

New hospital goes paper-free

Südwest Hospital Association digitises patient and personnel files

Being paper-free is the goal of the Südwest Hospital Association. In addition to all patient files, communication with the medical service, the invoice receipt workflow and the personnel files also needed to be digitised. This has been achieved thanks to HYDMedia.

In 2025, the Böblingen and Sindelfingen hospitals are due to move to Flugfeld, an inter-municipal residential and commercial area between Böblingen and Sindelfingen. "And no paper moves with it," emphasises Anette Krießler from the IT division at the Südwest Hospital Association. "There are no more plans for a paper archive at the new location." The hospitals have been working on becoming paper-free since 2004. In that year, the Enterprise Content Management System (ECM)

since then all files of inpatient cases have been digitised. Since 2017, this has also been done with the files of outpatients. Primarily digitally generated documents also go into the ECM.

Some of the hospitals scan their documents themselves, others are digitised by Heydt Verlag. The latter is done with complete patient records after the patient has left the facility. "Our service provider scans almost 10,500 pages every working day. In our own scanning centre, another 4,500 to 5,000 pages are added. Every week we hand over an average of 25 boxes of inpatient records to Heydt Verlag. In 2021, a total of 2.5 million documents were digitised," Krießler cites impressive figures. Subsequent documents, such as doctor's letters,

forms, are scanned by the hospital itself. For this purpose, a scanning centre with three scanner workstations and five employees was set up at the Böblingen site. They also take over the digitisation of all outpatient files. In future, the permissions that are assigned centrally in ORBIS are to be transferred to HYDMedia with the Permission Handler.

Communicate more easily, quickly and securely with the medical service

HYDMedia plays a central role in the hospital association's data management. Important functions of the hospital, such as billing or communication with the medical service, access the ECM. "For example, the latter process has



HYD-Media was introduced, and data protection consent and Covid already been running digitally for

seven years," says Krießler. "At the moment it is still the case that the responsible staff members in our company compile the documents for the requested case examinations in HYDMedia, export them and burn them onto a CD. This is then handed over to the medical service by courier. This will all be easier once we have connected the LE portal," says the IT expert.

After internal discussion, the Südwest Hospital Association finally decided in favour of the introduction - at the advocacy of the in-house MDK department. The plausible justification: since all patient records are already stored in HYDMedia, they can be easily compiled and transmitted in this way. All documentation would also be done in one system. On the part of HYDMedia, everything was set up without any problems, and now the application to the medical service is up and running, the mapping of the document types between the two parties is still pending.

"When we can start the workflow, the medical service's verification

requests come to the facility via the LE portal. Our employee checks them and then compiles the documents in HYD-Media, which are collected in a virtual dispatch folder. She then uploads these to the medical service's LE portal. Transfer and receipt are automatically documented. Enquiries also come to us this way," says Krießler. Those responsible in Sindelfingen expect this to make their work much easier, because the time-consuming compilation of documents plus CD burning is no longer needed. In addition, the aspects of data protection and security would also be met more, as sensitive patient data no longer has to be physically moved. "Last but not least, we think the audit case will be clearer for us. We could keep track of the status in a system and know at any time what we still have to do. This should make it almost impossible to overlook deadlines," says Krießler, summarising the hoped-for effects after connection to the LE portal.

Manage incoming invoices digitally

Once they had a taste for it, the

Südwest Hospital Association looked at which processes could still be simplified with HYDMedia - and came up with the workflow for invoice receipts. In an analogous process, the paper travels through the individual departments, is checked factually and mathematically, released and finally authorised. This is a time-consuming process. "From the invoice receipt workflow, we are hoping for easier communication and faster processing. And if the invoice processing is completed more quickly, we can also more easily meet the payment targets or take a discount," says Krießler. After all, copying and distributing the invoices is no longer necessary, which should also ultimately help to save costs. The plan is for Heydt Verlag to digitise the incoming invoices. For this purpose, a mailbox is to be set up to which the suppliers send their invoices. The ZUGFeRD and X invoices are also read into HYDMedia.



"Actually, the workflow should already be live, but we underestimated the internal adjustments," admits Krießler. As an example, she mentions IT orders that are only given a sequential number. However, this could not be mapped in the workflow, as a prefix is necessary for clear identification and assignment to a responsible person. "We had to learn that first and then implement it," says the IT employee. And that is just one example of many challenges, some of them very fundamental. This raised the question of who is allowed to check which invoice factually and arithmetically and to give approval for it. Behind this is a complex authorisation structure that had to be defined and stored in the workflow.

