

PRESS INFORMATION

Steria and Health



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The Challenges of the European Healthcare Sector

Providing healthcare services to citizens is the individual responsibility of European Union member states. Nevertheless, these countries face a number of common challenges: coping with ageing population, dealing with increasing healthcare spending per capita and deficit, answering to new expectations from citizens for better quality of care, , complying with regulatory requirements, dealing with heterogeneous healthcare environments, etc. In particular , health expenditure per person in Europe is increasing due to technological advances and the array of new medicines on the market. Citizens themselves seek to benefit from personalised online health services (individual feedback following medical appointments; electronic alerts from doctors; online test results, etc.).

Most European countries have already launched programmes to optimise the use of IT in the healthcare sector. The European Commission has itself recently adopted an action plan aimed at making the most of information and communication technologies in order to deliver better healthcare. This e-Health plan comprises all aspects of the situation, from electronic prescription and medical records to using new systems and services, to shorten waiting times and limit error. These policies are intended to improve healthcare at an equivalent or lower cost. The action plan also aims to create a "European e-Health Area".

Key Dates

- Member states have until 2005 to devise individual roadmaps for the development of e-Health services; the European Union public health portal should be up and running by the same date and will provide a single access point for information on healthcare. Each country is to establish information networks linking healthcare centres (hospitals, laboratories, homes) where access to health services will be available online.
- By the end of 2006, work should have advanced in key areas such as the construction of a common approach to patient identifiers and establishing best practices to enable healthcare providers to communicate with one another and consult and exchange patient information.
- By the end of 2008, electronic health card systems are to be implemented.

IT Challenges

IT should be in this context the accelerator factor for driving lower costs, improving the quality of care, optimising operational efficiency with better risk management and answering new business perspectives. The IT challenges are the following:

- Re-engineering of hospitals management and streamlining of administrative, financial and clinical processes through full ERP packaged solutions.



- Implementation of new governance rules in hospitals in particular through Diagnosis Related Group (DRG) systems and new billing systems based on unique act codification reform.
 - Unique identification of the patients and confidentiality of the single Electronic Patient Record.
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- Self services web enabled technology to connect the healthcare community with patients and citizens.
 - Outsourcing of core and secondary activities (IT, BPO, ...).
 - Integrating the heterogeneous healthcare environments between European countries, at country level, private versus public service.
 - Wireless solutions for emergency services and hospital wards.

For further information on the action plan, visit http://europa.eu.int/comm/health/index_en.html



Steria's Offer

However advanced their e-Health services, European countries have the same objectives: to improve the quality of healthcare provided and streamline costs in order to reduce public deficit. IT is key to meeting the challenges faced by the sector: in public hospitals as in private clinics, healthcare providers require a range of solutions - from individual medical records comprising patient treatment history stored in a secure national database - to the implementation of an electronic health card, which identifies the holder and provides access to patient data.

Steria, an end-to-end IT services provider, partners with healthcare professionals based on its skills in consulting, systems integration and managed services. Steria's experience in managing large-scale IT projects for the European health sector makes it a valuable partner to the sector.

Consulting: Partnering Change

The European Commission plan for the development of e-Health services gives rise to some major cultural changes, particularly for countries with no central database for patient records, such as France, or others where data is stored at regional level, such as Spain. Steria has the necessary resources at its disposal to partner healthcare providers through these changes:

- Steria's 1200 consultants, who lead operational consulting missions in Europe, with commitment to results, adapting their services to the level of maturity of the companies concerned.
- Proven expertise in five key areas: business process transformation, IT consulting, implementing enterprise solutions, change management and IT security.
- Extensive experience and knowledge of the healthcare sector gained from managing large-scale projects in Spain, the United Kingdom and Sweden.

Systems Integration: Creating Interoperable Health Systems

In a bid to improve efficiency and the quality of healthcare provided, many hospitals and private clinics choose to reengineer their information system. Systems from different healthcare providers must be able to interact on a national level. Furthermore, in order to create a "European e-Health Area", the interoperability of these health systems is a must.

Steria's experience in systems integration and data migration means it has the expertise to:

- Interface information systems with the new health sector software, compatible with electronic health record and health card systems,
- Enable information systems to communicate with each other, at a country-wide or even Europe-wide level,
- Implement new services such as teleconsultation, e.g. via x-ray images sent over the Internet. These services have already been set up in Sweden as part of the Carelink project and in a number of UK hospitals. (cf References).



