

GGZ Nederland Stimulates Innovation in Behavioral Healthcare Sector

Capgemini Consulting develops the Reference Model for an Electronic Health Record System

The Situation

GGZ Nederland, the branch organization of the behavioral healthcare sector in the Netherlands, was keen to use innovative technology in the area of Electronic Health Records (EHRs). Behavioral health care includes psychiatric and psychological treatment, as well as addiction and residential support. Providers of behavioral health care were disappointed in the EHR products their vendors delivered to them, due to factors including governmental interference, outdated applications, and high entry barriers in the institutions involved in the healthcare sector.

At the same time, the need for the implementation of modern EHR products was seen as a key strategic imperative for behavioral health institutions to address the increasing pressure on price, transparency, and health outcomes of the care provided.

The Solution

In order to tackle these problems, and to stimulate innovation, GGZ Nederland wanted to develop a model which

contained joint demands and wishes from the field concerning EHRs. This model, called the Reference Model for an Electronic Health Record (or REPD), consists of a common representation of the processes in the behavioral healthcare sector and their consequences for IT support in terms of a detailed set of requirements. The development of the REPD was accompanied by a communications plan to raise awareness and an elaboration of strategies to achieve the overall objectives of GGZ Nederland.

The Result

The project resulted in a Reference Model for an EHR which has already been used by some healthcare organizations in the behavioral healthcare sector – helping them select a suitable software package. Furthermore, vendors are enthusiastic about the model and are using it for adjustments to their applications to make them more relevant to their clients. In

line with the strategies developed, GGZ Nederland initiated a comparison study of available EHR applications on the Dutch market, published in 2009, based on the Reference Model. Also, a joint procurement process has been carried out by a group of large behavioral health institutions, using the Reference Model as a starting point. As a result, four vendors have been contracted in 2011 to deliver extended solutions that conform to the joint requirements of the sector.

How GGZ Nederland and Capgemini Consulting Worked Together

Capgemini Consulting was chosen as the partner in this project for its experience in the healthcare IT sector, and because it proposed to use the international standard HL7 EHR-S Functional Model as the basis for the IT requirements.

“The collaboration with Capgemini Consulting was very good because of their knowledge and experience and jointly attaining the result.”

Stephan Valk, RA,
CEO, Parnassia Bavo Group,
Chair of the REPD Steering Committee



The goal of this project was to develop a joint path to innovation in the area of IT in the behavioral healthcare sector. Key challenges in the project were gaining agreement on a common process model and functional requirements, as well as crafting a joint strategy with sufficient executive support from participating institutions.

The solution was achieved via three streams:

Stream 1: Strategic Exploration GGZ Nederland and Capgemini Consulting together formed a steering committee to propose some strategic options; and subsequently organized two strategy workshops in which scenarios were developed and discussed by branch members. The members included representatives from the GGZ Nederland standing committee on Information Management, to provide support.

Stream 2: Model Development An initial process model was proposed, covering 70% of activities in the behavioral healthcare sector. A demonstration of this model was carried out via process workshops where several healthcare professionals and managers from branches took part. The result of this determined the mapping to the standard functional requirements for the system to be effective, and identified any gaps in the analysis.

Stream 3: Communication Plan A collaborative communication plan was developed by interviewing employees of various organizations and functions, to be used as a guide to obtain support from branch members for the use of the REPD as the new standard for EHR systems in the behavioral health sector in the Netherlands.

The OTACE (On Time and/or Above Client Expectations) score received from GGZ Nederland was 4.2, out of a possible 5, with special recognition for the involvement of healthcare professionals and staff, and for the

creative use of workshop techniques which made sessions useful and effective.

Lasting commitment

Capgemini Consulting has continued to support GGZ Nederland in taking the Reference Model forward through the joint procurement process and supports the change management process to provide regular updates to the REPD.

“The choice to use HL7 as the basis of our reference model was important and provides a sustainable solution”, says Stephan Valk, RA, Parnassia Bavo Group CEO and Chair of the REPD

Steering Committee. “The collaboration provided an excellent basis for the joint procurement process, in which 60% of the providers have participated. The vendors have demonstrated great commitment and acceleration by joining forces and because we provided them with a clear specification of our requirements. The structural collaboration between GGZ Nederland and the user associations guarantees a sustainable joint development of the REPD.”

If you would like to find out more about this project, please contact: success.story@capgemini.com



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In collaboration with



GGZ Nederland is the branch organization for provider organizations in the behavioral healthcare sector in the Netherlands. The approximately 100 member organizations represent all areas of behavioral health, including addiction treatment. With its members, GGZ Nederland aims to ensure that

change and innovation in the behavioral healthcare sector will lead to the delivery of even better care. The role and views of patients are important and require that we jointly strive for better care and performance.

For more information, please visit: <http://www.ggznederland.nl/>