

INFORMATION FOR SUCCESS

HEALTHCARE REFERENCE BOOKLET
January 2012



Hardware and Software, Engineered to Work Together

Delivering high-quality healthcare in today's environment is challenging. The good news is that there are many best practices and successes that can be shared and emulated to deliver predictable outcomes. Oracle has a solid history in the healthcare industry enabling healthcare's leading provider and payer organizations to obtain better results. On the following pages, you will find superb examples where global Oracle customers have derived demonstrable success with Oracle's healthcare solutions. These success stories highlight how Oracle solutions are helping healthcare organizations of all types and sizes transform the economics of healthcare and offer superior customer experiences through better management and optimization of their patient care services.

Healthcare has become an extremely competitive and highly regulated industry. The need for streamlining of clinical and work-flow processes, enhancing business and clinical analytics and enabling patient-centered technology for health engagement has never been greater. In addition, infrastructure development, including data centers, along with improved resource utilization, high quality care and patient satisfaction continue to be vitally important goals. Oracle understands the healthcare industry, and offers the most complete and integrated suite of scalable, reliable, secure software solutions for healthcare to meet the needs of public and private, provider and payer organizations. Furthermore, Oracle's healthcare solutions have proven effective in service environments where integrated data across the business and clinical enterprise is essential to stability and growth in a tough economy. Our enterprise applications have produced timely, quantifiable results for many customers.

From disease management and health maintenance to patient information access and identity management, Oracle has the solutions to help you deliver a patient-centered, collaborative, secure healthcare environment. Through Oracle's Healthcare solutions, you can leverage end-to-end visibility across a network of facilities to best support your patients throughout your entire relationship with them.

Oracle continues to partner with healthcare's leading organizations to support advancing accountable care, connected health public and private insurance exchange and the healthcare industry. Examples can be seen in our global, regional and national healthcare customer successes, our standards work with HL7, our strategic initiatives with System Integrators Deloitte . LLC, and Accenture, and our Government Relations Team based in Washington, DC, that works on HIT legislation to encourage the use of technology to improve quality of care, and reduce pharmaceutical and care delivery costs. With the continuing global focus on localized variations of the Electronic Health Record, the Electronic Medical Record, and the Personal Health Record, Oracle has created Health Management Platform, SOA Suite for Healthcare Integration and a healthcare specific data model and framework to support these concepts.

Sun Microsystems (Hardware) supports our strategy of offering complete, open, and integrated solutions. We believe that combining the best-in-class enterprise software and mission critical computing systems will continue to add significant value to our healthcare customers. We're looking forward to continuing to meet our customers' critical needs—to optimize performance, ensure security and reliability across information systems, enhance patient care and improve operational efficiency.

These customer examples are illustrative of how Oracle's applications and technology are helping healthcare organizations meet their goals in an industry that is very dynamic. To learn more, contact your local Oracle representative or visit oracle.com/healthcare.

Sincerely,



Global Vice President, Healthcare and Life Sciences

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CUSTOMER SNAPSHOTS

Oracle Customer:**Shanghai East Hospital**

Shanghai, China

www.easthospital.cn

Industry:

Healthcare

Annual Revenue:

US\$117 million

Employees:

1,800

Oracle Products & Services:

- Oracle Service Bus
- Oracle Data Integrator
- Oracle Business Intelligence Enterprise Edition
- Oracle Essbase

Oracle Partner:**Shanghai Yanhua Smartech Co., Ltd**

www.chinaforwards.com

Shanghai East Hospital Enhances Patient Care by Speeding Data Exchange and Analysis

“Oracle’s business solutions streamlined the integration of our hospital’s management systems, lowered overall complexity and costs, enabled intersystem data exchange and connections, and made it easier to-share patient data.”

– **Liu Bo**, Director, Information Center, Shanghai East Hospital

Located in the Lujiazui area, Shanghai East Hospital is a comprehensive health institution providing medical treatment, disease prevention, professional education, and research. The 850-bed hospital is one of the largest healthcare providers in the Pudong New District, employing 22 PhD tutors, 65 masters degree supervisors, and other senior healthcare professionals. The hospital provides up to 1.4 million outpatient services, 25,000 inpatient services, and 100,000 emergency treatments a year.

