

IMPROVED DOCUMENTATION HOMOGENEOUS WORKFLOWS EASIER QUALITY ASSURANCE

CASE STUDY
VITAE SUITE



THE CITY OF COPENHAGEN, NURSING HOMES

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.

In the City of Copenhagen approximately 4,000 residents in nursing homes are serviced by around 3,500 employees who solve a number of tasks ranging from administration to personal care and ADL services.

Tasks are solved by nurses, social and health care assistants, home helpers, as well as administrative staff.

”More homogenous workflows in the nursing homes in the municipality

”Users have been given a skills upgrade

”Has eased the burden of heavy, administrative workflows

VITAE Suite abolishes paper-based documentation and lightens the burden of heavy, administrative workflows

In the period of 2006 to 2008, VITAE Suite was implemented at the 53 nursing homes, 7 rehabilitation centres and 20 day care centres in the City of Copenhagen.

The City of Copenhagen intended the introduction of VITAE Suite to lead to major homogeneity of workflows in nursing homes and enhanced quality and transparency of documentation.

In addition, the intention was to support the nursing homes' use of the Danish management model that separates service ordering from service delivery, and strengthen communication between needs assessment officers and nursing homes.

The general goal is to improve service for nursing home residents.

EDUCATION AND INFORMATION

The City of Copenhagen launched a wide range of initiatives along with the introduction of VITAE Suite in order to further the goals.

There is an ongoing training process where users across nursing homes are taught documentation practices and receive information about common workflows.

The implementation team continuously follows up on the use of VITAE Suite and the actual content of the documentation.

Regular management and superuser meetings ensure up-to-date information and enable knowledge sharing between nursing homes.

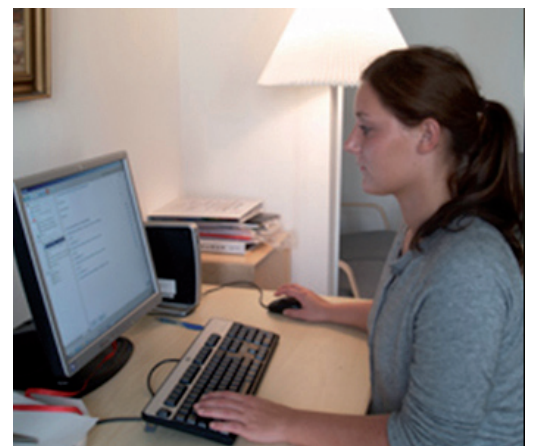
The users are able to retrieve news and any relevant material at the health service's web site, SUFnet.

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".

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 City of Copenhagen's care system is based on the care solution from CSC Scandihealth, VITAE Suite.



VITAE Suite at work in the City of Copenhagen
(Photo: The City of Copenhagen)

HOMOEGENOUS PAPERLESS WORKFLOWS

The introduction of VITAE Suite has resulted in more uniform workflows in the municipality's nursing homes.

Follow-up and action forms are continuously prepared within all areas in VITAE Suite to enable the municipality to make quality assurance.

Dorit Jørgensen, project manager and consultant, says that all 3,500 employees in the nursing homes of the City of Copenhagen are using VITAE Suite on a daily basis. Today no paper-based documentation is left, except observation forms and various power of attorney forms.

- The solution has eased the burden of heavy, administrative workflows. Among other things, we can carry out follow-up and audit directly from the VITAE Suite. We are able to prepare reports fast and easy, providing us with an overview of how things are documented and where correct documentation may be missing.

NO MORE DECIPHERING OF HANDWRITING

In addition, the introduction of VITAE Suite has solved the problem that handwritten documentation used to present for many employees.

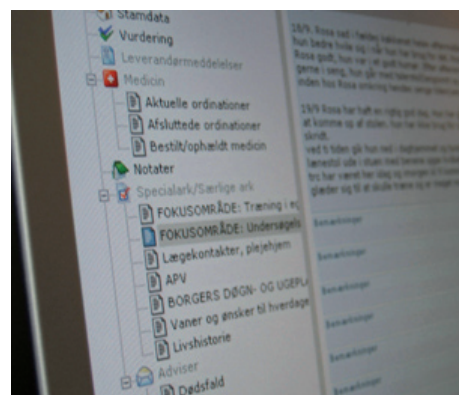
- We used to have many problems reading people's handwriting - it was very difficult for the users, says Dorit Jørgensen. In the City of Copenhagen some of our employees do not have Danish as their native language, and especially these employees would sometimes find it difficult to read the handwritten documentation.

VITAE SUITE

An interdisciplinary communication, information and documentation tool aimed at ensuring reliable and coherent care and treatment of nursing home residents.

Comprises information about total nursing and care services and activities for the individual resident. At the same time the resident's care record serves as documentation for the planned and performed nursing and care services along with other activities as well as evaluation of the services.

Contains an individual and forward looking plan that describes the nursing and care services that the client and all employees are working together to provide. Thus it is vital that information in the resident's care client record is up-to-date and correct.



*VITAE Suite at work in the City of Copenhagen
(Photos: The City of Copenhagen)*

SKILLS UPGRADE

Education in the VITAE Suite solution is part of the Health and Home Care Service's skills development programme and participation in the education triggers a pay scale point for the employee.

- The users have had a skills upgrade, explains Dorit Jørgensen. Most users have experienced a change of attitude. They now know more about information technology and more of them have learnt how to use e-mail and basic IT concepts.

THE FUTURE

Dorit Jørgensen reveals that in future they will work on ensuring local consolidation of VITAE Suite and that courses for new employees will be held on an ongoing basis.

They will also work on enhancing the quality within day care and training, and they have plans of more co-operation with the home care service.

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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.