

Operating like Clockwork at Odense University Hospital

Capgemini's bookplan helps the hospital increase operations undertaken by 20%, bringing benefits for patients and staff.

The Situation

The Gynecology-Obstetrics department at Odense University Hospital, Svendborg (OUH) employs 19 doctors and performs 1,800 operations annually, of which 500 are at central operating unit. Effective use of a central operating unit requires optimal coordination of staff, equipment and rooms across the various specialized departments.

However, the department was relying purely on manual, paper-based calendars to coordinate its busy schedule of appointments and operations. Although the hospital staff had become expert in managing this system, it necessarily resulted in some inefficiencies. Changes made to a schedule in one place (for example to accommodate an emergency case) would not be reflected in other parts of the hospital without immediate communication between many staff. With the hospital under pressure to maximize efficiency, a smarter solution was required.

The Solution

Staff at OUH surveyed the scheduling tools in use in other hospitals across Denmark and Sweden and decided that Capgemini's bookplan was the best suited to their needs.

Bookplan has over 10,000 daily users in nearly 250 departments in Denmark, making it the most widely used system for scheduling treatment in the Danish health services. It handles the workflow that supports complex interdisciplinary planning, monitoring and execution of surgery. Bookplan's large screen solution provides interactive graphic representations of the operating schedules which replace conventional methods such as whiteboards.

The system can be configured to schedule appointments intelligently according to the



People matter, results count.

working methods of any department, but also allows staff to change statuses and schedules on screen with their fingertips, to be reflected to their colleagues across the hospital system in real time. By integrating the operating schedule and workflow with the electronic health records (eHRs) of patients, bookplan makes all of the key data readily available to practitioners.

The Result

After approximately five months of preparation, bookplan went live in OUH on January 12, 2009. It has been running smoothly ever since, and OUH still has a maintenance agreement with Capgemini. The results speak for themselves:

- Four operations every Monday has become five most weeks, with the same resources. That is at least a 20% increase in capacity with no added cost.
- The number of telephone calls has fallen drastically, because everyone can read a patient's status via a monitor.
- Family members receive information more quickly, as their calls do not have to be transferred.
- Patients have the benefit of being able to choose their appointment times from the earliest stage in their treatment, thanks to better transparency and coordination of resources.

Capgemini configured the system to the requirements of the department at OUH, and provided change management support to ensure a successful implementation.

How Odense University Hospital, Svendborg and Capgemini Worked Together

Capgemini mobilized a small team of four resources, including a project manager, to deliver the implementation at OUH. The scope of their work included development of the interface between bookplan and the electronic health records, system configuration, testing, change management and user training.

At OUH, Capgemini worked closely with Jan Schou, M.D. and Head of Department, Gynaecology-Obstetrics, who was excited when the management decided to adopt bookplan in Svendborg. Jan Schou's commitment helped ensure

a very quick return on invested time and money. His experience was used, for example, to configure the systems optimally, so each type of operation was time-estimated correctly according to the work procedures in effect locally at OUH. His knowledge of the installations in the different operating rooms, and the co-dependencies between procedure, equipment and skills proved invaluable.

Collaborative workshops were held to capture input on the configuration of the system from staff at all levels in the hospital. Capgemini's implementation consultants established the configuration groups so they were broadly composed, with premedicine, procedure and recovery all represented. This approach helped to build

commitment and ensure that the compromises reached were viable - something that Jan Schou's active participation in all the groups also helped stress.

As well as analyzing the best way to automate the manual scheduling processes through the configuration of the system, the change management effort delivered training for all users, and gave a group of superusers the skills and knowledge to make changes to the system setup independently of Capgemini going forward.

Capgemini continues to have a maintenance agreement with OUH, as it plans to extend bookplan to other departments in 2011.



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Rightshore®, which aims to get the right balance of the best talent from multiple locations, working as one team to create and deliver the optimum solution for clients. Present in more than 35 countries, Capgemini reported 2009 global revenues of EUR 8.4 billion and employs over 100,000 people worldwide.

More information is available at www.capgemini.com

Health Sector
Application Development and Maintenance
Bookplan

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Odense University Hospital (OUH) is the largest and most specialized hospital in Southern Denmark. Measured on beds, OUH is also the largest total hospital unit in Denmark.

OUH acts as the local and emergency hospital for the island of Funen, but receives patients from all over the Region of Southern Denmark. In addition to this local function, the hospital has national

expertise within hand surgery, vascular diseases, cancer, diabetes, infectious diseases, transplants of fingers and hands and special neuro-radiological interventions. OUH conducts extensive research, and annually trains more than 2,500 students as part of either graduate or postgraduate education. The hospital is situated in two locations in Odense and Svendborg. The two locations will be replaced by a new large university hospital which is expected to be completed in 2015.

More information is available at www.ouh.dk/wm122110