Challenges

- Integrate hospital management systems to enable information such as doctor and technician schedules to be shared between different clinical and technical departments
- Enable staff to improve the use of hospital resources by analyzing doctor and technician workloads and the use of medical equipment
- Lower system development and maintenance costs

Solutions

- Engaged Oracle Gold Partner Shanghai Yanhua Smartech to integrate disparate systems using Oracle Data Integrator and Oracle Service Bus, and to build an analysis system using Oracle Business Intelligence and Oracle Essbase
- Facilitated a smooth information exchange between clinical and technical departments using the Oracle platform, facilitating up to 100 system queries per second
- Enabled hospital management to analyze doctor and technician workloads, allowing accurate schedules that ensure a health professional is always available to treat patients
- Optimized the use of medical equipment and avoided scheduling conflicts
- Cut system development workload by 50%
- Expect to explore the use of Oracle Business Intelligence Enterprise Edition and Oracle Essbase to analyze patients’ prescription rates for preventing drug misuse and analyzing prescription trends

Oracle Customer:**Gyeongsang National University Hospital**

Jinju, Republic of Korea
www.gnuh.co.kr

Industry:

Healthcare

Employees:

1,460

Oracle Products & Services:

- Oracle GoldenGate

Oracle Partner:**DB Core**

www.dbcore.com

Gyeongsang National University Hospital Cuts System Recovery Time from Two Hours to 40 Minutes

“A system failure has serious implications on our ability to care for patients. By implementing Oracle GoldenGate, we have a robust, reliable standby database to fall back on in the event of a failure, ensuring our patients’ health is not compromised.”

– **Park Chan-hu**, Chief, Medical Information Department, Gyeongsang National University Hospital

Gyeongsang National University Hospital was established in 1987 as an affiliate hospital of Gyeongsang National University’s School of Medicine. The 950-bed hospital offers a wide range of medical treatments and undertakes extensive research into public health. It strives to provide high-quality care, particularly to marginalized members of the community.

Challenges

- Install a disaster recovery system that will help ensure continuity of patient care with minimum downtime in the event of a system failure
- Supplement a hardware replication system that was resilient to server failures but vulnerable to operating system and user issues, such as problems that occurred when transactions are not backed up in real-time
- Ensure seamless integration with existing hospital databases to enable future expansion

Solutions

- Engaged Oracle Partner DB Core to implement Oracle GoldenGate, which ensured the main hospital database can be swiftly restored in the event of a failure
- Increased database stability by 30% during the pretesting stage, ensuring hospital systems are available to enable the delivery of prompt, efficient, and consistent medical services
- Shortened system recovery time from two hours to 40 minutes, by replicating information in real time from the main hospital database to a standby database
- Ensured patients receive optimum care even in the rare event of a system failure, as doctors and nurses can access the standby database to view patient records
- Created an electronic medical record system containing patients’ medical histories, ensuring data is duplicated in real-time using Oracle GoldenGate so that critical patient data and test results are available if the main database fails
- Reduced workload on the main hospital database by using the standby database for non patient care activities such as reporting, statistics collection, and testing
- Enabled high compatibility between disparate hospital databases to protect against failure during system expansion

Oracle Customer:

Kuang Tien General Hospital

Taichung, Taiwan
www.ktgh.com.tw

Industry:

Healthcare

Employees:

More than 1,700

Oracle Products & Services:

- Oracle Database

Oracle Partner:

Galaxy Software Service Corporation

www.gss.com.tw

Kuang Tien General Hospital Cuts Standard Operating Procedures Processing Time by 1,320 Hours

“Oracle Database ensures our knowledge management system is always up and running. This allows staff to access patient records and other hospital data whenever they need to, which will help us improve patient care and ensure knowledge is passed on to new medical staff joining the hospital.”

– **Huang Ming-kuo**, Executive Vice President, Kuang Tien General Hospital

Founded in 1913, Kuang Tien General Hospital is the oldest private hospital in Taiwan. The 1,320-bed facility offers surgery; internal medicine, such as neurology and cardiology; medical services, such as radiology and pediatrics; and acute, long-term, and outpatient care.

