

Using 360° in South-Eastern Norway Regional Health Authority A Shared Case and Archiving System for the Entire Health Care Region

Health South-East is Norway's largest regional health body, with eleven hospital trusts and approximately 65,000 employees providing specialist services to a population of about 2.7 million residents. The hospital trusts will now use 360° as their everyday tool for case management, archiving, information management and collaboration.

Until now, the hospital trusts in the region used a number of different case and records management systems. By consolidating, standardising and synchronising the use of cases and archives in the region, South-Eastern Norway Regional Health Authority expect to see significant benefits in terms of competence, quality and cost.

"We are pleased to set in place a regional agreement with Software Innovation which can be used across the board by our trusts," says Steinar Marthinsen, CEO of South-Eastern Norway Regional Health Authority. "We aim to increase the number of shared applications. Public 360° will simplify our working procedures, reporting routines and case management, increasing daily efficiency for employees in the hospital trusts."

Increased efficiency at every level

The different hospital trusts have a vested interest in using shared applications, due to their need for the efficient exchange of information and knowledge with minimal use of resources.

With Public 360° as the common system for records management, case and information management across the hospital trusts, the flow of information will improve. This in turn gives increased security in the treatment of patients. The synchronisation also means that resources can be used more efficiently and costs reduced. For example, implementation, operational and maintenance costs are all lower than when the trusts introduce systems separately.

"Public 360° improves efficiency in many areas, such as a reduction in the amount of time wasted when locating documents, the elimination of unnecessary double saving of data and a reduced quantity of unnecessary emails. In addition, there are real benefits to the environment involved in making the transition from paper-based solutions to digital archiving and case management," says Anne Grethe Tangnæs, special advisor for ICT at South-Eastern Norway Regional Health Authority.

Product: 360°
Vertical: Health Care



About Health South-East:

Health South-East is Norway's largest regional health body, with eleven hospital trusts and approximately 65,000 employees providing specialist services to a population of about 2.7 million residents. The health body's turnover in 2009 surpassed €6 billion.

Associated hospital trusts:

Akershus University Hospital, Oslo University Hospital, Vestfold Psychiatry, Sunnaas Hospital, West Viken, Vestfold Hospital, Innlandet Hospital, Telemark Hospital, Østfold Hospital, Sørlandet Hospital and the Hospital Pharmacies.

Public 360°:

After reaching an agreement with Software Innovation, South-Eastern Norway Regional Health Authority's hospital trusts will now use Public 360° as their everyday tool for case and document management and archiving.

- Case management with workflow solutions
- Records management and archiving
- Document management including email

Using 360° in South-Eastern Norway Regional Health Authority A SHARED CASE AND ARCHIVING SYSTEM FOR THE ENTIRE HEALTH CARE REGION

Increased quality in case management

Health workers know how difficult it can be to stay on top of the magnitude of current casework. It can be difficult to maintain an overview of who sent the case, where it should be dealt with, who needs to be told about it and who is responsible for treatment.

"With the help of 360°, we hope to increase the quality of case management. This is achievable through a clearer overview of the individual cases that are up for treatment, better predictability in case management, as well as a simpler follow-up process. Shared access to documentation for each case also reduces the dependency on certain individuals within the organisation," Tangnæs points out.

Public 360° contains tools for generating and presenting statistics and reports. These offer answers to questions about workloads in the departments, distribution of work per employee and the number of completed, current and untreated cases. These tools also monitor development and trends over any given period of time and allow the user to compare these statistics with earlier data.

Improved internal and external service

Public bodies have gradually started using the Internet as the natural channel for dialogue with residents and it has become increasingly common for different departments to collaborate electronically.

"The implementation of Public 360° will free up time which can be used to look after patients, while the increased accessibility of data means that information can be given faster and with the right level of detail. The possibilities for the region's health trusts to exchange documents internally will increase, as will the public's access to information," says Tangnæs.

"There are numerous benefits to be had when developing and implementing a standardised application for all the hospital trusts. Public 360° will also help us to meet government requirements and the NOARK 5 standard in a simple way."

Steinar Marthinsen, CEO of Health South-East



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Built on the SharePoint platform

Public 360° being built on the Microsoft SharePoint platform was an important factor in choosing South-Eastern Norway Regional Health Authority's new case and records management system.

Public 360° lays the foundation for the opportunities created by digitalisation in terms of collaboration and new ways of working. The application is built on Windows SharePoint Services, which allows for unique possibilities to establish new working methods both internally and externally. It is easy to create a shared workroom in which components such as group calendars, discussion rooms, task lists, surveys, wikis, blog and local document libraries can be accessed.

