

# IT Working for the Patient





# Working Around the Clock



*CSC Scandihealth's comprehensive knowledge and experience matches the complex and dynamic world of healthcare.*

The IT-solutions of CSC Scandihealth are at work around the clock.

A medium-sized central hospital in an average Danish city runs over 40,000 data transactions on a daily basis. In addition, data differs widely within different professions, and the numerous rules, procedures and standards in the Danish healthcare service must be complied with and linked.

Healthcare is a critical environment with high security, reliability and quality requirements for patient treatment and data reporting. IT solutions must work correctly around the clock. There is no room for technical errors. This area is diverse and demanding – and under continuous development and change.

CSC Scandihealth's comprehensive knowledge and experience matches the complex and dynamic world of healthcare.

We have an in-depth knowledge of our clients' common and individual problems combined with a unique product suite for leveraging the clinical and administrative tasks within healthcare.

### More and Better Opportunities

Under the motto »Bringing the Best of the World to the Rest of the World« we are co-operating with leading-edge providers on the development and supply of components, enabling our solutions to keep up with the latest trends.

Combining our products with internationally recognised technological advances enables us to target our efforts towards the very combination of solutions that our clients demand.

We are using international standards and the latest technology, and we are entering into alliances with internationally leading IT companies. For example, we are developing the next generation of the electronic patient record, CSC Clinical Suite, in co-operation with Oracle Corporation.

### Freedom of Choice

At CSC Scandihealth we aim to give our clients the freedom to combine products from different suppliers – and thus the possibility to obtain better and cheaper IT solutions.

We have been the most open provider on the Danish market for many years – and we intend to stay that. All interfaces are available at [www.scandihealth.com](http://www.scandihealth.com)

In terms of technology, we comply with the standards initiatives proposed by Danish authorities and international organisations,

among others G-EPJ, F-LPR and HL7 v.3. By committing ourselves to standards and the use of these standards, we commit ourselves to openness.

We are continuously enhancing the possibility of integrating the many diverse IT systems used within the healthcare sector. We are systematically transferring knowledge about standardisation into the daily product development – and vice versa.

We are participating actively in the national standards work within the Danish National Board of Health and Danish Standards. At international level, we are member of HL7, which is currently the most active standards organisation within healthcare.

### Reliable and Available

Running a hospital involves many personal and sensitive data. CSC Scandihealth's products effectively protect against abuse, loss and errors while providing relevant employees easy access to information. The systems must work around the clock – every day, all year round. CSC Scandihealth's systems present an uptime of more than 98 percent.



# Knowledge, Experience, Resources and Capacity



*CSC Scandihealth has the resources and the capacity and competencies required for providing the best in healthcare – today and in future.*

CSC Scandihealth is a highly competent and experienced provider.

Our long-standing presence in the market has provided us with a unique pool of knowledge about the problems of the healthcare sector. We developed the first actual healthcare informatics system as early as 1972.

We are offering our expertise in all areas that are part of development and implementation projects.

We provide competent project management throughout the entire process, from consultancy and analysis of the client's needs to developing the solution as well as end-user training.

## **Center of Excellence – Security for Clients**

CSC Scandihealth – and thus our clients – enjoys the benefits of a vast international pool of knowledge and experience. In addition, we have been chosen within CSC as the European Centre of Excellence in healthcare.

We are your best choice for a reliable solutions provider.

Today and in future, we have the resources and the capacity and competencies required for providing the best in healthcare.

As a Centre of Excellence, we are dedicated to endure as an innovative healthcare informatics company developing the best state-of-the art systems

We will develop new solutions, develop the electronic paper record even further and deliver implementation services faster. Our goal is to deliver to the Scandinavian countries and the rest of Europe.

#### **Success Guaranteed**

Technology, consultancy, analysis, development, training, implementation, operations: CSC Scandihealth has the capacity, resources and competencies in all areas. This is the clients' guarantee for success – technically as well as organisationally.

As specialists in the healthcare area we are able to embrace coherence across sectors. We have an in-depth knowledge of clients' problems as well as hands-on experience with a host of different organisations.

Command of the discipline of project management is critical for the success of an IT project. We are using CSC's internationally recognised project management methodologies, e.g. Catalyst.

Our competent project managers are skilled in running major and comprehensive projects that incorporate everything from technical to organisational deployment.

We ensure a safe and trouble-free process, thus rooting the system in the organisation and enabling employees to get the full benefit sooner rather than later.

# Close to the Clients



*We want to be close to the everyday life, needs and problems of our clients.*

CSC Scandihealth finds it vital to understand the enterprises and the context our products will be used in, thus enabling us to deliver the most efficient solutions and services. That is why we want to be close to the everyday life, needs and problems of our clients.

