Case Study: Akademiska Sjukhuset - Uppsala University Hospital

AKADEMISKA SJUKHUSET

Customer Overview:

Uppsala University Hospital has extended its Global 360 File360 system to dramatically reduce file storage and retrieval costs and deliver electronic patient records to the desktop. Uppsala University Hospital, known as Akademiska Sjukhuset, is the largest in its region and is one of Sweden's most comprehensive regional hospitals. Offering treatment to patients with every kind of illness, it is Sweden's oldest university hospital, and many of its specialist research departments are among the leaders in their field.

Located in Sweden's fourth largest city, Uppsala, northwest of Stockholm, the hospital employs some 11,000 people, both on-site and in other sites across the region. The hospital's stated aim is to provide the best possible care for all its patients. This means minimizing administration costs in order to maximize the funds available to spend on medical care.

Challenges

The volume of patient records held by Uppsala University Hospital has been growing dramatically for many years. This has been a result of the decision made by the local government that each patient's medical records should be stored permanently: paper and microfilm being determined appropriate media. This ensures that a full medical history is available for each patient, for future reference.

During the 1990s, Uppsala University Hospital made a decision to reduce physical storage costs and start converting paper files to microfilm.

Solution

After researching the marketplace for a suitable solution, Uppsala University Hospital selected Global 360's hybrid File360 to create a system for indexing the paper records that were put onto microfilm. KIBI Svenska, the Global 360 Solutions Provider, was appointed to assist with implementation.

"We were very pleased with the File360 system and the implementation," said Annemieke Alenius, Project Manager and Head of the Director's Office, Uppsala University Hospital, Sweden."Once it was installed, we started putting our paper-based medical records on microfilm and indexing them using each patient's unique Personal Identification Number."

"However, our budgets only allowed for a limited number of scanning staff ," recalls Alenius. "And it was difficult to even keep up with the massive volumes of new paper documents arriving each day, let alone to reduce the volumes of old archived files."

By 2003, some 600 million paper documents were still being stored in rented document storage facilities. These required 10km of shelf space, which was costing some 20 million Swedish Crowns (c. US $2.9m) a year in rental fees and compensation for staff employed in these archives.

It was estimated that at the current rates, it would take 20 years to convert all the paper files and minimize the costs of archiving and retrieval.

The Hospital therefore looked for the best way to speed up the scanning process.

In February 2004, after carefully researching all the available options, the University Hospital again selected the Global 360's File360 product as the best solution. They decided to start scanning the patient files instead of putting them on microfilm and to implement File360 more extensively. They invested in additional scanning staff , and dramatically increased the number of users able to retrieve records, by integrating File360 and the existing Electronic Patient Record COSMIC.

Global 360's File360 system is one of the most widely used archive systems in the world.

"One of the key reasons we chose File360 is that it is a hybrid solution. You can store a range of

Challenges

Storing an estimated 600 million paper documents in rented storage facilities, Uppsala University Hospital needed a solution to convert all of their paper-based documents to a digital format in order to create electronic patient records, eliminating the storage costs and minimizing the costs of archiving and retrieval.

Solution

Uppsala University Hospital deployed File360 to discard their paper-based records and re-engineer their administrative processes, reducing their administrative costs and maximizing the funds available for patient care.

Results

The File360 solution reduced the space required for physical archiving, reduced manual file handling, protected patient records from being mislaid, and allowed for simultaneous multi-user access to patient records, which enabled the creation of a single patient administration system and a single electronic record for each patient.

file formats on a range of media in the File360 archive. It means users can manage all types of files together, whether currently paper-based, electronic or on microfilm," says Alenius.

File360 is also high volume and fully scalable. It is modular, so it can be built to meet specific requirements. It offers high security to protect system access. And it is an open solution which uses industry standard tools to ensure it can be integrated with other systems.

Global 360 Solutions Provider KIBI was again selected by Uppsala University Hospital to assist with design and implementation. "We had already worked with KIBI. We knew KIBI was already experienced with File360. And we knew the support team was good. There was already a good relationship between KIBI and Global 360. And KIBI provided more File360 reference sites than other integrators offering other products," said Alenius.

Results

The project was initially scheduled to be completed over a 5 year timescale, with 50 people working to scan in the records. However, an additional complication arose. The rented archive facilities were partly damaged by moisture and the paper files were at risk of contamination if they were not taken care of immediately, leaving them unable to be brought into the hospital.

"We quickly reduced our project timeframe to 3 years. We set ourselves a target of scanning the 600 million paper documents by Dec 31st 2006. We bought high speed scanners in early summer 2004. And we hired two IT consultants to help with implementation: a systems design expert and a microfilm expert," said Alenius. "We were also lucky to be able to recruit an extra 30 people to the scanning team by offering an internal transfer to 30 staff who had just been issued with redundancy notices. They were pleased to be able to stay during their period of notice."

The 50-strong scanning team is digitizing all the existing paper files as well as new paper documents, and is also putting these onto microfilm for long-term archiving. The paper files are then shredded.

In addition, Global 360's File360 system is being integrated with the hospital's COSMIC patient record system.

The local patient system is also being replaced with COSMIC, to create a single central patient record system for the entire region. The implementation team has brought together different types of patient records from the different departmental systems to create a single standardized medicare patient record.

The result is that authorized medical staff in any department will be able to simultaneously access records previously held on paper from within the central COSMIC administration system. This will increase efficiency and productivity. And patients will benefit from medical staff having fast and secure access to their medical records whenever necessary.

When fully implemented, the new extended Global 360 File360 system will bring significant benefits to the Uppsala University Hospital. "From 2007, the Hospital will save some 3 million Swedish Crowns in storage facility rental charges. And in addition the Hospital will begin to save on staff costs: fewer administrative staff will be needed as records will no longer have to be manually located, retrieved, passed between departments, or re-filed. So there will be more money to spend on direct health care and medical equipment and facilities."

The Global 360 File360-based system is being rolled out to every department over time, with the help of specially appointed departmental information management teams. During 2004, the number of File360 users grew to 500, with a further increase to about 1000 users planned for 2005. Uppsala University Hospital is the first hospital in Sweden to undertake complete conversion of its paper-based patient records, and this represents the largest scanning project in Scandinavia to date.

"The Global 360 File360 solution allows us to discard our paper records and reengineer our administrative processes, in order to reduce our administrative costs and maximize the funds available for patient care," concludes Alenius.

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Annemieke Alenius, Project Manager and Head of the Director's Office, Uppsala

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