

Full Time Access to Medical Support Thanks to New System

In collaboration with The Swedish Association of Local Authorities and Regions (SALAR), Capgemini developed and rolled out a support system for health care advice

The Situation

For many years, the Swedish healthcare sector has aspired to have a consistent and efficient system for telephone advice that was integrated across the entire country. Earlier, all counties had different, disconnected systems, with medical content written and maintained in each county. At peak times, it was impossible to move calls to other counties to manage higher workloads more efficiently. A totally integrated system, with a single national number, would allow medical information to be shared, hand over calls and give the entire population quick and easy access to qualified medical support.

The Solution

In collaboration with SALAR, Capgemini developed a medical content information system to support the nationwide chain of contact centers. Since rollout of the system, Capgemini has been entrusted with Applications and Infrastructure Management. This includes overall responsibility for user support through a collaborative partnership with a subcontractor.

The Result

The development of the system is the first step towards full time access to advanced and quality controlled medical support for all citizens in Sweden. The target is a maximum waiting time of three minutes. Helping citizens to find the right level of treatment instead of, for instance, expensive emergency care, allows the country to improve the availability of better health care in a secure, cost-efficient manner.

How SALAR and Capgemini Work Together

The aim of Swedish healthcare is for the whole population to have access to good health care services on equal terms. The Swedish Association of Local Authorities and Regions and the Ministry of Health and Social Affairs both work to improve care for Swedish citizens along with cost savings and efficient use of resources.

“With Capgemini's help, Sweden can offer high quality health care at the right time and cost that is available at all times, securely.”

Jonas Ekberg
CIO, SALAR
Swedish Association of Local
Authorities and Regions



One aspect of this was to improve accessibility to health care and health support via an integrated system for telephone advice that was available throughout the country. This was established as an important goal.

In 2003 Capgemini developed a pilot system for health care advice, investigating an interactive support system, identifying products needed for the solution, designing a graphical interface and specifying requirements of the telephone system and its functionality. The success of the pilot, together with confidence in Capgemini as supplier, prompted SALAR to ask Capgemini to help develop and administer the new system.

When the project started, both partners had an ambition to create the best system in the world for health care advice. At that time, each county had its own system solution and the nurses had to seek information in different databases and manuals. The new system is built on a database of medical content and includes telephone, medical case-book and medical dictionary, address book and information portal – everything in the same place and developed especially to support the exchange between nurse and patient.

The system was created at Capgemini's Advanced Development Center at Stockholm in close collaboration with future users. It comprises Microsoft SharePoint Portal Server, SQL Server and Windows Server 2003. Using Microsoft products integration has been easy. Another reason to build the system on Microsoft products was the great competence for both development and system management. Support for standardized XML Web Services has made it possible to create an open, flexible system design that is easy to administer. With SharePoint, SQL Server and Windows Server, it is possible to adapt the system to meet special needs of specific users.

Since system roll-out, Capgemini is responsible for Applications and Infrastructure Management, coordinating with EDB Business Partner for the latter. As part of the service, Capgemini administers a Contact Center for user support. Telia, the Swedish telecom provider, is responsible for the telephone system.

With full time access to advanced, quality-controlled medical support by telephone, handled in a consistent and efficient way, it is possible to help citizens to find the right treatment and at the same time save money. Through an overflow function, workloads can be shared between healthcare personnel for optimal use of resources. The system can easily be adapted to offer the service in different languages and/or specialist knowledge. Nurses who have worked with the system are very positive. It helps them to ask the right questions to identify symptoms and offer sound qualified advice. Overall, the system simplifies sound guidance and judgment, supported by effective documentation.

Capgemini helped SALAR and The Ministry of Health and Social Affairs to take the essential first step towards health care provision throughout Sweden and steer a path to turn vision to reality. With each council electing to join, the system has been implemented in Gävleborg, Kronoberg, Jämtland, Skåne, Uppsala, Östergötland and Dalarna. The project also has created a lot of international interest including Spain and the UK. Sweden enjoys an enviable position for future collaboration beyond its borders and an international sharing of expert knowledge for healthcare advice.



About Capgemini and the Collaborative Business Experience

Capgemini, one of the world's foremost providers of Consulting, Technology and Outsourcing services, has a unique way of working with its clients, called the Collaborative Business Experience. Backed by over three decades of industry and service experience, the Collaborative Business Experience is designed to help our clients achieve better, faster, more sustainable results through seamless access to our network of

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Capgemini Sweden
Public Sector / Healthcare
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Applications Management

Approved by:
Jonas Ekberg, CIO, Swedish Association of Local Authorities and Regions (SALAR)

In collaboration with



The Swedish Association of Local Authorities and Regions represents the governmental, professional and employer-related interests of Sweden's 290 local authorities, 18 county councils and two regions. The Association and the Federation strive to promote and strengthen local self-government and

create the best possible conditions for the work of members. Their activities are largely financed by membership fees.

The work of the Ministry of Health and Social Affairs covers basic welfare issues and a broad policy field—economic security, social services, health and medical care, public health and the rights of children and people with disabilities. The main task of welfare policy is to reduce the gaps between different groups in society while offering people security and the opportunity for development.