HOSPITAL
DE URGÊNC
DE GOIÂNIA

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DR. JOSE MARIO TELES
Technical Director, Instituto de Gestão em Saúde (Gerir), Brazil

HYDMEDIA helps large Brazilian public hospital become a reference for healthcare excellence across its region

AGFA
HealthCare

> " HYDMEDIA gives us huge efficiencies in data, whether we are speaking about data belonging to one patient or to a number of patients. "
>
> **DR. JOSE MARIO TELES**

With first HYDMEDIA* Healthcare Document Management System in Latin America, Hospital de Urgências de Goiânia achieves major gains in caregiver efficiency and the delivery of patient care.

Three years ago, the Hospital de Urgências de Goiânia (HUGO) in the Brazilian city of Goiânia, and private, non-profit foundation Instituto de Gestão em Saúde (Gerir) were looking for ways to use technology to improve the hospital's performance in key areas. One such area was the hospital's paper archive system for medical records, managed by its 'SAME' unit. The SAME unit kept paper documents on site for 1.5 years, and then sent older documents to an off-site location managed by an external company. This paper-based system made accessing patient records a complex and time-consuming process. By implementing the first HYDMEDIA archive solution in Latin America, HUGO has digitized its archives, providing fast online access and greater security for patient records, and generating huge space and time efficiency gains for the hospital, all while fitting into the hospital's strategy of moving towards becoming 'paper-free'.

Timely access to patient records

"The old paper archive system was causing real bottlenecks in patient service and care: paper records could take days or even weeks to be found," recalls Dr. Jose Mario Teles, technical director of Gerir, which took over management of the hospital three years ago. "This situation put both patients and the hospital at risk."

As part of a major modernization of the struggling hospital, Gerir implemented the HYDMEDIA, Enterprise Content Management (ECM) solution to bring the hospital's archiving system up-to-date. "We chose HYDMEDIA because we could digitize the patient records and then organize them in such a way that

we could identify a patient's chart using just a few keywords, even if we had limited information to go on," says Dr. Teles. "Since going live with HYDMEDIA in December 2014, the transformation in HUGO's archives has been revolutionary. Doctors can now access a patient's records easily and quickly, even online!"

Fast, online retrieval of information

Dr. Teles highlights the solution's agility and intuitive organization, which makes traceability of files easy. "HYDMEDIA is highly performant, yet is very user-friendly for anyone using it day to day. It is impressive how with just a few keywords we can gather the information we need. The way the solution organizes patient records is well thought-out, and the layout is clear," he says.

The ability to access patient records online has made a big difference for the doctors who previously had to wait two, three sometimes even seven days for a patient's records to arrive from the paper archive. Now, they have fast access to the information, supporting them in making critical decisions on treatment and significantly improving the delivery of patient care. And the long delays faced by patients who request their medical records for insurance, employment or legal purposes are a thing of the past.

