hospital and nine regional hospitals and nursing homes. The new organization, called **Orbis Medical and Nursing Institute**, quickly made plans to streamline its healthcare operations – so it could cope with the demands of the 21st century. Part of this strategy involved implementing software from the SAP® for Healthcare portfolio.



ORBIS

ORBIS TEAMS UP WITH SAP TO CREATE A HOSPITAL OF THE 21ST CENTURY

With the creation in 1998 of Orbis – an amalgamation of the Maasland hospital and nine regional hospitals and nursing homes – the healthcare and nursing institution in Limburg’s western mining region made the first strides toward an integrated healthcare model. As part of the process, the institute strengthened its connections with homecare providers and family doctors and gained better control over the entire healthcare chain. The institution’s pioneering role in the Netherlands is not the result of chance or accident. The aging population in the region is expected to double compared to the rest of the Netherlands, while at the same time the hospital must take steps to reduce its capacity under the so-called two-per-thousand standard (two hospital beds per thousand people in the area serviced). “This means we have to be even more efficient with our resources in the future,” explains Ger Lengowski, information manager at Orbis. “Realizing a radical change was necessary, we opted for a patient flow restructure in a way that would ultimately benefit the patient, the healthcare organization, and the healthcare professionals alike. Did we deliberately take it upon ourselves to be pioneers? Yes, but it was more out of necessity. The hospital information system we were using had served its time, and there were plans for building a new hospital complex. So why not build a hospital that would be fully geared and equipped to cope with the demands of the 21st century?”

Lengowski explains the strategy to modernize patient care: “Look at the present systematics of providing care: the referral, making the appointment, the waiting, the examination, the subsequent referral to another specialist; it’s a slow, tedious, serial process that does nothing to diminish the waiting list.” Orbis has developed a real vision regarding the logistics surrounding a patient’s treatment trajectory, by placing the patient in the center. For example, in 80% of all cases, patients from different areas can come to outpatient centers to receive treatment from visiting specialists or care givers – which precludes them from having to travel to a hospital in a larger city.

When it came time to choose an IT solution, Orbis was clear about its requirements. “We needed a system that could support the new approach to providing care, by enabling us to synchronize resources and capacity in the most favorable way possible. You can compare it, in fact, to a standard industrial production environment. We chose applications from the SAP® for Healthcare portfolio of software to meet these challenges, because SAP is the only hospital information system that is equipped to meet the demands of the future.”

ELECTRONIC ORDER MANAGEMENT

The implementation was an ambitious one. Throughout the intensive business-process redesign project, three basic principles set the tone. First, the patient had to be placed at the heart of an efficient and effective treatment trajectory. Second, the future care process had to be condition-centered and protocol-based; in other words, the complexity and predictability of the care

determines the follow-up trajectory. Finally, a system of structured care programs based on the diagnosis-treatment combinations (DTCs) ensures that care can be planned across the entire chain, from the family doctor to (outpatient) clinical treatment, to possible homecare or nursing.

And, most notably, the patient has only one point of contact.

“This is of course what was unique about this implementation,”

enthuses Lengowski. And in fact,

Orbis was awarded the NVZ ICT Award (the Dutch hospital association award for information and communication technology) in 2002 for its innovative patient-centered approach.

The project team first implemented the SAP R/3® financial and logistic applications in 1999, followed in 2000 by SAP Patient Management. In 2001, the team began modeling care programs using IS-H*MED, a clinical solution provided by an SAP partner that enables electronic order management. The first area to use the new process was gynecology, followed by oncology and surgery. “All planning and ordering for the specialist areas mentioned – for services such as the lab, the X-ray department, and paramedic services – now take place electronically, with real-time, simple, readable, and traceable information.”

ADDED VALUE FOR ALL

“In the new approach, planning for care provision plays a central role,” explains Lengowski. “Planners simply can’t work without an integrated system like SAP, because you can’t organize your activities tightly if you don’t have access to real-time data entered at the source. Everybody in the chain benefits from the integrated approach. Take, for instance, the warehousing department. If a

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Ger Lengowski, Information Manager, Orbis

patient needs a pivot, you must be able to determine, at any time, your stock availability. Or, in regards to insurers, you must be able to establish the cost for the treatment; you need to have an integrated overview of all aspects. The choice for SAP was a question of recognizing the added value of information technology for all parties that have a stake in the process. The patient makes fewer trips, and therefore has to spend less time. The organization can deploy its capacity to the fullest, and the health-care professional can see how the quality of service improves. I have no hesitation in saying that I expect to achieve a 20% efficiency increase when we move into the new complex in 2006.”

IMPLEMENTING FUNCTIONALITY STEP-BY-STEP

Due to the fact that several areas within the institution are not yet hooked up to the SAP system, Orbis is currently running in a hybrid IT environment. “However, all this occurs without any

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problems,” notes Lengowski. The biggest challenge that lies ahead until the organization moves into the new premises is utilizing all the extra options SAP offers. “You could compare our present system to an ordinary run-of-the-mill car, but what we really

AT A GLANCE

Software	SAP® R/3®, SAP Patient Management, IS-H*MED
Hardware	HP9000 4000
Operating system	HP-UX 11.0.0
Database	Oracle 8.0.6
Number of users	800
Implementation time	SAP R/3 and SAP Patient Management 1 year each

have in mind is an upscale Mercedes – leather upholstery, navigation system, the works. SAP has it all, but we’ve deliberately not rolled it all out in one go. Staff members have already been confronted with an enormous amount of change. They’ve had some time to get used to the basic functions, but we’re now fully engaged in an upgrade that will offer many, many more possibilities. So we’re making new functions available step-by-step. Once we’ve got software from the SAP for Healthcare portfolio running with all the available options, we’ll have a hospital information system that is better equipped than any other to guide us well into the 21st century.”

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