



Company Details

With a market share of nearly 50 per cent, Oberösterreichische Gesundheits- und Spitals-AG in Upper Austria is the largest hospital operator in Upper Austria, running 13 hospitals – nine general hospitals and 4 specialist clinics. The gespag group employs around 8,500 staff.

Location

- Austria

Industry

- Healthcare

Business Challenges

- Optimise patient care and treatment processes
- Create a basis for effective and efficient hospital management
- Digitisation of clinical processes
- Allow real-time delivery of critical patient information

"Because of its performance, the SeeBeyond solution opens up whole new fields of application areas for us, so we'll be able to achieve things that we didn't think were possible before. This will enhance patient care and optimise the valuable resources of the hospital."

Christian Kampenhuber, manager for eGate, gespag

Business Challenges

An integrated, digital flow of information has long been the most fundamental building block for effective and efficient hospital management.

Organisations like Oberösterreichische Gesundheits- und Spitals-AG (gespag), who provide medical care in 13 hospitals in Upper Austria, are confronted with challenges similar to those faced by any other company constructing a universal communication structure across all its subsidiaries.

However, the requirements placed on an integration solution are somewhat more complex since the existing system architectures in the clinics are normally more heterogeneous due to the multitude of specialist medical systems. Furthermore, service providers in the health sector have to react flexibly to strict legal guidelines, which themselves are often subject to change.

To enhance patient care it is important to effectively use patient data and digitise the clinical processes. This allows critical patient data to be delivered, in real-time, to where it is needed by the medical professionals. It also enables the hospital to be managed and run in a more efficient manner, working on up-to-date information.

Solution Overview

gespag has banked on SeeBeyond since 1999. With 13 facilities including nine general hospitals and four specialist clinics connected to the integration platform, gespag operates the largest SeeBeyond healthcare installation in Central Europe.

The infrastructure encompasses two redundant eGate clusters in the computer centres on the Steyr and Vöcklabruck sites that ensure maximum availability. 50 subsystems are linked to the platform and there are 400 interfaces to the connected systems in total.

The massive amount of data processed by the SeeBeyond system at the Steyr hospital alone includes information on around 650 beds and 5,000 patients per day. And employee payroll accounting across the entire hospital network incurs approximately 15,000 transactions every day.

Business Benefits

One of the most important reasons why gespag chose SeeBeyond was the high availability of the integration platform. eGate's cluster-capability enables gespag to operate two independent systems creating a high-availability, fault tolerant system. This is critical as up-to-date patient data needs to be available to medical staff to optimise patient care. Lack of access to relevant data across departments can have a critical effect on treatment.

The automated flow of data not only delivers the data to the appropriate medical staff, it speeds up the processes, considerably reducing time in areas such as patient administration. Access to data also allows gespag to plan and schedule more effectively, eliminating unnecessary use of resources in areas such as bed occupancy.

Plans For The Future

gespag also plans to roll out interfaces in the individual hospitals as a part of the continued expansion of the integration solution. In addition, gespag wants to create database interfaces using the DART module to drive forward the increased integration of medical devices as well as building up the transfer of data to GPs.

The implementation of SAP, to be started by the end of 2004, is also a major factor going forwards and SeeBeyond's track record in SAP is seen as key. This will involve building up the core financial system as well as areas covering patient care and personnel management.

"The integration solution accelerates gespag's patient administration and workflow control as well as improving the coordination of their patients' medical care". **Christian Kampenhuber**, manager for eGate, gespag

Solution Overview

- Most comprehensive SeeBeyond healthcare installation in Central Europe connecting 13 facilities
- Digitisation of clinical processes
- High availability, fault tolerant system

Business Benefits

- Reduced processing time for key hospital processes in patient administration
- Improved planning, scheduling and process control eliminating for example unnecessary transport and bed occupancy times
- Real-time access to patient data enhancing patient care

Technology Profile

- SeeBeyond Components
- eGate™ 4.5

Integrations

- Patient Administration Systems (PAS)
- OP-management & documentation
- Medical documentation
- Laboratory data

Sizing

- 50 subsystems
- 400 interfaces

Hardware OS

- HP Tru 64
- Unix-Cluster