HYDMEDIA has also improved management decision-making, by providing ready access online to critical data about the hospital's operations. "Thanks to HYDMEDIA, I no longer have to wait for an end-of-the-month report before I take decisions. Now I have information on what
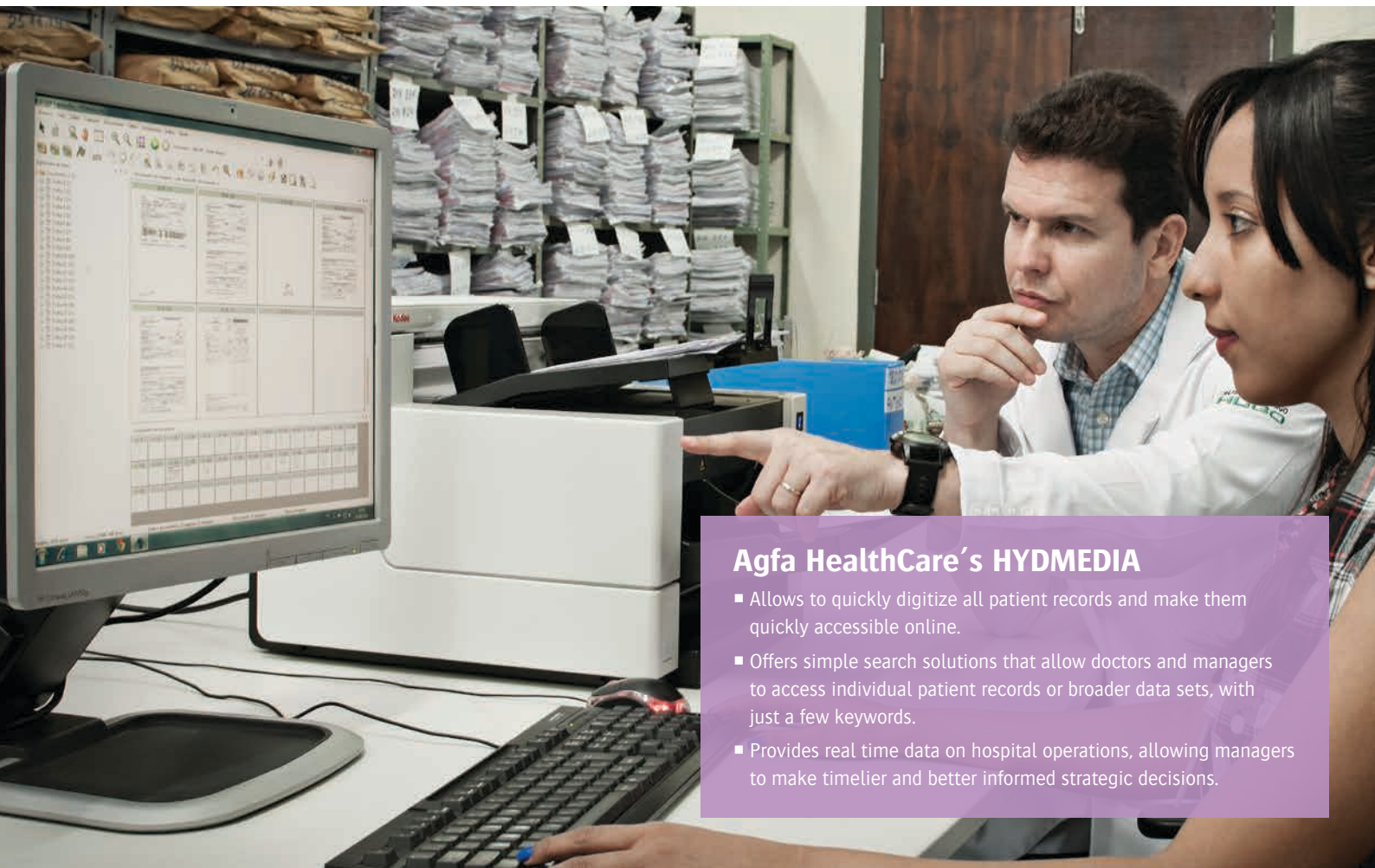
Agfa HealthCare´s HYDMEDIA

- Allows to quickly digitize all patient records and make them quickly accessible online.
- Offers simple search solutions that allow doctors and managers to access individual patient records or broader data sets, with just a few keywords.
- Provides real time data on hospital operations, allowing managers to make timelier and better informed strategic decisions.

" Accessing the paper records offsite is very difficult and takes time. But with HYDMEDIA, I can digitize those patient records not already in the digital system and then make them quickly accessible online. "

DR. JOSE MARIO TELES

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Agfa HealthCare´s Contribution

- The HYDMEDIA solution facilitated a revolution in HUGO's out-of-date, paper-based archive system, providing quicker access, greater security and efficiency savings in managing patient records.

- Implementing HYDMEDIA has allowed HUGO to free up valuable space in the hospital building for other uses, while at the same time dramatically cutting the time needed to find and access archived records.

- Agfa HealthCare is working with HUGO to analyze how to expand the size and scope of the hospital's existing HYDMEDIA team in order to further support the hospital to digitize all existing patient records and drive towards becoming fully paper-free.

Did you know?

- The Hospital de Urgências de Goiânia is the biggest public hospital in the state of Goiás and the second biggest in Brazil's vast Center-West region. It is located in the heart of Brazil's rich farming belt, where the boom in commodities has driven development in recent decades.

- HUGO specializes in trauma: up to 85% of its 5,000 monthly admissions are trauma patients from across the region, especially from car and motorbike accidents. To deal with the huge inflow, 58 of the hospital's 407 beds are in its intensive care unit.

is happening in the hospital in real time on my Apple iPad or smartphone. I can see graphs showing how long patients stay in the hospital in real time," says Dr. Teles. Already the hospital is seeing efficiency gains from HYDMEDIA, as four tons of paper archives have been moved offsite − freeing up valuable space in the hospital basement, which has now been converted to needed administrative offices.

Driving towards a paperless environment

All patient records generated in 2015 (after the December 2014 go-live) are now digitized and stored in the archive on the same day they are created; 70% are generated digitally, while some 30% are still on paper before digitization, as the hospital pushes ahead with its plans to go fully paperless. HUGO's managers are looking into expanding the HYDMEDIA team in order to keep up the daily digitization of all new records, while at the same time digitizing the rest of the hospital's entire historic paper archive and putting the records online.

This revolution in HUGO's archives, driven by HYDMEDIA, has played a key role in enhancing the performance of this public hospital that is now seeking a prestigious certification by the Brazilian National Accreditation Organization (ONA), which will cement its new reputation as a center for medical excellence in the heart of Brazil.

* HYDMEDIA is not available in the U.S.A.

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