

SAP Customer Success Story Healthcare



AT A GLANCE

Summary

The Nuremberg Clinic's implementation of the SAP NetWeaver™ Business Intelligence component enabled it to fulfill legal requirements and provided the foundation for increased competitiveness.

Web Site

www.klinikum-nuernberg.de

Key Challenges

- Increase cost-effectiveness and improve competitive edge
- Enhance flow of information between departments
- Retroactively modify bills to accommodate inaccurate admission information, for example

Project Objective

Implement business intelligence software to establish a new billing system based on diagnosis-related groups (DRGs)

Solutions and Services

SAP NetWeaver Business Intelligence, including the SAP® Business Information Warehouse component

Why SAP Solution

- Easily integrates into SAP and non-SAP software
- Enables company to leverage existing IT environment
- Supports industry-specific processes

Implementation Highlights

- Implemented SAP Business Information Warehouse in only 6 months
- Completed project within budget and on time

Key Benefits

- Improved competitive position and operational efficiencies
- Ensured precise diagnoses
- Improved billing control
- Enabled hospital to quickly and easily generate reports, supporting decision making
- Provided support for systematic expansion of profitable areas

Implementation Partner

SAP Systems Integration

Existing Environment

- SAP R/3® software, functionality now available in the mySAP™ ERP solution
- SAP Patient Management application

Database

Oracle 9.2

Hardware

Sun

Operating System

Solaris

“When IT directors have a project audited, they ask three main questions: Were the requirements met? Was the project completed on time? Was it on budget? In this case, the answer to each is ‘yes!’ ”

Helmut Schlegel, Department Head, Information Processing,
the Nuremberg Clinic

THE NUREMBERG CLINIC

Using SAP NetWeaver™ Business Intelligence to Keep a Competitive Edge

One of Largest Municipal Hospitals in Europe

With some 5,200 employees and 2,250 beds at two facilities in Nuremberg, Germany, the Nuremberg Clinic offers holistic healthcare to around 80,000 patients each year. The municipal hospital is composed of 38 departments where staff members combine expertise and knowledge to ensure early diagnosis and superior treatment and aftercare.

When Germany passed a new law requiring all hospitals to provide healthcare on a flat-rate basis, the Nuremberg Clinic went looking for an IT solution that would allow it to accommodate the new billing structure and at the same time continually increase its cost-effectiveness. It found the answer in the SAP NetWeaver™ Business Intelligence (SAP NetWeaver BI) component.

Under the German Statutory Healthcare Reform Law, the cost of care (and payment schedule) for each inpatient is determined by the type of illness and scope of treatment. The fee is based on diagnosis-related groups (DRGs) – in other words, according to the average cost of treatment among patients with similar illnesses or diagnoses. Each DRG is one of several hundred possible classifications in which patients with similar illnesses and resource use are grouped together for billing purposes.

Competition Heating Up

The new law, which was introduced to ensure cost-effective, quality healthcare, meant that hospitals had to work even harder to strengthen their position in the healthcare marketplace.

To optimally position itself, the Nuremberg Clinic wanted to find ways to increase its profit margins and identify new areas of opportunity. This meant finding an IT solution that would allow it to seamlessly manage communications between departments and ensure decision makers had up-to-date information and the tools to evaluate overall efficiency.

Precise Diagnoses

To this end, the hospital decided to introduce the SAP® Business Information Warehouse (SAP BW) component, which is a key part of SAP NetWeaver Business Intelligence. Some of its main goals were to recognize and avoid unspecific diagnoses in order to improve billing and to increase cost-effectiveness by reducing lengths of stay and optimizing treatment methods. With the business intelligence software from SAP, the Nuremberg Clinic is now able to meet its goals more effectively.

Using SAP NetWeaver BI, the hospital can flexibly structure its data for both its operational and reporting systems. And, thanks to the software's excellent performance and compression capabilities, users can easily generate reports using Microsoft Excel or a Web browser. A further plus: hospital employees can access any data they need, due to the software's simple integration with third-party systems. For example, all pertinent information (involving around 6,800 inpatient cases per month) from the SAP Patient Management application and the SAP controlling software feeds regularly into the data warehouse.

A Successful Implementation

SAP Systems Integration (SAP SI), the Nuremberg Clinic's longtime IT partner, came on board to ensure a smooth and rapid implementation. Working in tandem with the hospital's IT specialists and medical staff, SAP SI defined reports, prepared the standard content, and adapted data structures to customer needs. The team completed the project within six months.

SAP SI created seven medical reports and developed a pilot system for cost accounting. The project team also implemented capabilities that would allow the hospital to easily make retro-active adjustments – necessitated by DRG regrouping, for example.

The implementation was a success. Helmut Schlegel, the hospital's department head of information processing, says, "When IT directors have a project audited, they ask three main questions: Were the requirements met? Was the project completed on time? Was it on budget? In this case, the answer to each is 'yes!'"

High User Buy In

At present, 43 medical and 27 administrative employees use the system; 3 departmental operators produce the reports. And role-based user access ensures the right people get the right information at the right time – from doctors to those in the accounting department.

With SAP NetWeaver BI, users in the controlling department, for example, can now access comprehensive but easy-to-understand reports online – for information such as length of stay per patient, days covered by flat rate, leading DRGs and diagnoses, procedures and services rendered, bed allocation, and revenues.

Dr. Christoph Wittman, project leader of the health economics department, comments on the hospital's response to the new system: "Our staff members have embraced SAP NetWeaver BI primarily because it enables them to generate standard reports easily on their own. And, by having the ability to identify the economic consequences of our physicians' activities and analyze data right down to case level, we gain a better understanding of business necessities. Using the SAP software, the hospital can be better prepared and consequently increase our revenues."

