

Major university hospital and trauma center turns to technology to **treat more patients, more efficiently**

Consultative approach, in-depth expertise and ability to adapt solutions to hospital needs behind contract win

INTERVIEWEE Lilian Rosana Kaiber Buse, Hospital Manager



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LILIAN ROSANA KAIBER BUSE,
Hospital Manager

major shift for HUC. “With the complete elimination of the previous analog system, there was a huge ecological gain since the new process does not use any chemical products,” says Lilian Buse.

Reduced costs and the ability to treat more patients were also key gains. “The biggest benefit to the hospital, in addition to reducing our costs, is the increase in treatments, due to major improvements in productivity with the new solutions,” she says. The most important improvements are those in patient care. “For patients, the biggest benefit is the improved confidence of their physicians in diagnosis, and the agility with which tests and reports are done. The patient starts to own a digital history, avoiding loss and mix-up of documents, and allowing for faster access to that history.”

IMAGE ACCESS THROUGHOUT THE HOSPITAL

The HUC treats about 5,000 trauma patients who come via the emergency rooms, and about 7,000 clinic patients, per month. The radiology department provides approximately 1,200 CT scans, 10,000 X-rays, and 300 ultrasounds each month. An interface links the hospital's information system to the Agfa HealthCare solutions, which enables

The Hospital Universitário Cajuru (HUC) of the Marista Group, in Curitiba, Brazil, is renowned for its trauma service as well as orthopaedic and neurological surgery. As a trauma center, it is considered the major provider of trauma emergency care in the state of Parana. The recent implementation of IMPAX and CR solutions from Agfa HealthCare has enabled the HUC to treat more patients, more efficiently, with a significantly improved ecological footprint.

The 207-bed HUC is accredited and licensed by the Brazilian Ministry of Health as a high-complexity hospital in orthopaedics, neuro-surgery, trauma and renal transplant. It's also a teaching hospital associated with a large Brazilian university (PUC-PR), and has 109 resident doctors in training. For Hospital Manager Lilian Rosana Kaiber Buse, maintaining the standards of excellence required for a leading teaching center

is a primary objective. “The biggest goal for us is to continue to excel as a teaching hospital,” she says. “Other goals are to continue to be a reference high-complexity hospital and trauma center, and to receive Accredited Hospital certification.”

The city of Curitiba is renowned for its inspired urban planning, extensive green space and ground-breaking transit system. For Lilian Buse, the hospital's technological approach is linked to the innovative way that the city approaches resource management and planning. “It all ties in with the efficiency that Curitiba is known for, for being cost-effective and ecologically friendly,” she says.

HUGE ECOLOGICAL GAIN WITH NEW TECHNOLOGY

The implementation of the IMPAX PACS, IMPAX RIS, IMPAX Reporting*, and CR solutions from Agfa HealthCare marked a

* IMPAX Reporting is not available in the United States.

SOLUTIONS

IMPAX PACS

- » Integrated reporting solution that provides easy and convenient access to reports
- » Streamlines enterprise workflow and delivers increased efficiency and productivity

IMPAX RIS

- » Electronically manages radiology operations, from patient registration through worklist generation and transcription, to medical reporting and business intelligence

IMPAX Reporting

- » Fast, flexible, digital dictation and speech recognition, embedded in Agfa HealthCare's diagnostic station

Computed Radiography solutions

AGFA HEALTHCARE'S CONTRIBUTION

- » In-depth understanding of imaging and information management processes in hospitals, from analog systems though to multi-site EHRs
- » Consultative and adaptive approach for most effective project management and implementations
- » Strong local team supported by global experts

physicians and other healthcare providers to scan, store and review all of a patient's tests. "This is a huge benefit, allowing us to access this information throughout various units in the hospital," says Lilian Buse.

All of the patients at HUC are from the SUS, or Sistema Único de Saúde, Brazil's publicly-funded health system. Operating within this system offers challenges, says Lilian Buse. "For every R\$100.00 in treatments, the SUS reimburses R\$60.00 to the hospitals, or, in other words, we receive only 60%. For this reason, we need an effective cost management framework to be able to continue to survive." (R\$100 Brazilian reais equals about \$50 USD.)

NEW VIEW OF METRICS ENABLES ONGOING QUALITY AND PERFORMANCE IMPROVEMENTS

Maintaining a sharp focus on efficiency and costs is necessary also to manage the high volume of emergency cases at HUC. "For this we must have well-defined processes with on-going training of health professionals, effective identification and

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management of patient health risks, top-of-the-line equipment, agility in diagnostics, and a Trauma Treatment Plan."

The new technology allows Lilian Buse and her team to continue to refine processes and procedures. "The solution allows us to monitor all areas, with metrics and graphs that help us to improve the performance and quality of services," she says.

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The ability of Agfa HealthCare to provide the insight that the HUC required at the onset of the project, and to craft an implementation plan in line with HUC's financial model and budget, were key factors in the hospital's selection of a technology partner. "First and foremost the Agfa HealthCare team provided us with information on the commercial viability of this change from analog to digital," says Lilian Buse. "Then, we worked together on planning how to bring the project to life, determining and defining the workflow, creation and specification of the project and management of the implementation crew to ensure that the project would be finalized within the agreed-upon timing." Now that the implementation is complete, Lilian is turning her attention to the next project with Agfa HealthCare. "Since May 2011, this solution has been fully operational and extremely reliable," she concludes. "Next, we are working on a project to digitize all of the hemodynamic images." •

DID YOU KNOW...

- » HUC launched the first master degree in trauma surgery in Brazil.
- » U.S. magazine Reader's Digest named Curitiba the best 'Brazilian Big City', and it was listed as a 'Smart City' on Forbes.com. Curitiba has about 3.5 million residents, and is the 8th most populous city in Brazil.
- » Curitiba's BRT (Bus Rapid Transit) system is renowned for its innovation and efficiency.
- » Thanks to a focus on green urban planning, residents of Curitiba enjoy more green space per person than most other cities around the globe.