Challenges

- Enable the results of external assessments to be securely managed, stored, and shared with authorized hospital staff
- Share knowledge using a tool that ensures patient and other medical data can be easily accessed by nurses, doctors, surgeons, and other medical staff
- Comply with hospital policies on patient care
- Improve version control to ensure that staff in different departments reference the latest medical documents

Solutions

- Implemented Oracle Database to run a knowledge management system developed by Oracle Gold Partner Galaxy Software Service Corporation
- Stored, in a single database, external assessments of the hospital’s operations, general medical training plans, nursing homes, and performance with like data from international hospitals for comparative measurement
- Reduced standard operating procedures processing by 1,320 hours to save US\$3,500 (NT\$100,000) annually in paper costs and for manually developing reports from various systems
- Enabled staff to review external assessments to ensure the hospital addressed any service issues and was in compliance with internal policies and regulations
- Provided tracking that allows managers to check for overdue tasks, collect evaluation documents, and avoid repeat uploads
- Enabled online managerial document approval and the ability to add comments to hospital records before uploading to the knowledge management system
- Complied with green policies by allowing auditors to check on the hospital’s standard procedures without printouts that consume large quantities of paper
- Ensured data security by controlling access to the knowledge management system, based on an individual’s role

Oracle Customer:**Heart Link Online N.V.-Belgium**

Kessel-Lo, Belgium

www.heart-link-online-halo.be

Industry:

Healthcare

Employees:

7

Oracle Products & Services:

- Sun Blade X6440 Server Module
- Sun Blade 6000 System
- Sun Fire X2200 M2 Server
- Sun Storage 7310 System
- Storage Tek SL24 Tape Autoloader
- Sun OpenSolaris

Heart Link Online N.V.-Belgium Launches Telemedicine Solution on Highly Scalable Hardware Platform

“It is vital to keep all our acquired patient data available and secure. Oracle’s Sun Storage 7310 Unified Storage System does just that at a price point far less than alternative systems we were evaluating.”

– **Toon Poppe**, Chief Executive Officer, Heart Link Online N.V.

Heart Link Online N.V.-Belgium provides telemedicine technology to healthcare providers. In 2009, the company launched a solution to help physicians remotely supervise patients with medical problems like heart conditions, diabetes, and high blood pressure. To make this possible, the patient wears a monitoring device that transmits real-time data to healthcare providers via a 3G-communications network, while ‘Diabetes Link Online’ does the wireless online monitoring and automatic data transfer of each glucose measurement.

Challenges

- Create a hardware infrastructure for the company’s new telemedicine solution that is not only highly reliable and secure, but that can, scale to serve millions of patients worldwide
- Maintain low overhead costs, crucial for a new company, with a hardware infrastructure that is easy to manage and energy efficient
- Ensure the availability and security of all acquired patient data

Solutions

- Deployed a scalable, efficient, and easy-to-manage hardware platform built on Oracle’s Sun Blade Server Technology, Sun Unified Storage, and OpenSolaris, enabling Heart Link Online to lay the foundation for its new and unique telemedicine solutions
- Achieved a highly reliable infrastructure at a very competitive price—factors that are critical to the success of the company’s newly launched telemedicine offerings
- Optimized energy efficiency of the IT infrastructure to keep costs low for the start-up company and support environmental sustainability now and into the future by using Sun Blade Server Technology
- Ensured ease of infrastructure management with Oracle’s Sun Management Center’s in depth monitoring and management capabilities, allowing the company to scale its infrastructure without having to invest in extra personnel to manage the environment
- Enabled availability and security of patient data with the performance of Oracle’s Sun Storage 7310 Unified Storage System and its advanced data protection services

Oracle Customer:

Ambu A/S

Ballerup, Denmark

www.ambu.com

Industry:

Healthcare

Annual Revenue:

US\$100 to US\$500 million

Employees:

1,728

Oracle Products & Services:

- Oracle CRM On Demand

Ambu A/S Ensures Real-Time Reporting and Increases Sales Pipeline Visibility with CRM On Demand Platform

“Oracle CRM On Demand is a proven CRM platform with options for strong integration with other applications. Oracle’s features, such as pipeline management, lead generation, and tracking tools, have improved our ability to apply best-practice sales processes.”

