

Patient Record

The Data Flow Along the Seine



The American Hospital of Paris

This is one of the most prestigious hospitals in France. The operator of the hospital, which was founded in 1906, is a non-profit organization, which is financed by donations. The hospital has 197 beds, while more than 400 physicians of all disciplines treat approximately 36,000 male and female patients per year here. More than twenty-five per cent of them come from abroad.

➔ www.american-hospital.org

The American Hospital of Paris is one of the most prestigious hospitals in France. The patient base is international and the number of visiting physicians is high. Under these circumstances, our JiveX HCM system has been able to show off its strengths in exemplary fashion in the context of modernization of the IT capabilities.

With its barely 200 beds, the American Hospital of Paris is a rather small but nevertheless very fine institution. The list of celebrities who have already been treated in the private hospital in the Neuilly-sur-Seine suburb of Paris is long. The patient base is equally international. More than twenty-five per cent come

from abroad. A large number of visiting physicians is associated with them. This means a challenge for the workflow. Furthermore, the external users are supposed to quickly find their way around the hospital's information system despite the numerous software programs. Even the seamless configuration of the transition from in-patient stay to follow-up care is not trivial. Finally, many patients return to their homeland after the treatment.

The patient file that the American Hospital of Paris has used until now has so far made this possible to only a limited extent – and often in analog form at best. The difficulties in identifying patients, the alphabetized and not dated presentation

of documents, the lack of classification and other obstacles have forced the users in many cases to rely on paper and manual entries.

Collaboration with 20 software programs

Inspired by the positive experiences of the Saint-Joseph Hospital of Paris, the team of the American Hospital opted for our JiveX Healthcare Content Management (HCM) in the context of introducing an electronic patient record. "And as early as the demonstration, we found that the tool fulfilled our technical expectations," recalled Salim Gueye, Senior Project Manager, who was responsible for the hospital's digitalization project.



Salim Gueye



Dr. Claire Thuillier



Célia Saint-Louis-Augustin



Félix Mamoudy



Jérémy Cuif

"JiveX HCM is the project that binds our entire architecture together."

Félix Mamoudy, Head of Patient Pathways and Digital Transformation at the American Hospital of Paris

One objective of the modernization was to offer the healthcare staff simple navigation through the approximately six million patient documents. Before that, it was not possible to display a preview of the documents or to look at several documents at the same time. The mosaic presentation in JiveX HCM now makes it possible to view an image and to display and simultaneously write a laboratory report. "A further expectation was diversity of accepted formats," emphasized Célia Saint-Louis-Augustin, Head of the Applications Department. "The VISUS solution is very open and in our case communicates with approximately 20 software programs, which is of decisive importance for centralization of all information."

"It is changing our life"

The medical professionals are also enthusiastic about working with JiveX HCM. "It is changing our life," declared Dr. Claire Thuillier, gynecologist and obstetrician. "I wouldn't go back for anything in the world. The interoperability of the software leads to clear organization of our documents. Laboratory results, surgical reports, imaging investigations, sonograms: Everything is now well sorted, saving us valuable time." In parallel with introduction of the tool, Transformation Management has been taking the oppor-

tunity to revise the records plan, so as to optimize the processes.

Control over data for innovative uses

Jérémy Cuif, our Key Account Manager for the French-speaking countries, is also pleased with a project constellation "in which the JiveX HCM system has been able to show off its strengths in exemplary fashion. By the fact that we make the data available on a single platform, we make it easy for the facilities to introduce optimized procedures." And as summed up by Félix Mamoudy, who is in charge of patient pathways and digital transformation at the American Hospital: "JiveX HCM is the project that binds our entire architecture together. Thanks to this base, we have control over our data, which will lead to highly innovative future uses." Because modernization of the American Hospital is still a long way from being completed.