

# ELO Customer Reference

St. Joseph Hospital Bremerhaven

ST. JOSEPH-HOSPITAL  
BREMERHAVEN



reference

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## Time saved, and satisfied staff

### Instant availability of all relevant data



*"The greatest benefit for the individual staff has to be the short times needed to retrieve data from ELO via KiS."*

Dr. Poppinga,  
Project Manager and Medical Controlling Manager,  
St. Joseph Hospital Bremerhaven

The St. Joseph Hospital uses the combination of ELO<sup>professional</sup> and KiS to provide fast centralised availability of information. Existing patient files were quickly and securely digitised and microfilmed. All authorised employees now access medical documents such as diagnostic findings, letters, images or records centrally via ELO. Staff can access the data in ELO directly from KiS. The hospital saves time and builds staff satisfaction.

The St. Joseph Hospital in Bremerhaven is run by the St. Francis Foundation in Münster. The hospital's mission is to work and care for sick, handicapped and old people. A challenge that the staff face afresh every day. With the latest technology, great expertise and above all with humanity. It is natural for the hospital to treat patients with the latest and best medical methods and to make expert use of the various treatment methods and procedures.





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## Successful implementation thanks to industry knowledge

### Overview

Country: Germany  
Industry: Healthcare

### Company

The St. Joseph Hospital in Bremerhaven is run by the St. Francis Foundation in Münster. The hospital's mission is to work and care for sick, handicapped and old people. It is natural for the hospital to treat patients with the latest and best medical methods and to make expert use of the various treatment methods and procedures.

### Challenge

- Central electronic availability of patient files
- Connection to KiS
- Digitising of the existing documentation

### Solution

*ELOprofessional* is connected to KiS via the **ELO business partner** interface. Existing files are digitised retroactively. Current files are scanned in monthly batches and made available immediately.

### Benefits

Within a second, the file is displayed to the user, in excellent quality, at any time and from any workstation. Huge time saving with central availability of information. High degree of transparency as it is possible to see at any time who processed which file and where and when they did so.

### The right decision

At the beginning of 2007, the St. Joseph Hospital decided to introduce an Enterprise Content Management (ECM) solution. After evaluating a number of ECM products, the decision was made to take *ELOprofessional*. Apart from the experience of the **ELO business partner** in this area, the deciding factor was the prospect of using **ELO** to deploy an ECM system that would not only hold the patient files but also allow other archives to be developed. The technical implementation of the solution on-site went smoothly according to plan.

The project staff were especially impressed with the know-how of the **ELO business partner**, who met all the customer's expectations with the new ECM system, both in terms of expertise and in the way all the changes were handled. The customer was also won over by the price-performance ratio offered by the overall package.

### Centralised fast searching

Before the start of the project, all the files were physically in one place, in paper form. Staff were often taken up with searching for files, which took a huge amount of time and effort. Since the introduction of the ECM system, every file can now be quickly retrieved directly via KiS. The necessary information is available not only fast but also transparently. The user training also impressed the customer, as the relevant staff were familiarised with the new system in a very short time and in an informative way.



## Digitising existing files

The existing patient files from two past years were quickly and easily digitised. The current files, also in formats up to A2, some of them in colour, are scanned in monthly batches and made available immediately. The **ELO business partner** has introduced a standard index, significantly improving the file structure. The priority in the implementation was to integrate the systems already in use.

## Measurable added value

“The greatest benefit for the individual staff has to be the short time needed to retrieve data from **ELO** via KiS”, says Dr. Poppinga. Within a second, the file is displayed to the user, in excellent quality, at any time and from any workstation. The resulting gain in time is measurable in financial terms and the human effort saved also produces greater satisfaction. All authorised employees now access medical documents such as diagnostic findings, letters, images or records centrally via **ELO**. The electronic patient file provides the available information in a manageable form. It is also possible to see at any time who processed which file and where and when they did so. “The full-colour display of the documents is impressive and the quality is almost better than the original”, continues Project Manager and Controlling Manager Dr. Poppinga.

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## Benefits across departments

### Outlook

The St. Joseph Hospital plans to extend the project, and the scalability of *ELOprofessional* is ideal for this. A further enhancement is to be made to the document routing process within the hospital: personnel files, medical controlling, general administration etc. are to be integrated into the ECM system. This will then make work easier in these areas, allowing as many staff and departments as possible to benefit from the effective work processes, and ultimately, this will be to the benefit of the patients.