– **Allan Murphy Bruun**, Business Consultant, Ambu A/S

Ambu A/S develops, produces, and markets diagnostic and life-supporting equipment and solutions to hospitals and rescue services. The company’s business areas include respiratory care, cardiology, and neurology, in which the most important products are ventilation products for artificial respiration, and single-use electrodes for electrocardiograph tests and neurophysiological mappings. Ambu, which is listed on the Copenhagen Stock Exchange, sells approximately 98% of its products in export markets through its international distributors and companies.

Challenges

- Develop and rapidly deploy a new customer relationship management (CRM) system to reduce high maintenance and development costs and scale to meet future requirements
- Create common processes across sales affiliates to implement the company’s strategies, including the GPS4 strategy that aims to take Ambu to a position as a global leader for innovative, single-use products for hospitals and rescue services
- Meet the evolving technological needs and buying patterns of healthcare and rescue service organizations by using methods, such as collecting data for every opportunity on why sales won or lost. Improve insight into customer buying patterns, such as a launch of a new single-use medical device used by airway management specialists, to drive more effective campaigns and sales activities

Solutions

- Implemented Oracle CRM On Demand to improve data quality and create a completely segmented customer base. Improved Ambu’s marketing efficiency by being able to direct specific offers to customer groups, such as anesthetists and neurophysiologists
- Enhanced Ambu’s ability to monitor and track associate sales performance by enabling sales representatives to view detailed information on account sales history on the fly. Acquired a multidimensional view of customer data to drive more informed and targeted sales initiatives into specific healthcare and rescue service sectors
- Created a single repository for customer data to reduce data management time and improve accuracy. Improved the lead management process by analyzing sales rep performance related to opportunities and activities, as well as benchmarking against a number of new criteria—such as monitoring an associate’s win/loss ratio
- Enabled real-time reporting and insight into the sales pipeline. Ensured a timely and successful deployment—enabling the company to launch the system in 10 countries within 12 months. Acquired the scalability to meet the dynamic needs of healthcare professionals

Oracle Customer:**Northern Ostrobothnia Hospital District**

Oulu, Finland
www.ppsHP.fi

Industry:

Healthcare

Annual Revenue:

US\$598 million

Employees:

6,200

Oracle Products & Services:

- Oracle Real Application Clusters
- Oracle Database Enterprise Edition
- Oracle Application Server
- Oracle Premier Support
- Oracle Advanced Customer Services

Northern Ostrobothnia Hospital District

Ensures Data Systems Availability with Competent Support Service

“We have been satisfied with the services provided by Oracle Advanced Customer Services, and with the benefits gained: availability and performance of our critical system. We have expanded our cooperation with Oracle Advanced Customer Services to include other systems, such as administrative systems.”

– **Kari Säkkinen**, Chief Information Officer, Northern Ostrobothnia Hospital District

The Northern Ostrobothnia Hospital District provides healthcare for approximately 390,000 residents of Northern Finland. The hospital district’s joint municipal board manages financial, human resources, computing, and maintenance services for the district’s three hospitals: Oulu University Hospital, Oulaskangas Hospital, and Visala Hospital.

Challenges

- Ensure the availability of critical patient data systems after executing modifications, adding hardware, and consolidating system environments
- Avoid unforeseen lapses in the availability of patient data for the three hospitals and a specialized medical care emergency unit serving 35 municipalities
- Obtain specialists’ support for implementing a new patient data system that adheres to the chosen IT service strategy
- Choose a single service provider capable of delivering comprehensive support for maintaining Oracle applications in a multi supplier environment
- Expand remote monitoring capabilities for patient data, reporting, and systems testing

Solutions

- Selected Oracle Advanced Customer Services to support the hospital district’s own staff in implementing and maintaining a new patient data system
- Ensured comprehensive Oracle support by selecting services, delivered by a service manager and a designated service team, meeting the hospital district’s information management needs and optimizing availability and performance
- Ensured continuous availability of patient data by separating patient data system and the reporting system into different nodes using Oracle Real Application Clusters, and by separating the test and production environments
- Expanded administration and remote monitoring services by adopting a higher service level and additional services, accompanying studies and suggestions for further development of the hospital district’s systems

