

**SAP Customer Success Story  
Healthcare**



After a highly intense evaluation process, the prestigious **Hospital Britanico de Buenos Aires (HBBA)** implemented **SAP® Patient Management** – a key application from the **SAP for Healthcare** set of solutions. The goal: to deliver better service to patients and to improve efficiency of its administrative processes. The hospital also made plans to implement **SAP Business Intelligence** to help it analyze the wealth of data captured with **SAP Patient Management**.

## **HOSPITAL BRITANICO DE BUENOS AIRES (HBBA)**

### **HBBA ONCE AGAIN CHOOSES SAP® SOFTWARE TO HELP STREAMLINE PROCESSES AND OFFER BETTER SERVICE**

On July 1, 2002, Hospital Britanico de Buenos Aires (HBBA), one of the most prestigious hospitals in Argentina – and an SAP customer since 1997 – began using a new information system based on **SAP® Patient Management**, a key application within the **SAP for Healthcare** set of solutions. This is the first implementation of its type in Latin America, although many hospitals around the world have been using **SAP Patient Management** since 1994, particularly in Europe.

“Our initial aim was to have a tool that would enable us to offer our patients higher-quality service. We wanted to modernize and speed up patient care, and make administrative processes more efficient, by improving the quality of the documentation submitted to healthcare payers and welfare-fund offices,” explains Osvaldo Mauro, director of the IT project at Hospital Britanico.

  
**HOSPITAL BRITANICO**  
DE BUENOS AIRES



HBBA was founded in 1844. It now boasts 260 beds, 3 outpatient care centers, and a health plan with 40,000 members. It also carries out important teaching work. Long-term thinking forms part of the hospital's culture. In fact, when it came time to confirm its choice of implementing SAP software, one of the hospital's most important criteria included the solution's ability to support continuous improvement. Almost 50 users participated in the highly intense evaluation process, along with a systems integration specialist, a business consultant, and the technical staff at the hospital.

Aside from qualifying the functional and technical aspects of the software, the evaluation also reinforced HBBA's strong opinion of SAP as a company. "The result of all the detailed comparative analyses carried out during the selection process can be summarized in one word: trust," declares Mauro.

HBBA implemented SAP Patient Management, which tightly integrated with the company's mySAP™ ERP Financials solution. "SAP Patient Management, which will enable us to share patient information across wards and departments, will help us meet our patients' needs far more effectively by decreasing time spent on administrative processing," says Mauro. "SAP Consulting in Argentina successfully managed the implementation and clearly understood our goals, which contributed to the project's success."

Mauro also goes on to explain that "SAP Patient Management stood out due to its reliability and flexibility. This ensured a minimum number of developments to adapt it to our requirements. Our previous experience with SAP – the implementation of the financial management and controlling solutions – was quite positive, in terms of quality of support from SAP consultants." This time around proved just as satisfying. "The solidity of the product and the provider and the seriousness and experience of the consultants inspired confidence; they stood by us during the project and after go-live," says Mauro.

The implementation project lasted a little under 13 months and was carried out using the ASAP methodology.

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*Oswaldo Mauro, Director of the IT Project at Hospital Britanico*

Once it completed the implementation, HBBA began introducing changes that had a direct impact on important administrative processes. For example, the hospital started developing the medical fees settlement functionality, which will enable some 500 physicians who work at the hospital to check the details of their accounts over the Internet.

HBBA then began preparations for the implementation of SAP Business Intelligence, which it would use to analyze data from SAP Patient Management. The hospital created the Information Management Office strictly for the purpose of analyzing this wealth of patient-related information.

One of the hospital's immediate objectives includes integrating SAP Patient Management with its main clients' online treatment authorizations system. "We will interoperate with one of the biggest healthcare insurers in Argentina, despite the fact that it uses non-SAP software," says Mauro. "Online authorization of treatments will enable better care and greater precision in the exchange of information. In the short term, we plan to use the same scheme with other companies with a similar technological base."

Mauro continues, "By taking advantage of the connectivity and security offered by SAP, we can open our system, within the limits of confidentiality, to the medical auditors of certain healthcare insurers. This will help facilitate their work and make our activities more transparent."

#### AT A GLANCE

<b>Software</b>	SAP® Patient Management, mySAP™ ERP Financials (financial administration, fixed assets management, treasury, controlling)
<b>Hardware</b>	HP UNIX
<b>Operating system</b>	HP-UX 11.0 (64 bits)
<b>Number of users</b>	130
<b>Length of implementation</b>	13 months
<b>Implementation partner</b>	SAP Consulting in Argentina

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