Clients must be serviced individually and receive the desired product at the time agreed and in the quality agreed.

That is why a project manager is in charge of each delivery and each analysis, development or deployment project.

Products must meet the requirements of the customers at any time. All needs must be taken into account and the individual client's experience with our products must also benefit other clients.

Therefore we are actively participating in a number of users groups, and we are conducting user surveys at a regular basis. In that way we know where to concentrate our efforts.

We need the latest knowledge about classifications, technical and technological standards, communication standards and healthcare informatics concepts and terms.

Therefore we are in close contact with central healthcare political and administrative bodies, which enables us to keep up with new initiatives in the area at all times.

#### **Qualified Partners**

CSC Scandihealth's clients can expect our employees to be qualified partners. Combining IT expertise and healthcare professional know-how is a prerequisite for providing qualified service to the complex and dynamic healthcare sector.

Our employees are highly skilled, responsible and competent. All consultants in charge of client relations have a healthcare background, for example doctors, nurses or medical secretaries. In addition, a number of employees have been awarded the Master of Information Technology degree, specialising in healthcare informatics at Aalborg University.

Our mission is to combine the client's desires and needs with the opportunities of the IT world. Our strength is our capacity for qualified communication across these worlds. Dialogue, communication and close co-operation with clients and colleagues have high priority in our daily work.

#### **Insight and Influence**

CSC Scandihealth would like to offer our clients knowledge about and influence on the development of the next generation of electronic patient records and the clinical workstation, CSC Clinical Suite.

Therefore we have called for participation in a Customer Advisory Board – CAB. This is a joint forum for strategic discussions and learning about new technological opportunities and the electronic patient record of the future.

CAB serves as an advisory body for CSC Scandihealth and introduces needs and experiences from the clinical world into the development plans for CSC Clinical Suite, thus enabling the products to meet the requirements of the healthcare sector in terms of efficiency, quality and service level at all times.

# From Data to Management Tool



*CSC Scandihealth solutions provide the background knowledge needed when setting resource priorities.*

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CSC Scandihealth solutions provide decision-makers and politicians with an overview of the connection between effort, costs and results. A reliable and clear management tool is necessary and valuable when setting the priorities for resources.

Every day, all the year round, hospitals collect large volumes of data and clinical information as administrative and clinical staff perform their daily tasks.

CSC Scandihealth solutions help hospital managements fully exploit this valuable information and thus form the basis for the hospitals' management of production, resources, activities and goals.

## **From Data to Information**

CSC Scandihealth has many years of experience in processing, structuring and presenting very large data volumes.

Our web-based data warehouse solutions provide hospital managements with fast, easy and clear access to detailed information and

to information to be processed for statistical purposes. In addition, specialists in counties and at hospitals can get direct access to the underlying data.

The basic idea behind all the solutions is maximum re-use of data with a minimum of additional registration efforts.

The web-based solutions are easy to learn and easy to use in daily tasks. Which means less staff time spent on training and implementation.

#### **Business Intelligence**

Offers administrators and hospital management easy and clear follow-up on fulfilment of goals within the specified terms of reference.

Management can compare resources, production and costs, and thus get an overview of development, activities and goals. The solutions retrieve data from all the hospital's computer-based systems and require no further input.

#### **Payment and Settlement**

CSC Scandihealth's web-based systems for payment and settlement solve all tasks of inter-regional money transactions and guarantees within the Danish hospital service.

Automatic and built-in decision support enhances data quality and simplifies task performance.

The quality and speed of communication between the involved parties increases, e.g. between hospitals and counties, between the primary and secondary sectors, and between the patient and the secondary sector.

The Patient Index provides a full overview of patient movements and referral patterns.

The solutions are independent of the hospital's choice of patient administrative system or electronic patient record and can be adapted to the ever-changing rules of settlement and registration system requirements.

#### **Accreditation**

According to an agreement with the Ministry of the Interior and Health, hospitals in all counties and in the Copenhagen Hospital Corporation must implement an accreditation process that assesses the organisational and health professional quality on the basis of a common set of standards.

CSC Scandihealth provides solutions for leveraging this process, among others solutions for clinical quality assurance and assessment.

# Efficient, Safe and Correct Treatment



*CSC Scandihealth solutions make it easier for clinical staff to bring the patient into focus.*

CSC Scandihealth solutions facilitate optimum use of the knowledge and competencies of the clinical professional groups, thus enabling them to concentrate their efforts on patient treatment.