Oracle Customer:**Groupe Hospitalier du Havre**

Le Havre, France
www.ch-havre.fr

Industry:

Healthcare

Annual Revenue:

US\$404.8 million

Employees:

4,343

Oracle Products & Services:

- Oracle Real Application Clusters 11g
- Oracle Beehive

Oracle Partner:**Digora**

www.digora.com

Groupe Hospitalier du Havre Streamlines Architecture to Reduce the Number of Servers by 40%

“Oracle Real Application Clusters 11g Extended Distance Clusters gives us more control over our critical business applications, such as providing emergency medical services and medical prescriptions, while streamlining our hardware and reducing reliance on hardware support contracts.”

– **Grégoire Lebreuilly**, Chief Information Officer, Groupe Hospitalier du Havre

Managing more than 1,900 beds and handling more than 68,000 hospital admissions in 2008, Groupe Hospitalier du Havre (GHH) is the leading non university public health organization in France. The group has 10 specialty sites, including accident and emergency, emergency medical services, obstetric surgery, pediatrics, a recovery and rehabilitation facility, psychiatry, extended care facilities, and retirement homes.

Challenges

- Improve the availability of the applications needed for critical hospital functions such as responding to incoming emergency medical service calls, supporting the accident and emergency department, and handling patient data
- Enhance the adaptability and performance of the IT system to accommodate pioneering applications ,such as end-to-end paperless medical prescriptions

Solutions

- Introduced an Oracle Real Application Clusters 11g on Extended Distance Clusters, (one six-node cluster and two two-node clusters across two data centers) enabling real-time data redundancy and minimizing the risk of losing critical hospital data
- Transferred the most critical business applications, such as emergency calls and invoicing, patient files, and appointments, to the six-node cluster, ensuring availability, even if hardware fails
- Minimized reliance on costly repair-within-four-hours support contracts, since the hospital’s operation-critical applications are now unaffected by individual hardware failures
- Redistributed 12 databases across 10 servers, cutting the total number of servers needed by 40%
- Deployed Oracle Beehive on a dedicated cluster to reduce disruptions to the hospital’s messaging system
- Accelerated application response times by enabling dynamic allocation of specific nodes to heavy processing tasks, such as hospital visit statistics and decision-making analyses
- Improved handling of load spikes by using Oracle Grid Control to share cluster resources among databases and provide monitoring with real-time load and error alerts
- Worked with Oracle Partner Digora to establish an IT solution that makes GHH a pioneer among French healthcare providers

Oracle Customer:

**Klinikum rechts der Isar der
Technischen Universität München**

Munich, Germany

www.med.tu-muenchen.de

Industry:

Healthcare

Employees:

4,000

Oracle Products & Services:

- Sun Ray 2 Client
- Sun Ray 3 Series Clients
- Sun Ray Software
- Sun SPARC Enterprise M4000
- Sun Blade X6270 M2
- Oracle Solaris

Oracle Partner:

circular Informationssysteme GmbH

www.circular.de

Klinikum rechts der Isar der Technischen Universität München Enables Efficient, Secure Access to Patient Data

“The security of the Sun Ray clients even won over our data security engineers. Multiple users can now share a single workstation without hesitation and we are secure in the knowledge that sensitive patient data is well protected, as Oracle’s Sun Rays do not have hard disks or any other storage media.”

– **Dr. Manfred Härdtner**, Deputy Manager, Data Center, Klinikum rechts der Isar der Technischen Universität München

Klinikum rechts der Isar der Technischen Universität München provides a complete range of healthcare services with 34 clinics and departments and approximately 1,100 acute care beds. More than 46,000 inpatients and 190,000 outpatients receive top-grade medical care from the Munich-based hospital each year.

