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Legal conformity and data security

Saving time and costs with the digital patient record



“With ELO, simply by dispensing with the paper archive we save considerable administration costs. However, the greatest advantage for day-to-day work lies in the fast and clear availability of information.”

Gerhard Hausleitner,
Project Manager at Klinikum Ansbach

With ELO^{professional}, Klinikum Ansbach is implementing a digital patient record. Information is now available to staff quickly and centrally in the electronic archive. A complete general modernisation and reorganisation of the medical records archive is being achieved with the ELO business partner. Klinikum Ansbach is benefiting from cost-effective and legally compliant administration processes.

For over 30 years, Klinikum Ansbach has been combining up-to-date medical expertise, a high humanitarian standard and the creation of a trusting and safe environment in which to impart advice. “Our mission is your wellbeing!” is the guiding motto of the Ansbach team which finds itself at the service of the patient every single day. Klinikum Ansbach is a joint municipal enterprise of the town of Ansbach and the Ansbach rural district. With its 14 clinics and institutes, the enterprise has 431 regular beds altogether (incl. dialysis) and 24 beds for short-term care.



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Holistic approach and optimum integration

Overview

Country: Germany
Industry: Healthcare

The company

Klinikum Ansbach is a joint municipal enterprise of the town of Ansbach and the Ansbach rural district. Altogether with its 14 clinics and institutes, the enterprise has 431 regular beds (incl. dialysis) and 24 beds for short-term care.

Challenge

Introduction of an electronic archive with a view to dispensing with the physical medical records archive. Connection of the hospital IT environment (KIS and HL7 standard) to the DMS.

Solution

Introduction of **ELOprofessional** by the **ELO** business partner and seamless integration into the clinical centre's IT environment. Introduction of the electronic patient record. Retrospective digitisation of 50,000 records. Medical documents (diagnostic findings, letters, images etc.) are located centrally in **ELO**.

Benefits

High cost saving as a result of dispensing with the physical archive. Central and fast information availability for staff. Compliance with legal requirements.

The challenges of today

A first-rate hospital must be well organised as this is the only way to guarantee that patients receive optimum care. Here the administration departments face the challenges of saving time and being cost-effective and, above all, complying with statutory requirements. These include, for example, the retention of patient records and technical and commercial records for up to 30 years. The clinics' archives are therefore constantly growing and causing high administration costs. On top of this, searching for information in the archives is often a lengthy process. In some cases, multiple or incomplete versions of documents are saved.

Introduction of a document management system (DMS)

Klinikum Ansbach recognised at an early stage that paper archives no longer meet today's requirements. In view of data protection and the Hospital Act [Krankenhausgesetz] in particular, the decision was made to no longer archive any new patient records in paper form in the future. The aim was to introduce an electronic archive. Klinikum Ansbach looked at archive solutions from the industry but opted for the **ELOprofessional** document management system produced by ELO Digital Office GmbH.

The comments of the project manager Gerhard Hausleitner on this are as follows: "In addition to the ease of use of the program, we were particularly impressed by the possible integration of other archives from IT, HR, Procurement etc. in **ELOprofessional** because with this we are investing in a future-proof solution for our establishment. We were also impressed by the **ELO** business partner's extensive industry knowledge in the hospital sector."



Holistic and future-proof project plan

Prior to the start of the project in May 2007, the **ELO** business partner created a detailed conceptual plan. In the course of a general modernisation it was necessary to clear out and restructure Klinikum Ansbach's medical records archive. In order to avoid high storage and rental costs for external storage of patient records and X-ray films, a holistic approach was adopted. Once the space and personnel resources were determined, the past and future archiving were integrated into a future-proof concept.

Seamless integration of the KIS and HL7 standard in ELO

In the first step, *ELOprofessional* was integrated into the hospital environment via the KIS2ELO and HL7 interfaces. It only took the **ELO** business partner three project days to fully integrate **ELO** into the IT environment. "This demonstrated to us in an impressive way that the introduction of a DMS, particularly in the case of patient records, does not have to be either expensive or time-consuming", enthused Gerhard Hausleitner.

3,500 metres of files of medical records and X-rays were sorted into a new archive with improved filing criteria in the space of 14 days. The empty archive was handed over on schedule on the specified date although the project started without any preparation time.

Clear, central and legally compliant

All authorised employees now access medical documents such as diagnostic findings, letters, images or records centrally via **ELO**. Everything is clearly set out in the electronic patient record. It is possible to see at any time who processed which file and where and when they did so. In addition, **ELO** documents the process cycle and lifecycle of an item of information in full so that the clinical centre reliably and easily fulfils its documentation obligation.

"With **ELO**, simply by dispensing with the paper archive we save considerable administration costs. However, the greatest advantage for day-to-day work lies in the fast and clear availability of information", said Gerhard Hausleitner.



Fast and easy training of employees

The overall concept also impressed in terms of user training. 200 users were familiarised with the system in a very short space of time through information events, with the help of customised teaching material and in hourly training sessions.

Digitisation of retrospective years

In parallel to clearing down the central archive, 50,000 retrospective records were handed over to the **ELO** business partner for digitisation. In addition to the transfer of existing indexes for subsequent mapping in the **ELO** archive, a wide range of forms were also digitised along with existing colour photos. The records to be digitised could be accessed at all times. Klinikum Ansbach benefited here from the extensive project experience of the **ELO** business partner, who transferred all the production data online for the clinical centre directly into the DMS archive. In this way, an immediate transfer of the data over secure connections was achieved and the clinical centre did not have to provide any additional staff for imports.

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Gerhard Hausleitner,
Project Manager at Klinikum Ansbach



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Efficient organisational processes

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Gerhard Hausleitner,
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Setting up in-house digitisation

The patient records that are available in digital form significantly reduce the burden on the employees from the medical records archive. It therefore made sense to use these resources in the future for in-house digitisation. As a service-oriented company, the ELO business partner provided Klinikum Ansbach with all the equipment and advised it on the purchase of hardware. The workstations were set up in accordance with the necessary standards and the employees were trained so that all scanning is now carried out in-house by the clinical centre's own employees.



Reference

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Outlook

„The profound knowledge of the ELO Business Partner in the field of hospitals impresses us immensely.“

Gerhard Hausleitner,
Project Manager at Klinikum Ansbach

Expanding the Document Management System for the entire Clinical Centre

From the very beginning, the project group of the Klinikum Ansbach focuses on a central archive and document management system. With **ELOprofessional**, Klinikum Ansbach could archive documents in all sections. Whether patient records, construction documents, accountancy or personnel files: The digital Klinikum Ansbach is no longer a vision for the future, but will be expanded step by step.