Integration between systems

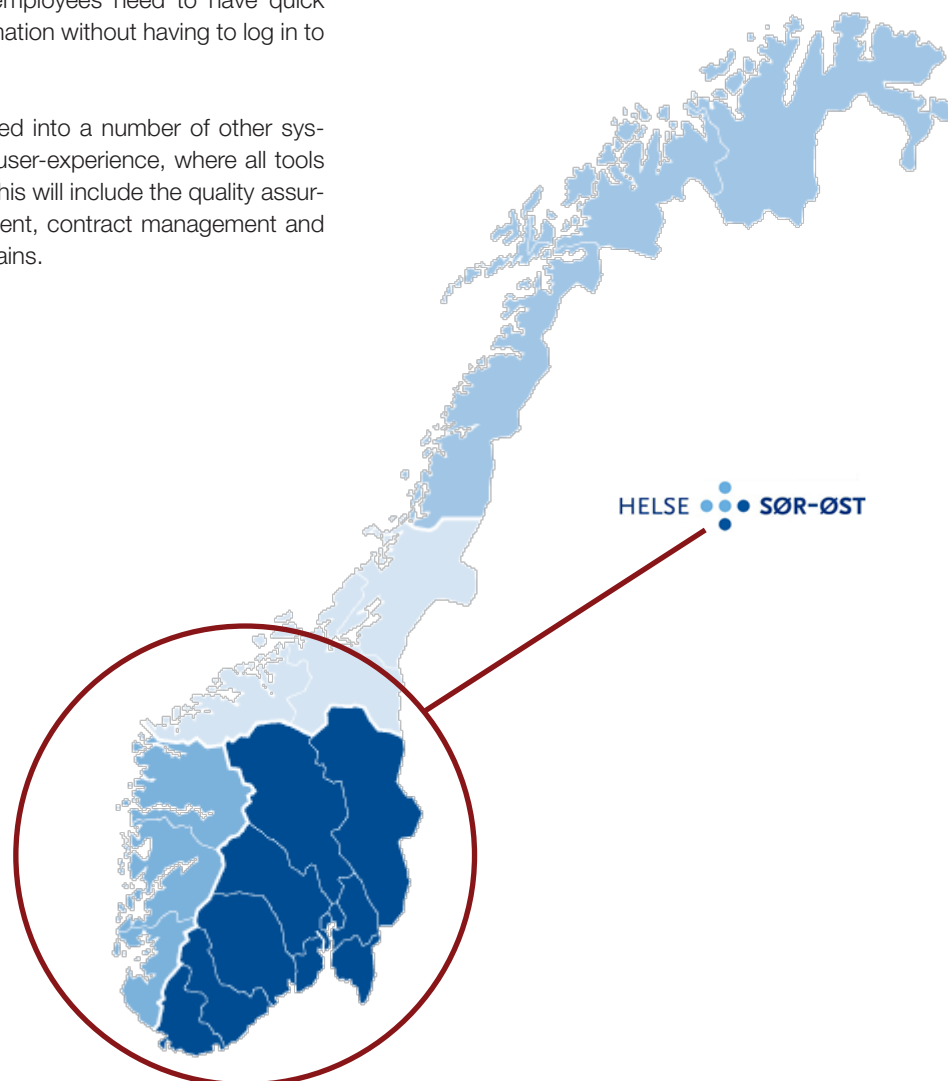
Integration between different systems is a decisive factor for South-Eastern Norway Regional Health Authority. They need to be able to work through a collaborative network where information from different systems can be accessed by many different user-groups. The employees need to have quick and efficient access to information without having to log in to many different systems.

"Public 360° will be integrated into a number of other systems to ensure a complete user-experience, where all tools are gathered in one place – this will include the quality assurance system, risk management, contract management and HR systems," Tangnæs explains.

Low user threshold

Public 360° gives employees lower user threshold than other systems. The fact that the system is fully integrated with Microsoft SharePoint and Office simplifies the user-interface and makes it possible for users to continue to work in familiar environments. Outlook, Office, SharePoint and case archives are elegantly combined into one unique application. At the same time, Public 360° builds on the idea that every user of a case and document management system has different needs and tasks and therefore benefit from role-specific interfaces.

"Public 360° will be integrated into the working process, so that, for example, incoming emails and cases can be received, forwarded, answered and saved through a single interface. This will create a better working day for case workers and managers," says Ole Johan Kvan, Executive Vice President of West Viken Hospital Trust.



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A typical working day in a hospital trust

- 8500 employees
- 6 large hospitals
- More than 50 locations where treatment is offered
- 5-8 meetings every day
- 60 clinical departments
- Increasing need for collaboration with other hospitals, local government, patient organisations and the media

Information Management:

- Case archive
- Catalogue-structured file servers
- Catalogue-structured individual hard discs
- SharePoint homepages
- Intranet
- Calendar
- 50-80 new emails every day

There is an urgent need for a good application for case and information management, archiving and collaboration.

Requirements in Hospital Trusts:

- An overview of the increasing volume of information
- Efficient search functions and the ability to locate documents easily
- Increased collaboration and knowledge sharing
- An overview of the large volume of unstructured information (e.g. email)
- Protection of sensitive information
- Increased supervision and compliance

Benefits of Public 360°:

- Increased quality and efficiency in case management
- Good information sharing and documentation leads to better service
- Better management and organisational supervision
- Simpler to search for and relocate information
- Breaking down knowledge silos and ensuring easy sharing of important information
- Increased public transparency
- Support for journals, archives and case access to meet external requirements
- The transition from paper-based to digital solutions facilitates a more environmentally friendly operation
- Better competency and knowledge sharing between employees
- Recognisable interfaces lower user threshold (Office, Outlook)
- Capacity for development
- Flexibility
- Reduced risk, owing to better documentation and the quality of information

With its 300 employees, Software Innovation is one of Northern Europe's leading software vendors for case and document management, collaboration and process management. The company has been helping organisations in the private and public sectors to control, manage and share information and documents for over 25 years.