

## 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 have created the mobile care unit workstation 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 further 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 project that is currently at the model stage on the accident surgery unit, where the mobile care unit workstation has been in use since October 2002. Here, 25 nurses enter information regarding services rendered and diagnoses, and transfer these for further processing using mySAP™ Healthcare patient management capabilities. 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.

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In addition, the mobile care unit 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, which generates the mobile user interfaces based on open standards. In the future, 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 hand-held device.

**ACCESS TO INFORMATION FROM ANYWHERE**

"The aim of the mobile care unit work station 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 mobile care unit workstation, which is linked directly to mySAP Healthcare via a wireless local area network (WLAN).

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Claudius Metze,  
SAP Project Leader at Jena University Hospital

**REAL-TIME ONLINE PROCESSING AND EXPANDABILITY**

Jena University Hospital used SAP Web Application Server alongside mySAP Healthcare throughout the project. SAP Web

Application Server acts as the application platform within SAP NetWeaver™. All components of mySAP™ Business Suite are based on it, as well as all applications following 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 Application Server, 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 with the mobile care unit 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 diagnosis related groups (DRG) billing legislation that will come into force in 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.

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Solveig Elbinger, Member of Nursing Staff,  
Jena University Hospital