ORCHESTRATED PROCESSES TO BOOST PATIENT JOURNEY

adesso

eoc — Ente Ospedaliero Cantonale

DIGITAL HEALTH

adesso supported the Ente Ospedaliero Cantonale – EOC (Cantonal Hospitals of Ticino), in analysing and standardising patient journey processes and orchestrating them using flowable. This has resulted in improved quality, reduced administrative workload and enhanced patient safety, all while decreasing paper usage through digitalization. The new process is entirely digital and the modern user interface guides users in the wards (doctors, nurses, employees) through the necessary tasks.

CHALLENGE

The adesso Process Automation approach helped EOC to automate its business model by providing suitable technical solutions to simplify highly complicated and time-consuming manual processes. Specifically, the customer needed to make the management of complex bureaucratic procedures more efficient and accurate, thus addressing the precise need to contain costs by avoiding unnecessary repetitions and time losses for the employees involved. This was to cope with the ever-increasing shortage of personnel in this sector. adesso's support didn't start from scratch but leveraged and optimized existing assets, allowing the customer to focus on the added value to provide for its services.

SOLUTION

The solution has succeeded in centralising data management by streamlining and standardising a number of complex processes. We have successfully created a centralised platform where information flows smoothly and data is kept up to date and accessible to all stakeholders.

> This allows for better management of health insurance guarantee procedures

> The management of patient discharge has been significantly simplified through the automation of scheduling, daily forecasts, and actors' orchestration

> A defined and structured process has been created for defining and approving discharge letters

BENEFITS

The benefits of the new solutions are extensive. To name the most important: risks and inefficiencies have been significantly reduced. Workflows have become smoother and more timely. The overall patient satisfaction has significantly improved by optimising discharge letters process. Interactions among doctors, nurses, social services, and administrative resources have been decreased, allowing for more efficient use of resources and improved patient care, as well as better communication with patients. Users' resistance has also disappeared given these numerous benefits. Last but not least, substantial savings have been achieved through the optimization of time spent in the hospital.

MORE ON THE SOLUTION

In summary the collaboration between adesso and the customer therefore involved three key areas:

> Technical, by providing skilled experts in BPM/flowable

> Operational, by planning incremental phases for implementation, step by step

> Cultural, by assisting in identifying the right arguments with the business and providing training, when necessary, to maximise results and adequately prepare all internal users

METHODS AND APPLIED TECHNOLOGIES

In the realm of methods and applied technologies, our adesso approach is driven by the dynamic nature of our business processes. We continually evolve through the integration of new KPIs, change management and ensuring the proper presentation and validation of KPIs themselves.

Backend: flowable | MariaDB | ELK Stack | Redis 7 | Keycloack OIDC

Frontend: ReactJs | NodeJs | Material UI | MongoDB

> *adesso was the right partner to support us on this complex automation, which involves a lot of technical changes adaptations and an enormous effort to convince our expert employees to adopt the company-wide processes. But we're already seeing the benefits: less code to maintain, processes are being followed and tracked and our users are starting to appreciate the central tool."*

Federico Yankelevich, Head of Software Development, EOC

ABOUT THE CUSTOMER

The Ente Ospedaliero Cantonale (Cantonal Hospitals of Ticino) is committed to delivering high-quality and safe healthcare by harnessing established medical and technological advancements for the benefit of patients. With 10 hospitals, revenues of CHF 900 million in 2022, a workforce of 5,000 employees, and approximately 40,000 yearly hospitalizations, EOC represents medical excellence in Ticino, focusing on patient-centered care, promoting advanced research, and offering high-level training

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