



edison365
ideas

Putting Minds at Ease

The Challenge

Like many other healthcare providers across the world, Kwintes needed vital funds to offer their services.

With limited budget available, **the organisation needed a way to learn fast**; identify good ideas, develop them where necessary and understand their impact before money was spent on implementation.

- Kwintes needed to find new ways to support more clients for less money.
- Although their board had come up with ideas, they needed a way to try them out.



Company:

Kwintes

Industry:

Healthcare

Location:

The Netherlands

Based in the Netherlands, Kwintes is one of the country's largest providers of mental health care, supporting clients with psychiatric or psychosocial problems.

With over 1,100 client care facilities they provide tailor-made care to those with multiple and complex problems, helping clients with their living situation, work and developing an independent life.



"Everyone I've talked with has been inspired. They all find it a great tool to work with"

**Sonja Brouwer, I&A/ICT
Manager, Kwintes**

The Solution

As Kwintes has an existing investment in Microsoft 365, edison365ideas had familiar UI, so they could quickly configure the instance to their corporate identity.

The tool **enables the entire organization to get involved**, and allows them to vote on ideas, highlighting the popularity and potential impact of them.

2,220

platform users

22

ideas posted so far

4

implemented



Results

Kwintes initially launched their Innovation Lab, powered by edison365ideas, to their board. **They identified four ideas that could have a real impact on their services**, one of which was Tinybot Tessa.

Tessa is a small robotic helper that helps patients create structure in their day with reminders to get out of bed, get dressed, and take their medicine.

The initial launch of the Innovation lab further streamlined Kwintes' processes through the implementation of an electronic medicine dispenser. The dispenser enabled clients to take medicine in their room, reducing the need for staff to monitor behavior in queues as clients had to previously wait to collect their medication.

Moving Forward

- After seeing the success of this first series of ideas, Kwintes decided to expand their Innovation Lab to include their employees and clients.
- They are using the platform to gather ideas on how to overcome the challenges of a Covid-19 world.
- Kwintes uses the triage function in edison365ideas to set KPIs and decide which ideas have the most potential.
- The team can easily expand the number of users on the system and added it to their intranet for greater accessibility.