



The Department of Health of the State of Veracruz
Xalapa, Veracruz
www.ssaver.gob.mx

Industry

Healthcare

Annual Budget

US\$350 million

Employees

21,400

Oracle Products and Services

Oracle Database Enterprise Edition
Oracle Warehouse Builder
Oracle Fusion Middleware
Oracle Business Intelligence

Oracle Partner:

Intellego
www.grupointellego.com.mx

“The flexibility that Oracle Business Intelligence provides is unique, allowing us to align ourselves in a strategic way to our institution’s goals. It also provides greater advantages because of its cost benefits.”

– Jaime Flores Peña, Deputy Director of Health Innovation and Information, The Department of Health of the State of Veracruz

The Department of Health of the State of Veracruz Unifies Information in a Robust and Flexible Platform

The Department of Health of the State of Veracruz includes 52 hospitals and 743 external healthcare units. It has 21,400 employees, including administrative personnel, doctors, and nurses who provide services designed to promote protection of the health of the state’s four million citizens.

Challenges

- Unify information systems in a robust, high availability platform that helps improve health services
- Establish an easily accessed, standardized, and homogeneous database to process large volumes of information
- Centralize information to distribute it quickly and efficiently to various areas of planning and medical care
- Provide performance indicators for hospital care, to improve decision making by management
- Generate statistical reports of up-to-date information, online and in real time, to develop public health policies
- Optimize the hospitals’ operating efficiency to improve care

Solution

- Integrated 10 information systems in a robust, high-availability, rapid-access platform with Oracle Database
- Centralized information in a robust and homogeneous database with the help of Oracle Warehouse Builder
- Used Oracle Business Intelligence to generate personalized reports, facilitating analysis of public health policies
- Reduced time needed for the monthly evaluation of hospital care performance from one month to one day
- Reduced time needed to update 224 files of basic information from municipalities, jurisdictions, and the state from six months to a monthly online process
- Reduced response time providing critical information to the areas of planning and medical care from three days to two hours, improving operating efficiency
- Guaranteed real-time visibility of the exact figures for daily hospital occupancy, improving medical services
- Developed 106 variables and 94 diagnostic indicators of health in the state, supporting decision making related to new public health programs