We deliver state-of-the-art planning and scheduling tools for the long-term as well as daily planning. Efficient and effective planning and reliable communication between departments, result in less cancellations from the patients, shorter waiting lists and less bed days.

We deliver electronic patient records that are developed in close co-operation with Danish hospitals. The records are ideal for clinical documentation in all hospital departments and for combination with modules that are specifically developed for meeting the needs of the individual specialties.

Doctors and nurses receive targeted information adapted to the task at hand. Treatment protocols, decision support and problem-oriented record notes based on the concept of episode of care make it easier for clinical staff to focus on the patient.

In addition, our solutions are integrated with expert systems from other suppliers, offering users optimum solutions for solving the daily tasks.

#### A New Generation

CSC Clinical Suite is CSC Scandihealth's next generation of the electronic patient record.

CSC Clinical Suite is problem-oriented and based on the concept of period of care, and documents the clinical process.

CSC Clinical Suite brings clinical data from different provider systems together, enabling all actors within the healthcare industry to exchange and use data in clinical and management contexts. This enhances interdisciplinarity, increases the focus on the patient, and creates coherence across departments, hospitals, counties and countries.

CSC Clinical Suite makes it easier to follow best practice in patient treatment. This means security for the clinician and confidence for the patient.

The presentation of data is related to the current role or situation. For example, indication of deviations from normal values depends on the diagnosis in question, and when the clinician logs onto the system, the information he or she needs will appear.

The choices that the unit staff make are compared with clinical guidelines and treatment protocols during the course

of treatment. Our solution supports help messages that make it easier for trainee unit staff to follow the guidelines.

#### Clinical Quality

CSC Scandihealth boasts more than 15 years' experience in processing data for clinical quality assurance. Since 2000, we have delivered web-based solutions in this area, e.g. for the National Indicator Project in Denmark.

Thanks to the web-technology, we can deliver low-cost and technically simple solutions. For example, we offer a web-based tool that enables clients to create their own clinical quality databases, in co-operation with CSC Scandihealth, if desired.

#### Research

CSC Scandihealth delivers a unique solution that offers the hospital and the individual doctor an easy and safe way to implement local projects and research projects.

The solution can re-use the data that the hospital is already collecting in the course of the daily routines. The result is correct data and elimination of dual registration.

# The Coherent Healthcare Community



*With CSC Clinical Suite, CSC Scandihealth continues the work of realising the coherent healthcare community.*

Digital technology becomes a more integrated and natural part of the daily lives of all citizens. This generates new expectations for all sectors in the community – including the healthcare sector.

CSC Scandihealth develops and delivers solutions that bridge the gap between the separate systems, “the IT islands”, in the Danish healthcare sector. We wish to create coherence for the patient and the citizen, allowing important information to accompany each other across sectors.

Our vision is communication across geographical locations, sectors and professional boundaries between all parties within healthcare. This includes administrators, hospital doctors, midwives, nurses, general practitioners, home care and community care. It also includes the individual citizen’s access to his own and his child’s record, and chronic patients who can get access to information about their own illness and treatment – from their own PC at home thanks to web-based solutions.

With the next generation of the electronic patient record, CSC Clinical Suite, CSC Scandihealth continues the work of realising the coherent healthcare community. ■



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*CSC Scandihealth A/S is one of the leading Scandinavian suppliers of information technology for the healthcare sector, including electronic patient records, home-care solutions and solutions for clinical quality assurance. We develop healthcare IT using the latest technology, creating coherence between systems, for the benefit of our clients.*

*Since 1972, we have excelled at developing and supplying healthcare IT to Danish hospitals. We have created an unrivalled product range, a unique pool of know-how within the healthcare sector and an in-depth knowledge of the world of our clients.*

*More than 270 employees are primarily working with the development and supply of healthcare IT. The knowledge and expertise of our employees encompass technology as well as healthcare. This is a combination that provides us with a sound basis for further developing and delivering healthcare IT solutions that allow our customers more time to concentrate on their own core services.*

*CSC Scandihealth A/S is owned by CSC (60 percent) and by the Association of County Councils in Denmark (40 percent). CSC Scandihealth is headquartered in Århus and has a sales department in Taastrup.*

*CSC – Computer Sciences Corporation – is one of the world's leading consulting and IT services companies. CSC delivers IT services to clients in industry and government, and has a turnover that runs into billions and 90,000 employees. No other company offers such a broad suite of services and high quality level as CSC within e-business, management and IT consulting, systems design and integration, application software, web hosting and business process outsourcing.*

*CSC's Scandinavian unit is headquartered in Copenhagen and has approx. 2,500 employees in different offices in Denmark, Sweden and Norway.*

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