

Archival solution for rehab centers

HCM: a companion to the HIS



What do you do with all of your medical data and documentation? It's a question that doesn't just plague hospitals – rehab centers have to answer it too. The solution in both cases is a healthcare content management (HCM) system, whose primary job is to bundle medical information in any format from subsystems throughout an institution, make that information accessible and then archive it. The Zürcher RehaZentren, a group of Swiss rehabilitation centers, were especially focused on consolidating medical documentation when they decided to go with the JiveX HCM.

Before JiveX was introduced last fall, the centers only had one unified archival system, and that was for email – medical documents were stored either in the HIS or in the various specialized systems. When it came to data communication within clinics and between the primary institutes – the Klinik Wald and the Klinik Davos – the decentralized data management system was fairly impractical. But when a new, organization-wide HIS was introduced,

it became completely untenable. “The medical data from the old HIS had to be migrated to an external archive – that became apparent right from the very beginning of the project. Plus, when we introduced the new HIS from ines, we also wanted to separate medical data more clearly for archival. For medical documents generated in the HIS – along with other medical data such as EKGs – we needed additional physical storage in an

external archive, not least for security reasons,” explains Aline Santamaria, a business analyst for Zürcher’s Klinik Wald, whose skill set includes a keen understanding of digital processes and the necessary IT.

Interoperability and simplicity were key

For Santamaria – and for management too – the crucial criterion for selecting the right archival system was primarily interoperability. After all, the sites’ subsystems would all potentially need to transfer their data to the archive in a process that was smooth and as automatic as possible. For areas in which automation was not an option during the first step – because documents were only available in paper form, for instance – complicated scanning processes needed to be established in order to minimize the amount of manual work involved. “And, of course, the archive also had to be user-friendly and harmonize well with the HIS. With those requirements worked out, we began our search and quite quickly found what we were looking for in VISUS and the JiveX healthcare content management system,” says Santamaria looking back.

Because the new HIS was being implemented at the same time, the timeline for introducing the HCM system was tight – both had to go live simultaneously. And that was indeed how the launch played out in October 2020, with no real problems or incidents arising throughout the entire project phase, as the project coordinator recalls: “Bringing a project to completion that quickly is rare. The system is really working great, and even though we didn’t have a lot of time for in-depth user training, the intuitive user interface allowed our staff to get right to work.”

Importing documents was the first step

In addition to the data from the old HIS, patient intake forms were imported into the archive right from the start. Along with intake and/or referral documentation, referring physicians for the Zürcher RehaZentren usually provide additional documents, such as medical and/or diagnostic reports or examination

results – often in paper form, sometimes via the postal system. If these data arrive in a digital format, they can be automatically forwarded to the JiveX HCM. And if the patient brings their forms in paper format, then the



Aline Santamaria

Business analyst at the Klinik Wald rehab center (Zürcher RehaZentren)

JiveX PDF Print Gateway comes into play: this small but sensitive, efficient solution makes it possible to scan and appropriately allocate documents as soon as a patient arrives. To do this, the Zürcher facilities have set up scanning stations at strategic locations where patients and/or their medical data most commonly arrive: in the reception area and in planning and administrative offices.

Diagnostic findings generated at the centers are automatically imported into the JiveX HCM, of course, as are medical data such as EKGs from established manufacturers or pulmonary function tests. “The smooth communication between diagnostic medical devices and other software systems was one of our most important reasons for going with JiveX. We want to be flexible here – and indeed have to be – in order to meet the needs of the different departments and sites. And when it comes to interoperability, we’ve not been disappointed in any way – it really has worked well. Especially combined with the excellent technical and process expertise of VISUS employees here in Switzerland,” says Santamaria, whose satisfaction extends to future challenges as well: “JiveX HCM is a system that can grow with us and adapt to meet our needs going forward.”

The Zürcher RehaZentren consist of three rehabilitation centers:

- The **Klinik Wald** (150 beds) covers five major branches of rehabilitation: musculoskeletal, neurological, pulmonary, cardiovascular and internal-oncological rehabilitation. Its extensive portfolio is rounded out by the Zürich Highlands Center for Sleep Medicine, which includes a sleep laboratory in Wetzikon.
- The **Klinik Davos** (109 beds) focuses on musculoskeletal, pulmonary, internal-oncological and psychosomatic rehabilitation. In recent years, the Clinic has earned itself a unique reputation throughout Switzerland for its expertise in the fields of wound treatment and rehabilitation following liver transplants.
- At the **Klinik Lengg**, the Zürcher Rehabilitation Centers have been working with the Swiss Epilepsy Foundation (EPI) since 2014. The core competencies of neurological rehabilitation and outpatient psychosomatic rehabilitation are offered here as well.

Questions about HCM? We'll be happy to help you!

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