Challenges

- Provide mobile clinical staff with location-independent, interdisciplinary access to patient data through the use of shared workstations
- Ensure maximum protection for sensitive patient data
- Reduce IT energy and administration costs associated with the clinician workstation environment

Solutions

- Made clinical applications and programs available on central Sun SPARC Enterprise, and Sun Blade Servers in the data center to enable centralized, secure, and cost-effective data management
- Replaced personal computers (PCs) with 400 Sun Ray clients from Oracle to enable 2,000 clinicians and care providers to quickly, yet securely, access centralized applications and patient data
- Guaranteed high level protection of patient data, as Sun Ray clients do not have hard drives or any other external storage media
- Cut workstation energy consumption by 80%, in comparison with a decentralized PC environment, as Sun Ray clients require only a fraction of the energy that PCs require
- Reduced IT administrative costs by roughly 90% , due to centralized administration of the Sun Ray client-based clinical IT workstations in the data center
- Increased system availability and system reliability with centralized, redundant servers
- Worked with Oracle Partner circular Informationssysteme GmbH on the implementation and realized numerous efficiencies, such as reduced administrative costs, within a few weeks of deployment

Oracle Customer:**Haema AG**

Leipzig, Germany

www.haema.de

Industry:

Healthcare

Annual Revenue:

US\$100 to US\$500 million

Employees:

1,000

Oracle Products & Services:

- Oracle Database, Enterprise Edition 11g
- Oracle WebLogic Server Enterprise Edition
- Oracle Partitioning
- Oracle Diagnostics Pack
- Oracle Tuning Pack
- Oracle Data Guard

Oracle Partner:**circular Informationssysteme GmbH**

www.circular.de

Haema AG Achieves 100% Availability for Blood Bank Management System

“Oracle is number one in high- performance databases. For our blood bank management system, where errors are not an option, we rely on the market leader. Anything else would be irresponsible.”

– **Thomas Voigt**, IT Manager, Haema AG

Haema AG, Germany’s largest independent blood donor service, provides a comprehensive portfolio of blood-based products for hospitals and medical centers, as well as pharmaceutical enterprises that manufacture blood-based drugs. In 2010, more than 1 million blood and plasma samples were donated at Haema’s 30 blood donor centers, with a new donor transaction every 30 seconds.

Challenges

- Ensure optimal availability of the company’s new blood bank management solution, eProgesa, and meet stringent security requirements to preserve donor and patient privacy
- Ensure consistent and error-free documentation of the 1 million blood and plasma donations made annually, as mistakes could have fatal consequences
- Simplify database administration for the blood bank management system
- Guarantee 24/7 availability, a high performance level, and scalability to support organic growth of the company, which opens new blood donation facilities every year

Solutions

- Deployed Oracle technology as the foundation for the company’s new blood bank management system, ensuring that the new solution meets stringent requirements for data quality, security, stability, and system availability
- Guaranteed stable, around-the-clock availability with real-time data mirroring
- Ensured the security and stability of sensitive data, ranging from donors’ master data, laboratory results, and consequences to product-related sales information
- Implemented a good automated manufacturing practice (GAMP) audited solution, which meets all requirements of the German health authority. Reduced database administration requirements for the blood bank system by 50%
- Automated system optimization using Oracle’s management packs, which help eliminate manual analysis that typically took weeks to perform
- Met and undercut performance requirements of 20 to 200 milliseconds for single transactions, as defined in the company’s service level agreements
- Implemented the Oracle solution, working together with Oracle Partner circular Informationssysteme GmbH

Oracle Customer:**Azienda USL 11 Empoli**

Empoli, Italy
www.usl11.toscana.it

Industry:

Healthcare

Employees:

2,500

Oracle Products & Services:

- Siebel Professional Edition - Service Base
- Siebel CRM Service Base, SPE
- Siebel Message Broadcasting and Alerts, SPE
- Siebel Email Response, SPE
- Siebel Professional Edition - Sales Base
- Siebel Campaigns, SPE
- Siebel Correspondence, SPE

Oracle Partner:**Sistemi Informativi SpA**

www.sistinf.it

Azienda USL 11 Empoli Cuts Telephone Booking Service Costs by 40%, Improves Customer Service

“Oracle’s Siebel applications have enabled us to cut the management costs of our telephone booking service by 40%. We also have been able to expand our range of services and improve the overall efficiency and speed of our response to customers.”

