



A clear focus on serving patients

Ostseeklinik implements REHA.Complete as hospital information system

Reference project:



“Our contacts were highly professional and solution-oriented throughout the project and took every one of our requests seriously. I believe that the degree of trust that was built over the course of this project was a key factor in its success.”

Thomas Fettweiß, Managing Director, Ostseeklinik Schönberg-Holm

Rehabilitation clinic? At Ostseeklinik Schönberg-Holm, located on Germany's Baltic coast, patients can easily get the impression that they're entering a hotel, not a medical facility. The rehabilitation clinic is furnished to an exceptionally high standard and offers 330 beds. It cares for some 5,000 patients each year. It is considered to be one of the top rehabilitation facilities in Germany, and not without reason: a focus on the patients is the top priority for the facility's team. In addition to providing the best possible health care, the team also aspires to ensure lasting mental relaxation. 260 employees provide extensive service and care to patients, enabling them to concentrate fully on their recuperation. It goes without saying that this includes perfect organization and smooth processes during rehabilitation stays. T-Systems supports the team at Ostseeklinik with its software solution REHA.Complete. A team comprised of clinic staff and employees of Deutsche Telekom healthcare units Deutsche Telekom Clinical Solutions and Deutsche Telekom Healthcare Solutions configured and commissioned the software, which was developed by T-Systems Austria.

At a glance

- Focus on the best possible service for patients
- Efficient IT support for processes at the rehabilitation clinic
- Mobile availability of the IT system
- Optimize utilization/bed occupancy
- Implement REHA.Complete as hospital information system
- Ensure cost-effectiveness and innovative strength of the clinic

Reference in detail

The challenge

Manual documentation, searching for data, exchanging information between employees – providing excellent patient care requires a lot of behind-the-scenes effort. This effort ties down employees, consuming time that is lost for patient care. “We want to concentrate on treating our patients. We see this as our core mission, which sets us apart from other facilities,” explains Thomas Fettweiß, Managing Director at Ostseeklinik. “To be truly service-centric, we need smart systems that relieve us of everything that can disturb care-giving processes.” In other words, to focus on their patients, the Ostseeklinik team needs an efficient work environment. At the same time, the clinic needs to operate profitably. “Economic success secures our potential to innovate. In this regard, it is essential that we maintain a high utilization rate.” This means the clinic needs to maintain high bed occupancy and utilization of its offerings. Fettweiß also expects the IT to facilitate the identification of booking potential and optimization of revenue streams.

The solution

The processes of a rehabilitation clinic are vastly different from those of an emergency hospital or acute care facility. With REHA.Complete, a development by T-Systems Austria, T-Systems had a solution that is perfectly designed for the processes at a rehabilitation clinic. The rehabilitation hospital information system is completely web-based. Based on a request by the customer, it was installed on an internal server at the clinic instead of in the cloud, where it can be used by all authenticated devices in the internal network without additional effort. REHA.Complete ensures disciplined process flows. It accompanies patients throughout their stay, from initial admission to billing the health insurance provider. A centralized electronic patient file collects all relevant information – medical, therapeutic, and organizational. That means every employee has full transparency over patients at all times. And REHA.Complete also provides proactive support, suggesting suitable treatment steps based on indications. At the same time, the software helps employees with documentation: it makes suggestions for the final report and recommended follow-up treatments. This gives staff more time to spend on patients.

Customer benefit

REHA.Complete optimizes the processes at the rehabilitation clinic and relieves employees of routine tasks. With its built-in intelligence and integrated billing information, employees have all the information they need at their fingertips at all times. For example, insurance catalogs with services and classifications, as well as the special features of the clinic, are defined in the invoices for the health insurance providers. Employees have all the relevant information at a glance, enabling them to concentrate fully on patient care. The hospital information system also makes a significant contribution to optimizing occupancy, and thus the profitability of the rehabilitation clinic. “During our market analysis, we determined that REHA.Complete is a leader in this functional area as well,” summarizes Managing Director Fettweiß. What’s more, the freed-up funds can be reinvested in patient-oriented service innovations.

Further advantages:

- Software custom-tailored for rehabilitation clinics
- Extensive support for the processes
- Web-based, runs on any device with an internet browser
- Full transparency through electronic patient file
- Extensive implementation support

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