

SAP Customer Success Story Healthcare



Construction of a new facility for Barcelona's **Santa Creu i Sant Pau Hospital** launched a modernization project that included an update of its IT system. Using SAP® for Healthcare, the hospital integrated management of patient care, finance, and logistics into a single solution – through which users can access and maintain information from all areas of the institution. The result is a more streamlined operation and enhanced patient care.



SANTA CREU I SANT PAU HOSPITAL

INTEGRATED CARE MANAGEMENT

To provide quality patient care in an ever-changing sector, Barcelona-based Santa Creu i Sant Pau Hospital replaced its outdated and disparate legacy systems with state-of-the-art technology.

“As we modernized our facility, hospital managers recognized the need for sophisticated technology that would meet future demands for patient care, teaching, and research,” according to Jordi Morell i Vilanova, computing director at Santa Creu i Sant Pau Hospital.

Santa Creu i Sant Pau Hospital is a top-level university hospital. In operation for more than 600 years, it is the oldest hospital in Spain. The hospital serves patients throughout the Catalonia region and has considerable influence in the country as a whole. In addition to patient care, Santa Creu i Sant Pau Hospital handles a broad range of teaching and research activities.

With 653 beds, the new hospital will care for more than 35,000 inpatients each year and handle some 180,000 emergency cases and 300,000 outpatients. Teaching activities include a unit of the Faculty of Medicine of the Autonomous University of Barcelona, the University School of Nursing, and participation in the Residents Internal Physicians specialist training program – as well as postgraduate courses and continuing education. The facility also publishes research studies that carry significant weight in their fields and boasts many government-subsidized projects, a variety of research grants, and a wide range of clinical trials.

OPPORTUNITIES IN A NEW FACILITY

To meet future demands for these various activities, Santa Creu i Sant Pau Hospital developed an updated systems plan following approval of construction for a new facility in 1999. At that time, the hospital had a broad range of legacy programs using different technologies that were obsolete and poorly integrated. Using a systems plan known as Project ATENEA, the hospital defined four areas for IT action. These included:

- A core system for standard care, administrative, financial, economic, and logistical applications – with basic functions for care management, patient management, medical documentation, and various economic, logistic, and human resources support
- Individual solutions for common services – with special priorities for services from the nursing, pharmacy, laboratory, and radiology departments
- An electronic patient record (EPR) to connect administrative and clinical data on a patient with information from various hospital departments
- A knowledge-management solution – with functions for accessing and sharing information via an in-house portal

The hospital evaluated system proposals from five providers for their abilities in meeting the more than 1,500 function requirements that hospital users had identified. Product functions were given a weight of 50%. Other determining factors included technology, provider assessment, and cost – with priority given to quality over price.

The hospital chose SAP for Healthcare as the best portfolio of software for its needs due to its comprehensive system integration and reliable, scalable technology. Of further appeal were the portfolio's broad range of functions – from the planning of healthcare services (including waiting lists, appointment bookings, and preadmission processes) to support for actual care processes, cost control, and financial reporting.

IMPLEMENTATION INCLUDES CUSTOM WAITING-LIST FUNCTIONS

Santa Creu i Sant Pau Hospital began to implement the accounting, fixed asset, treasury, maintenance, and logistics capabilities of mySAP™ ERP in February 2001 and rolled out these functions in January 2002. In January 2003, the hospital deployed SAP® Patient Management – with capabilities for handling inpatient admission, outpatient consultations, emergencies, a clinical history archive, and waiting-list management.

SAP worked closely with the Santa Creu i Sant Pau Hospital to extend and tailor the waiting-list management capability for the hospital's specific needs. The extended waiting-list capability, which includes pre-admission functions, is now part of the standard SAP Patient Management solution.

In addition, the hospital installed IS-H*MED – a clinical partner product with capabilities for operating room management, service request and results management, and a clinical workstation.

For knowledge management, the hospital installed SAP Enterprise Portal – which gives the medical staff access to patient data and internal information on various pathologies.

“With the implementation of SAP for Healthcare, the Santa Creu i Sant Pau Hospital has the latest technology for improving and integrating its in-house and external processes – in addition to providing the best service to its patients.”

Jordi Morell i Vilanova, Computing Director,
Santa Creu i Sant Pau Hospital

Implementation of software from other providers began with applications for services in the pharmacy and nursing departments. A second implementation phase will include outside solutions for laboratory and radiology services. All the third-party applications can be fully integrated with SAP for Healthcare through common industry communication standards.

A FULLY INTEGRATED, GLOBAL VIEW

SAP for Healthcare has helped Santa Creu i Sant Pau Hospital remain a leader in its field. With the integration of care, economic, and logistic functions in a single solution, the hospital can now simultaneously maintain information in all operational areas. SAP for Healthcare gives the entire organization a global and integrated view of the hospital’s information system and can easily adapt to ongoing changes in management strategies.

Today, the hospital can fully integrate information on patient cases; automatically collect information on medicines, supplies, and services related to the care activity; and integrate information on purchasing and consumption with its financial data. This enables a complete and accurate accounting of the cost for each patient case. In addition to supporting a centralized

purchasing mechanism, SAP for Healthcare provides analytical accounting functions that the hospital can use to conduct analyses by patient case and diagnosis-related group (DRG). SAP for Healthcare further improves the management of hospital processes by incorporating clinical documentation and service requests.

MOVING FORWARD

Future enhancements of SAP for Healthcare will provide Santa Creu i Sant Pau Hospital with additional capabilities such as:

- Electronic patient records – which will give the staff online access to clinical information and gradually eliminate paper records
- Clinical workstations – which will give the staff access to computerized prescriptions and diagnostic test requests and monitoring, as well as clinical information on patients
- Cost evaluation per patient – which will facilitate real-time analyses and economic management of all care activities
- A fully integrated information system – which will provide access to information generated at any point in the hospital and make clinical, care, logistical, and financial data available by patient and by case

In 2004, the hospital plans to implement mySAP Human Resources to manage the hospital’s human resources activities – as well as the environmental, health, and safety capabilities for occupational health in mySAP Product Lifecycle Management. SAP for Healthcare has helped Santa Creu i Sant Pau Hospital move from a department-oriented institution to a patient-centric facility that can provide state-of-the-art care while managing its business more effectively.

AT A GLANCE

SAP solution	mySAP™ ERP, SAP® Patient Management, and IS-H*MED
Hardware platform	Hewlett-Packard
Operating system	UNIX
Database	Oracle
Number of users	800

THE BEST-RUN BUSINESSES RUN SAP



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