



AGAPLESION DIAKONIEKLINIKUM ROTENBURG

Digital lighthouse

The appearance of physicians and nurses at a patient's bedside with a tablet computer instead of a file folder is a fairly unusual sight, even in 2020. One reason for this is that the degree of digitalization within a given hospital has to be extremely high in every department before staff can discontinue the use of paper data. But that is what has been accomplished at the AGAPLESION DIAKONIEKLINIKUM ROTENBURG, one of the few hospitals in Germany to achieve stage 6 on the EMRAM (electronic medical records adoption model) scale developed by HIMSS. One system that has played a key part in that success is JiveX.

When assessing an institution's EMRAM score, HIMSS focuses on the degree of IT penetration, which can be assumed to reflect the degree of digitalization. A key factor here is that IT systems digitize not only data, but processes as well. For an institution to achieve an EMRAM score of 6 out of 8, it must have digitized its processes to the extent that staff can go paperless by working with a complete digital file. And consolidating medical data is what makes a digital file possible: the smaller the number of systems that have to communicate with the hospital information system (HIS), the greater the prospects that a file will be complete.

All images in JiveX

"AGAPLESION developed a digitalization strategy early on. Its EMRAM certification two years ago followed years of groundwork aimed at using digitized processes to improve patient safety," explains Michael Heitmann, the IT director for the Rotenburg hospital. "Implementing JiveX Integrated Imaging as a hospital-wide image archive in 2014 was an important step along the way. Since that time, the archive has been linked to every modality generating diagnostic images—whether radiology, cardiology,

wound care or endoscopy." In a maximum-care facility with over 20 departments, that adds up. The high degree of interoperability and flexibility that JiveX offers is what makes these connections all run so smoothly. "JiveX can be integrated into the existing IT landscape extremely well; that and the ability to connect new modalities at any time, regardless of manufacturer, were key arguments in favor of using JiveX," recalls Fabian Haack, an IT team member whose responsibilities include JiveX. Another argument was the option of calling up image data directly from the HIS—even on mobile devices. One unusual issue in Rotenburg has historical roots at the hospital: JiveX is not used as a radiological diagnostics system. Yet even though radiologists instead work with another solution, all radiological data are sent to JiveX to make them available throughout the hospital. "Consolidating these image data was an enormously important step for the digitalization process and for developing a digital patient file. VISUS provided a lot of support when it came to creating the structures we needed. One way they helped was by working with us on calling up image data online using the iPad app from the HIS provider (iMedOne). Now we can do more than just look at image data on a mobile device—we can also use a DICOM worklist broker to generate orders and send them to the various modalities," Haack goes on to say. The advantages of mobile, consolidated access to patient files, including images, are readily apparent: it saves users time, because they no longer have to search through different systems and workplaces, and it improves treatment quality, because it ensures that all of the relevant information on a patient will be displayed.

Stable, reliable—simply great

In addition to integratability and interoperability of a software solution, the key factors that play a

Michael Heitmann, head of IT at the Rotenburger Klinikum and **Fabian Haack**, responsible for JiveX in the IT team.



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role in Haack’s daily work are operability and performance. And the IT expert finds both of these to be extraordinarily good with JiveX. “Employees throughout the hospital can use the web distribution for accessing JiveX from the HIS. That includes a lot of people who haven’t had much experience using image management systems. That’s why it’s important to have an uncomplicated, self-explanatory viewer. JiveX does a really excellent job of meeting those criteria, and it offers the performance and stability we need too. I can’t remember any major failures with JiveX.”

Another real bonus, he feels, is the excellent service from VISUS, which responds to and/or resolves questions and

concerns within one day. One reason for the quick response times is that customer service contacts rarely change: “That strengthens trust, of course, and ensures that problems will be resolved faster—after all, the service consultant knows us, our system and our unique setup,” says Haack, pleased. He is optimistic about the future with JiveX, which has by no means exhausted its data consolidation potential



AGAPLESION DIAKONIEKLINIKUM ROTENBURG, an academic teaching hospital within the Universität Hamburg Faculty of Medicine, is the largest faith-based hospital in the German state of Lower Saxony. As a maximum-care provider treating some 185,000 patients a year, it offers virtually the full spectrum of modern hospital care. The hospital is a center for numerous types of care, with certifications as an interregional trauma center, breast cancer center and vascular center. AGAPLESION also includes training centers, a rehabilitation center and various service operations, and employs nearly 2,500 people.