Region Skåne Puts Patients on the Fast Track to Recovery

Capgemini collaborates with SYSteam Health & Care to simplify the region's patient care coordination and planning

The Situation

Patient care following a hospital visit requires a lot of coordination and planning. This planning spans many organizations, including hospitals, municipalities, primary health care centers, and private units. The process also involves a range of professionals including doctors, nurses, therapists, and administrative personnel. Overall, some 200 organizations are involved in the planning process, and it must be possible for them to exchange information on patients securely. Region Skåne - a Swedish county council - wanted to simplify this entire procedure. It was looking to improve its patient care planning system in a bid to reduce administrative costs by half, while making patient information more secure.

The Solution

Capgemini worked with SYSteam Health & Care to develop a user friendly solution that made the patient care planning process both faster, and more secure. The new system enabled confidential patient information to be viewed by all relevant players in the process, whether in private or municipal organizations, or in the county itself. The solution finally implemented was so intuitive that the medical practitioners using it required only a minimum of training. More importantly, the solution formed the foundation for Region Skåne's implementation of Service-Oriented Architecture (SOA).

The Result

As a direct result of implementing the solution, the huge cost of Patient Care planning and administration is expected to be significantly reduced.

"We've never seen such a good looking system before at Region Skåne. The municipalities have also been pleased that the system requires little training, thus reducing the demands on front line staff."

Annika Rönnberg, Project Manager, Skåne Regional Council

People matter, results count.

Patient information is now protected on a role/unit level, ensuring that only the right personnel have access - which is logged - thus enforcing higher levels of patient security. Moreover, the SOA platform that was part of the delivery is now being used for several other applications at Region Skåne, thereby adding more value.

How Region Skåne and Capgemini Worked Together

Capgemini worked collaboratively with SYSteam Health & Care to ensure this project for Region Skåne was a success. Both companies worked as one team at two locations -Malmö and Uppsala. The joint team benefited from extensive expertise within the health sector and technical proficiency, especially in the areas of architecture and usability. Capgemini used its knowledge from similar projects to ensure infusion of industry best-practices into the solution, and the company's Rightshore® experience helped the team to work seamlessly with the partner - SYSteam, who were located remotely.

Capgemini's Collaborative Business Experience™ (CBE) approach ensured that members of staff from Region Skåne were in sync with the work undertaken by Capgemini and its partner. The latest version of the product was demonstrated to Region Skåne stakeholders at regular intervals in order to ensure that the end result met their specific requirements. All this was achieved while mitigating project risks. The collaboration led to a better relationship with the client and improved understanding of their needs.

Capgemini also brought to work the company's 'You Experience,' which included capabilities that improved the way Region Skåne used information systems and helped them to personalize and individualize the experience of their users. As a result, the user interface looked straightforward, felt intuitive, and was user-friendly.

Capgemini used workshops and Rapid Design & Visualization (RDV™) to understand the client requirements quickly, and created an initial usability design. Within the Rational Unified Process (RUP) framework, Capgemini followed an iterative, incremental development process similar to SCRUM, which is better suited for developing user friendly web solutions, especially for customers who are not familiar with buying custom solutions. Iterations lasted for two to three weeks each and ended with a client presentation.

In a pilot exercise conducted by the client, most users who responded thought that the system had high usability – a remarkable result considering that the system was completely new. Running since 2008, the project is now in Application Management mode, managed by Capgemini and SYSteam in continued partnership.

About Capgemini and the Collaborative Business Experience™

Capgemini, one of the world's foremost providers of consulting, technology and outsourcing services, enables its clients to transform and perform through technologies. Capgemini provides its clients with insights and capabilities that boost their freedom to achieve superior results through a unique way of working, the Collaborative Business Experience™. The Group relies on its global delivery model called 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 40 countries, Capgemini reported 2010 global revenues of EUR 8.7 billion and employs around 110,000 people worldwide.

More information is available at **www.capgemini.com**

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In collaboration with

SKANE

Region Skåne, or Skåne Regional Council, is the self-governing authority of Skåne, the southernmost county of Sweden.

The headquarters of Region Skåne's management are situated in Kristianstad. The highest decision-making political body within Region Skåne is the Regional Council with its 149 members who are elected every four years by the inhabitants of Skåne in a general election.

For more information, please visit: **http://www.skane.se/**