



Make IT count for your business

STRATEGIC REALIGNMENT OF IT IN THE RUN-UP TO THE DIGITISATION OF PATIENT RECORDS

“With our knowledge and the right support, we have strengthened faith in their own performance at the Klinikum Altenburger Land. This forms the basis for further growth and for cooperative partnership also in the future.”

Oliver Mark, Consulting
Director Sustainability, Logica

ABOUT KLINIKUM ALTENBURGER LAND

The Klinikum Altenburger Land is an academic teaching hospital of the University Hospital Jena and the University of Leipzig. With their facilities, they reach out to about three-quarters of the district population. The hospital aims to provide the best possible service for patients. The hospital is relatively new and the staff demonstrate high motivation and commitment. In 13 specialist clinics, 750 staff provide high quality medical care and research facilities. The hospital has grown a lot in recent years and is continuing to grow.

THE CHALLENGE

The corporate strategy of the Klinikum Altenburger Land is firmly established. But can it be implemented even more effectively? The hospital's IT system needs to operate with greater flexibility and capacity. This is difficult to achieve due to its complexity. Their IT environment is a complex network and offers a high level of data security. The hospital information system already provides a combination of both patient data and test results on most medical equipment – despite heterogeneous interfaces. Technological innovations such as digital patient records are about to be introduced. This will integrate external data from General Practitioners (GPs) and enable continuous flow of information within the hospital.

Complete digitisation of all the processes will result in increased challenges for IT. Operations need to be consistently planned and provide high quality services and processes – often 24 hours a day, seven days a week. But quality and performance alone are not enough - speed is also crucial. The IT processes must be able to promptly support the specialist needs of the hospital. The management team therefore needs to better align its IT to the corporate strategy. In everyday hospital life, there is not enough time to define the necessary changes and introduce them in a structured way.

OUR SOLUTION

Clarity, transparency and communication. The hospital's IT system needs uniform planning processes and standardised interfaces with all medical fields. If all processes are running smoothly, staff can concentrate on what's really important. A secure IT support and competitive advantage can be achieved by technological innovations. If the right measures are implemented, performance and efficiency are assured in IT. But how can we get there? A practical approach to realignment is fundamental. It is precisely tailored to everyday hospital life and takes account of all the stakeholders involved. Optimum results are therefore possible.

The first step is to obtain a clear picture of the hospital's complex requirements. Our analyses and

Key benefits

- Increased cost transparency
- Clear interfaces between business and IT departments
- Optimisation of structure and process organisation
- Secure implementation of the corporate strategy

Interviews with doctors, nurses and IT staff highlight the strengths, weaknesses and actual requirements. The benchmark for evaluation is our established reference model for IT management in accordance with the Information Technology Infrastructure Library (ITIL). The next step is to conduct concentrated discussions with the executive board. The IT goals are derived from the business strategy. An actual comparison shows how well IT operations can fulfil the demands of the business. The overall IT structure begins to take shape. An initial sketch of processes and scenarios for the structure and process organisation design highlights the changes to be made. A good basis for the final step is to conduct workshops for the IT realignment. The result is a catalogue of measures, which combines analyses and instructions and reveals all specialist, organisational, financial and technical optimisation possibilities. This catalogue serves as the right basis for management decisions. Just as intended.

A SUCCESS STORY

The hospital management has achieved its goals. They can now systematically increase the capacity of their business strategy. The new process-oriented IT system will be able to respond faster to both new and existing requirements and react better to technological developments. The realignment process is following a holistic approach: optimised processes, introduction of requirements management, clear definition of roles, responsibilities and behaviours. It is now possible to use technological components and operate IT applications with a high level of efficiency. Expense management is also changing. Even at the IT conception stage, a comprehensive resource and cost plan is created for the entire life cycle of an application. Efforts and added value can be clearly allocated. This guarantees high quality, sustainable IT operation and helps in IT planning.

WHY LOGICA?

We can tailor specialised processes and IT operations optimally to increase the performance of the entire organisation. This was especially important for the Klinikum Altenburger Land. We know how to improve IT and its processes for hospital services. Not just on paper, but in practice too. And we share this knowledge. In recent years, our consultants have supported hospitals across Europe in optimising their processes and IT. Our partnership with a leading German hospital operator on "The Hospital of the Future" is an example of our high level of expertise in the sector and technology. Our way of thinking and working was crucial for the Klinikum Altenburger Land. We don't work for our clients, but with them. For Altenburg, the focus is on people. Ours is too. We are being brilliant together.

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