

JiveX HCM at the Clinic de La Source

Best service, satisfied "customers"

The Clinic de La Source in Lausanne, Switzerland, is a classic hospital for external medical consultants offering 150 beds and a surgical focus. The surgical interventions, which include demanding procedures in the areas of the head and spine or the digestive and urinary systems, are performed exclusively by external surgeons from the Lausanne region. Some 600 physicians make up the referring physicians admitted to the Clinique de La Source. Of these, a good 60 of them operate regularly in the clinic. The fact that the Clinic de La Source is in such high demand is the result of a large-scale service initiative: the clinic management regards the surgeons as customers to whom they wish to offer a unique service. The demands on the technical equipment of the facility are correspondingly high.

"We offer our customers an all-round carefree package for their surgical interventions - both in terms of personnel as well as technical equipment. Physicians book an appointment and find everything they need to provide the best possible treatment for their patients. And this at the highest level," explains Emmanuel Grosjean, Head of Medical Technology and Cross-Departmental Projects.

Good service equals good information flow

In the effort to provide the best possible service to referring physicians, the IT infrastructure plays an important role. The availability of medical information for healthcare professionals to prepare for and follow up on procedures is of critical importance. About three years ago, the IT managers therefore adopted the IT strategy of digitizing as much medical data as possible to increase data availability, but also data security. "We are currently working very hard to establish a platform where our customers, in other words the referring physicians, can provide and access as much data as possible. As a result, we can make their jobs much easier which in turn allows them to pro-

vide an improved service to their patients," says Yannick Bohren, Application Technician at the Clinique de La Source.

A key component of this platform is the JiveX Healthcare Content Management system (HCM). The Swiss clinic opted for the VISUS solution as it enables a comprehensive consolidation of medical data and because the system is based on IT standards from the healthcare sector. This is an important element of the current IT strategy to gain better control over medical data in the future and to share it with those who are authorized accordingly. In a first step, this is directed primarily at the partner physicians. "We considered several systems, but the JiveX HCM convinced us the most. With HCM, documents are easy to collect, easy to share, and easy to make available. The system is efficient and, above all, secure," concludes Emmanuel Grosjean.

Good integration and easy sharing

To be able to share the data efficiently, the HCM is integrated into the HIS. Referring physicians then have access to medical data in the HCM via patient records. This also ensures that the relevant



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data are accessible to the persons authorized to receive them. At the present, the referring physician portal and thus access to the medical data from HCM is in its pilot phase. Soon, however, all cooperation partners will benefit from the easy exchange of data. "Sharing and making data available has traditionally represented a problem because, of course, sharing sensitive medical information via fax or e-mail is not particularly secure. Today, we have established a very efficient process in terms of digitizing, collecting and sharing the data: documents are digitized via a barcode system and JiveX reliably and effectively assigns them to the right patients and also classifies them automatically. This is really extremely convenient," reports Yannick Bohren.

This automatic assignment is accompanied by other positive effects: the categorization of information no longer requires the intervention of medical staff. Soazig Olivin, Application Manager for the electronic patient files at Clinique de La Source, was responsible for defining the user rights and the file plan in JiveX. She recalls, "As part of the project, we had to review all kinds of documents and decide which ones contained health



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data. We did not have such an overview until now. We noticed that some of the documents were not in our document manager and therefore also not under our control. And of course, we also identified documents that were not relevant to the treatment process and removed these from the workflow."

Another potential recipient of the data is the cantonal platform cara.ch, which collects and provides electronic health records (EHR). Currently, no information is migrated to the EHR. However, as soon as this becomes possible, Clinique de La Source will support this - for the benefit of the patients, who are, after all, the owners of the data.

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