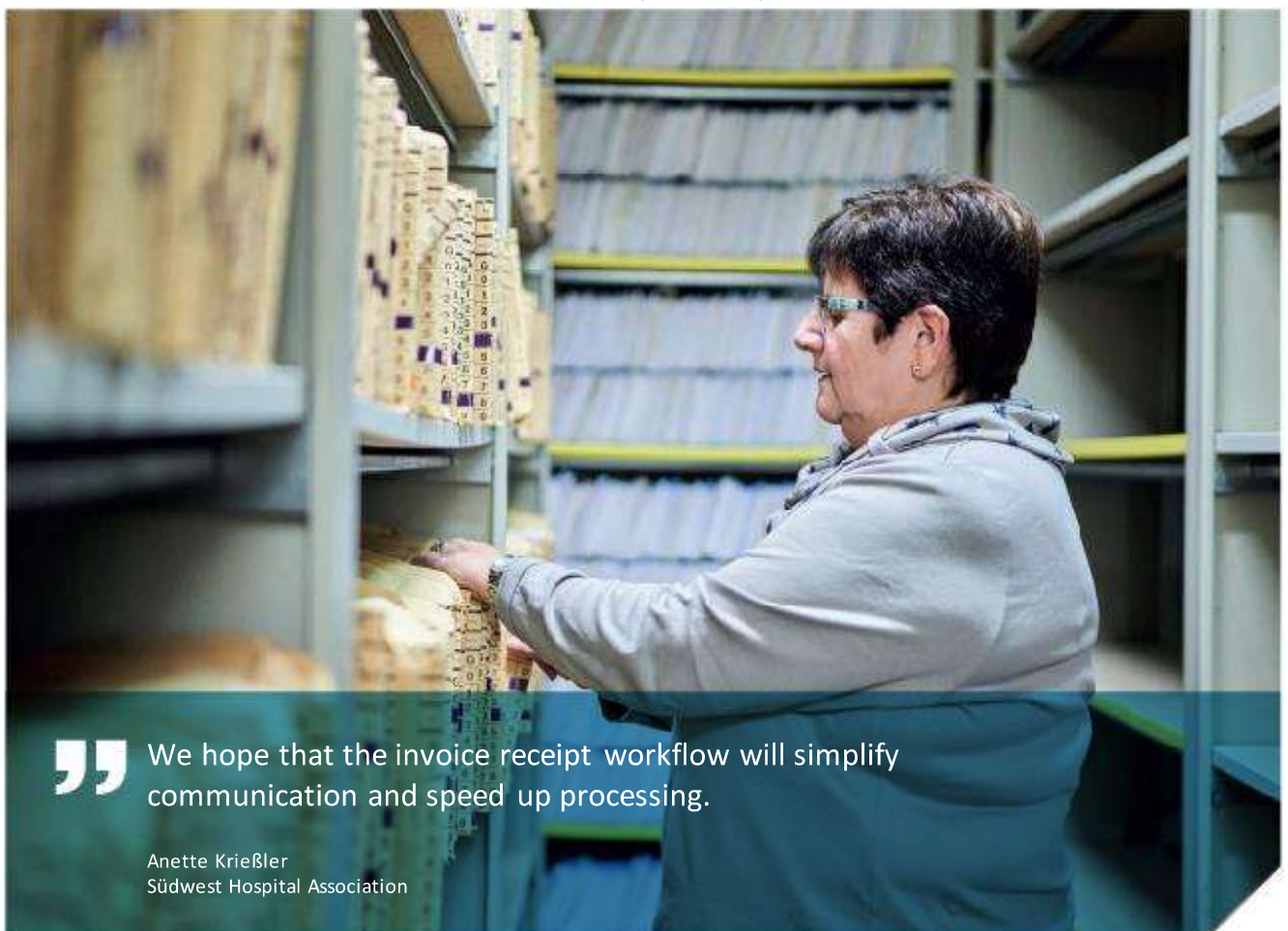
Afterwards, Anette Krießler manually entered some invoices into the

workflow for Corporate Communications and the IT division to check the process - and it worked flawlessly. After a period of rest due to the year-end closing and the corresponding financial accounting burdens, the project will resume in May. But there was no standstill in the meantime. Further invoice types are to be included in the workflow soon. In particular, the construction invoices with many different attachments - delivery notes, material overviews, time sheets, inspection records - caused the people in charge quite a headache. But this problem could also be solved together with Dedalus HealthCare.

Simple handling of digital personnel files

If things falter elsewhere, a new project is simply started, in this case the digitisation of personnel files. The test phase is already underway here.

"We want to digitise all 5,000 personnel files at the moment. In this way, we want to make it easier for the employees in the HR department to access the information and ensure that several employees can also work on a file at the same time," says Krießler, outlining the goals of this digitisation project. In addition, it hopes to simplify the administration of certificates of proficiency such as



We hope that the invoice receipt workflow will simplify communication and speed up processing.

Anette Krießler
Südwest Hospital Association



The Südwest Hospital Association

- 550,000 people in the catchment area
- 1,500 elective beds
- 80,000 inpatients
- 300,000 outpatients
- 2.5 million documents

radiation protection certificates, compulsory further training or approvals. "The leading system in this context is the HR system, because the employee is created there with his personnel number. The master data is then transferred to HYDMedia so that all documents can be stored directly in the correct personnel file," Krießler explains the planned process.

Another advantage of digitisation: The hospital association can store an authorisation structure within the personnel file, thus regulating access to documents - which is not possible in a paper file - and in this way further improve data protection.

"Consequently, we protect particularly sensitive parts of the file, for example, on an employee's state of health or on warnings," Krießler explains. The corresponding authorisation concept is already in place.

A reliable partner

On its way to becoming a paperless hospital, the Südwest Hospital Association relies fully on ECM. It is

the central hub and the only system for all digital documents. And incidentally, it serves as a backup in the event of an HIS failure.

The facility also has another important backup with Dedalus HealthCare. The company is a reliable partner for those responsible. "The cooperation works very well, as does the supervision and support," emphasises Anette Krießler. "Especially when you are entering new territory and want to implement things where you have no experience yourself, an experienced partner is worth its weight in gold. And to date, we have always managed to find good solutions with HYDMedia." ■