



ENHANCES PLANNING, FOLLOW-UP, AND CONTROL

CASE STUDY
VITAE CARE DATA WAREHOUSE

” Without VITAE Care Data Warehouse we wouldn’t be able to prepare such comprehensive reports



THE CITY OF
COPENHAGEN,
HOME CARE SERVICE

In terms of population, the City of Copenhagen is Denmark’s largest municipality totalling 501,285 inhabitants which correspond to 9.3 percent of Denmark’s population.

The City of Copenhagen’s home care service includes some 2,600 employees. Approximately 16,000 clients receive a total of 89,500 visits a week – which all add up to more than 4.6 million visits a year on a 24/7 basis – and that makes intense demands on communication, planning and follow-up.

The City of Copenhagen’s home care service is responsible for assessment of the clients’ eligibility for services, housing and nursing home as well as provision of personal care, ADL services, rehabilitation and nursing care.

The home care service employs district nurses, social and health care assistants, home helpers, as well as administrative staff.

VITAE Care Data Warehouse supports daily and professional documentation while creating a basis for follow-up, documentation and quality assurance

The City of Copenhagen started the introduction of the care solution in 2002 within home care with the objective of expanding the solution to include nursing homes, private providers, assistive technology, rehabilitation and health centres in the future.

The municipality’s care system is based on CSC Scandihealth’s care solution, VITAE Suite. The solution comprised VITAE Care Data Warehouse which has subsequently been expanded with a major series of reports specifically targeted the City of Copenhagen.

The City of Copenhagen has spent the last couple of years carrying out one of the most extensive digitalisation projects in Denmark. The City’s care system is pivotal for enhanced control, planning, and follow-up within care. The system supports co-operation and communication between the City’s care workers and contributes towards creating coherence and continuity within care.

In 2006, the City of Copenhagen’s Health and Home Care Service received the Digitalisation Award for “Good Digital Management” for the project that was characterised as “a real trailblazer which may serve as an inspiration to others”, and as “systematic project work with focus on enhancing control via digitalisation”.

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SUPPORTS DAILY AND PROFESSIONAL DOCUMENTATION

VITAE Care Data Warehouse supports planning, follow-up and general management and control within the care sector. Data retrieval facilities for the day-to-day administrative management and follow-up on the municipality’s service level and service goal.

VITAE Care Data Warehouse delivers data and enables the municipality to define what and how much to include in the data presentation.

With VITAE Care Data Warehouse, the City of Copenhagen wanted to support daily and professional documentation and to create a solid and valid basis for continuous follow-up, documentation and quality assurance.

Furthermore, the City needed correct figures for reimbursement between authority and provider units.

The City of Copenhagen has a wide range of regular reports that are ready for use.

DOCUMENTATION OF LOCAL COMMUNITY ACTIVITIES

- The City of Copenhagen sorely needs management and control, and this is where VITAE Care Data Warehouse helps us document what is happening in the local communities, tells Rikke Sinding, registered nurse and specialist consultant, who uses VITAE Care Data Warehouse on a daily basis for various analyses.

- Today's focus concentrates on extracting the right figures, continues Rikke Sinding. We are, among other things, preparing quarterly reports at district level, and without VITAE Care Data Warehouse we would not be able to prepare reports that comprehensive.

The local communities have some 300 users of VITAE Care Data Warehouse. They are not using the solution every day, and a number of default templates that suit their needs have been prepared for them and new templates are continuously being prepared.

CORRECT FIGURES RIGHT FROM THE SOURCE

Previously it was very time consuming to prepare correct reports, for example, it could be very difficult to trace the origin of the figures.

Today the City can retrieve all data directly from the relevant modules in VITAE Suite and thus ensure correct reporting.

FROM OVERVIEW TO DETAILS IN NO TIME

Rikke Sinding states that VITAE Care Data Warehouse is a very user-friendly system to work with.

- We can go from overview into detail in the different data extracts, and we get an easy and well-arranged presentation of the figures we need. At the same time, VITAE Care Data Warehouse provides us with quality assurance of our data.

FOCUS ON FIGURES FROM THE HEALTHCARE SECTOR

As regards the future, Rikke Sinding says that the political focus on figures from the healthcare sector has increased, and in future they will need all the figures the municipality can get from VITAE Care Data Warehouse.

- For example, we deliver figures to a study on falls in the home which Bispebjerg Hospital is making, and we deliver special extracts to AFK, the Danish Institute of Government Research, that conducts research into subjects of relevance to the public sector, especially municipalities and regions.

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CSC Scandihealth A/S

CSC Scandihealth develops and supplies electronic health records and solutions for hospital information, clinical quality, care, health insurance, and student administration. We put our health professional knowledge and competence to work in support of the development of an integrated healthcare community. We have supplied healthcare IT to Danish hospitals since 1972. We have created an unrivalled product range, a unique pool of know-how about the healthcare sector, and in-depth knowledge of the world of our customers. Our 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, a combination that provides us with a sound basis for further development and delivery of healthcare IT solutions that allow our customers more time to concentrate on their own core services. CSC Scandihealth is owned by CSC and is CSC's Nordic competence centre for healthcare solutions.