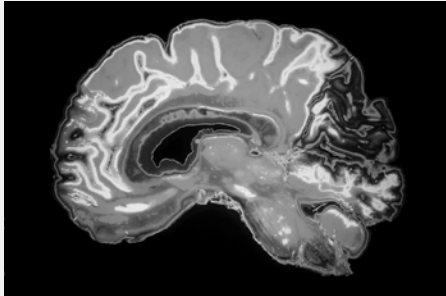


JAN YPERMAN HOSPITAL

Hospital transforms medical and document imaging strategy with EMC



ESSENTIALS

Industry

Healthcare

Company Size

500-bed hospital; 1000 staff and clinicians

Business Challenge

- Time-consuming paper-based document handling
- Medical images growing exponentially

Solutions

- EMC Medical Image Sharing and Management
- EMC Document Imaging for Medical Records
- EMC Documentum xCP
- EMC Captiva
- J4Care Healthcare Connector
- Docbyte electronic patient archive; Agfa PACS; Cegeka EMR
- SAP ERP

OVERVIEW

Jan Yperman Hospital is a 500-bed hospital in Ieper, Belgium providing surgery and internal medicine, as well as geriatric, pediatric, maternity, and intensive care services. Formed by the merger of three smaller hospitals, Jan Yperman employs approximately 1,000 staff and clinicians.

BUSINESS CHALLENGE

Jan Yperman had large archives of paper records, which required a time-consuming manual effort by hospital staff to retrieve patient records requested by physicians. The paper archives also presented potential security risks for protected health information.

In addition, images coming from the hospital's Picture Archiving and Communications System (PACS) were growing exponentially. Compatibility issues between specialized image viewers and the PACS was complicating access to this critical patient information. Documents and images also were spread across different locations and systems, making important information difficult to find.

Following an exhaustive evaluation, Jan Yperman chose a comprehensive EMC® Medical Image Management with Document Sharing solution to provide a digitized, centralized repository of medical images and documents for improved clinician and staff productivity and patient care collaboration.

SOLUTION

Jan Yperman deployed the EMC Medical Image Sharing and Management solution and the EMC Document Imaging for Medical Records solution to improve access and sharing of critical patient information for accelerated time-to-treatment.

The hospital uses EMC Captiva® to scan up to 1,200 documents daily, such as invoices, patient questionnaires, and patient records.

In addition, Jan Yperman relies on EMC Documentum® xCP enterprise content management (ECM) for storage, retrieval, updating, and archiving of all digitized documents and medical images.

The J4Care Healthcare Connector provides IHE protocol support to enable a vendor-neutral architecture (VNA) that consolidates medical images and other content generated by Jan Yperman's Agfa PACS, Cegeka Electronic Medical Record (EMR), Docbyte electronic patient archive (EPA), and SAP enterprise resource planning (ERP) systems.

Systems integrator Docbyte provided Jan Yperman with expert medical technology consulting, solution implementation, training, and support. Using Documentum and Captiva technologies, Docbyte created a centralized electronic patient archive (EPA), and presentation layer enabling instant access to records and images by 500 users

CUSTOMER PROFILE

EMC²

Results

- Reduced document retrieval time from one day to instantaneous
- Increased time for clinicians to spend with patients for improved patient care delivery
- Streamlined compliance for protected health information
- 40 to 50 percent faster medical image archiving

from both inside and outside of the hospital, including general practitioners and specialists.

Francky Deleu, CIO for Jan Yperman Hospital, says, "We were quite satisfied with Docbyte's services and implementation. With the help of EMC Global Services, they helped us deploy advanced imaging and vendor-neutral archiving strategies and solutions that streamline our organizational processes and deliver critical data to our physicians quickly and efficiently."

TRANSFORMING PATIENT CARE

Since implementing the solutions, Jan Yperman has vastly improved access to and sharing of medical and business content. As a result, employee productivity is higher and doctors are able to deliver more responsive patient care.

"Staff no longer has to spend valuable time searching for paper documents and circulating them from one end of the hospital to the other," remarks Deleu. "Instead of taking a whole day, information is instantly available at the fingertips of the doctor or nurse so they have more time to focus on patients."

To further enhance the performance and scalability of their IT infrastructure, Jan Yperman has also deployed EMC Symmetrix® VMAX® enterprise storage, EMC Isilon® scale-out storage, EMC VNX® unified storage, and EMC RecoverPoint for replication.

"Instead of taking a whole day, information is instantly available at the fingertips of the doctor or nurse so they have more time to focus on patients."

Francky Deleu
CIO at Jan Yperman Hospital

BETTER COLLABORATION AMONG CLINICIANS

Doctors inside and outside of the hospital can now share information virtually instantaneously.

"We work with 300 to 400 independent general practitioners who need access to medical images and other documents from our PACS, EMR, and EPA systems," Deleu notes. "The EMC solution provides us with a vendor-neutral archiving strategy because it streamlines support of various clinical protocols and standards. Doctors can view this information in seconds from their existing systems in the office without worry about compatibility issues."

"Because patient information is more accessible, clinicians inside and outside our hospital can collaborate more easily with each other," explains Deleu.

SIGNIFICANT ADMINISTRATIVE STAFF SAVINGS

The EMC Medical Image Sharing and Management solution and Document Imaging for Medical Records solution have greatly streamlined processes for Jan Yperman's administrative staff by digitizing paper documents and replacing a digital archiving system that was used by just some of the departments.

For example, staff that previously spent 20 percent of their time retrieving and distributing documents have reclaimed that time for more productive clinical activities.

"Each day, we receive up to 1,200 paper invoices, patient questionnaires, and other documents that all must be integrated into our system," explains Deleu. "Our document archiving process is now 40 to 50 percent faster with the EMC solution so our staff spends much less time on administration. In most cases, scans are automatically recognized and archived, eliminating any hands-on work."

"With these efficiencies we're expecting the solution to pay for itself in three to four years," he continues.

ENHANCING COMPLIANCE AND EFFICIENCY

The EMC solution has also had significant impact on Jan Yperman's IT organization, simplifying compliance with the ISO 27001 standard and Digital Imaging and Communications in Medicine (DICOM) imaging format, as well as record retention laws.

"We're required to retain invoices for five years and some medical documents as long as 30 years," says Deleu. "Documentum makes it easy to implement individual retention policies for different types of documents to ensure legal compliance."

ONGOING PATIENT CARE AND EFFICIENCY ENHANCEMENTS

Jan Yperman is at the forefront of healthcare organizations of its size, and the hospital plans to continue innovating and enhancing its digital medical record and imaging environment.

"Working with EMC and Docbyte, we've just launched a new project to digitize and integrate purchase orders into our electronic patient archive," says Deleu. "We also plan to expand our use of RSA® Security® authentication to enable a bring-your-own-device option for our hospital staff and outside physicians who want to access the system from their tablets, laptops, or smart phones.

"The EMC Medical Image Sharing and Management solution and the Document Imaging for Medical Records solution are helping us accelerate and expand our rollout of EMR and advanced imaging, which are critical to maximizing the efficiency and effectiveness of our healthcare services."

CONTACT US

To learn more about how EMC products, services, and solutions can help solve your business and IT challenges, [contact](#) your local representative or authorized reseller—or visit us at www.EMC.com.

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