Managed Services: Transmitting and Hosting Secure Data

The security and confidentiality of data being stored or transmitted is one of the key issues concerning the medical record and health card systems. Steria draws on the following solutions to manage this situation:

- The European Delivery Centre (EDC): Steria's IT production centres are grouped together into a single entity that transmit and host secure data and guarantee the confidentiality of information being exchanged. The EDC offers proven services based on standard methodologies and performance indicators, always with a commitment to results (call centres, multi-contact links to the patient, electronically signed medical opinions (e.g. Carelink in Sweden), etc.)
- A comprehensive security offer that takes into consideration business-related risks and investment control, using Gartner Group's TCO methodology. Steria's experience in the telecommunications industry and in linking up national healthcare networks (in Sweden and Northern Ireland) adds to its proven expertise in the field of security.



References

Austria

- Krankenanstaltenverbund Wien (KAV), Austria's largest healthcare provider with more than 32.000 employees: set up of the IT-strategy for the whole healthcare group.
- Salzburger Landeskliniken: rollout of SAP R/3 in 4 hospitals including Enterprise Buyer Professional (EBP) and SAP Business Warehouse (BW); optimization of the business processes concerning clinical logistics; change management, implementation of cost-unit accounting..

Germany

- Mannheim University Hospital: implementation of an integrated management solution using SAP R/3.
- University Hospital Aachen: transformation of the whole hospital organization into an efficient health care providing organization; classification and standardization of clinical pathways; implementation of an economic steering concept for hospitals under the conditions of a DRG-(Diagnosis Related Group) system.
- University Hospital Schleswig-Holstein: conception and rollout of a SAP-system for the merged university hospitals Kiel and Lübeck (Best-Practice merge of the respective SAP-systems); project consulting in context with the merger of central buying and pharmacy; conception of DRG- and cost-unit accounting; support of the outsourcing process of several departments.
- Deutsche Stiftung Organtransplantation (DSO), responsible organization for organ transplantation in Germany: development of a special, individual software supposed to support the processes of organ transplantation in Germany (included all preliminary clinical service processes)..

France

- AP-HP (Assistance Publique – Hôpitaux de Paris), Europe's largest healthcare provider: implementation of a range of managed services solutions for deploying hospital and patient care management tools; management support for the group's IT infrastructure.
- Hospices Civils de Lyon (second largest university hospital organisation): development of a telematic server platform for patient identification in the Rhône-Alpes region: this server enabled a data exchange system linking the information systems of the region's hospitals to be set up and a centralised common directory to be created.
- Liberalis (association that groups a number of Regional Unions for Private Medical Practitioners): development of a healthcare extranet system that enables secure communication between doctors, the collection of medical data, research for epidemiological studies, etc.
- Centre Chirurgical Marie-Lannelongue (near Paris): managed services provided for the Centre's information system: all day-to-day IT operations managed by Steria; a new hospital administrative management tool was also rolled out.



Spain

- Implementation of the health card system in a number of autonomous communities, including the identification of all the citizens and the configuration of the healthcare services according to the population: Valencia, Extremadura, Murcia, Baleares, etc.
- Ministry of Health: implementation of a solution for managing, medical costs in 17 autonomous communities, via a cohesion fund, in order to keep track of patient mobility.
- Health Service of the Basque Country: a TAM solution for primary healthcare and the integration of a specialised healthcare solution.
- Health Service of the Valencia Region, where several systems have been implemented: a complete Radiological Information System and a new application for the information and coordination center of the Emergency Services.

Luxembourg

- ERP application in finance and human resources for Sainte Thérèse Clinic and the Rehazenter in Luxembourg, Esch Hospital and Princesse Marie-Astrid Hospital in Niedercorn.

Sweden

- Carelink: deployment and operation of a Public Key Infrastructure for exchanges between the 270,000 Swedish healthcare professionals.
- RFV (Swedish Social Security): smart card-based identification system for the 15,000 employees to ensure the integrity and confidentiality of citizen data in the information system.
- Capiro: the European hospital healthcare specialist has chosen Steria to manage its information system as part of a general agreement for international cooperation. The agreement covers Capiro's 130 sites in 8 countries: Denmark, Finland, France, Norway, Spain, Sweden, Switzerland and the UK.

United Kingdom

- Department of Health, Northern Ireland: interconnection of all the country's healthcare organisations (400 organisations and 350 surgeries) thanks to a new registration system.
- Ceredigion and Mid-Wales and Carmarthenshire NHS Trusts: management solution for medical imaging implemented at radiology departments in hospitals managed by the NHS Trusts. This solution has transformed methods used by hospital staff to scan, store and share scintigrams.
- London Boroughs of Kingston and Richmond: implementation of collaborative systems to facilitate cooperation between public services involved with fighting alcohol and drug addiction.