– **Luisa Cattaneo**, IT Systems, Technology and Networks Director, Azienda USL 11 Empoli

As a public body responsible for health protection and promotion in Italy, Azienda USL 11 Empoli serves 230,000 people in the city of Empoli and its suburbs. The organization develops and manages an integrated network of health services, including preventive care, treatment, and rehabilitation. It also provides social services in hospital, outpatient, and home settings.

Challenges

- Bring previously outsourced call center operations back inhouse to cut associated management costs
- Expand the range of services for appointment booking to every kind of health-related service the citizen may need
- Establish a single, centralized call center structure that can handle diverse user requirements, such as customer access through e-mail, fax, or telephone
- Enable rapid access to customer and service information for efficient, effective, and swift responses
- Improve service quality by tracking all services requested by and provided to each citizen

Solutions

- Implemented Oracle’s Siebel customer relationship management (CRM) applications as the foundation for a unified call center structure. Cut management costs for telephonically booking doctors’ appointments and for other health services by 40%
- Increased the range of services provided via the call center to include telephone and online bookings, medical record requests and processing, status report updates, and claims processing
- Achieved a significant reduction in call-waiting times. Cut response times by enabling user identification and the ability to track all requests and activities
- Enhanced claims management and customer service with the availability of all the information related to that claim along with the customer’s medical information and history
- Installed—in just four months—32 operating stations from which 40 operators handle 70,000 contacts per month
- Made it possible to send e-mailed or faxed confirmations for each appointment, including detailed medical information
- Managed contacts with customers in homecare programs, enabling better integration of the full range of healthcare

Oracle Customer:**Centro Diagnostico Italiano**

Milan, Italy

www.cdi.it

Industry:

Healthcare

Annual Revenue:

US\$86 million

Employees:

300

Oracle Products & Services:

- Oracle Hyperion Financial Management Plus

Oracle Partner:**Abic Srl**

www.abic.biz

Centro Diagnostico Italiano Integrates Financial Information, Enhancing Operational Efficiency

“With the aid of Oracle’s technology, we developed an integrated financial management system that enables us to monitor individual tasks in the best possible way. We can perform analyses of consolidated accounting for legal and administrative entities by cost center, improving efficiency significantly.”
– **Nicoletta Finazzi**, Administrative Director, Centro Diagnostico Italiano

Centro Diagnostico Italiano (CDI), a Bracco Group company, is a highly specialized organization supplying professional medical services in the areas of diagnostics, prevention, treatment, and rehabilitation. Its medical services network spans Italy and includes more than 500 specialized doctors, 300 technicians, registered nurses, and office staff serving 2,000 patients a day. CDI is accredited by Joint Commission International.

Challenges

- Prepare financial statements and consolidated statutory financial statements on the basis of IAS 27, an international accounting standard
- Automate uploading data to the holding company
- Obtain a single view of financial information by integrating data from various sources and management systems using multiple accounting procedures
- Improve efficiency and profitability analyses of medical treatments, procedures, and other services

Solutions

- Used Oracle’s Hyperion Financial Management Plus to establish a single repository for analytic and general accounting data from assorted systems and environments
- Evolved data management in Excel into integrated analyses of legal and administrative information, consolidating figures by cost center and legal entity
- Generated monthly management reports and quarterly estimates for each cost center, such as radiology and obstetrics, within hospitals and clinics
- Permitted performance analysis by quantity and type of service for each cost center, detailing the value of individual medical treatments and procedures
- Automated data uploading for the holding company’s reports, reducing administrative costs
- Guaranteed the information security and traceability of users, including hospitals, clinics, and treatment centers
- Enhanced the integration of the legal and administrative environment, accelerating closing cycles by about 30%

Oracle Customer:**Sanding spol. s.r.o.**

Bratislava, Slovakia
www.sanding.sk

Industry:

Healthcare

Annual Revenue:

US\$559,000

Employees:

8

Oracle Products & Services:

- Oracle CRM On Demand

Sanding spol. s.r.o. Increases Advertising Revenue with Enhanced Customer Service and Support System

“Oracle CRM On Demand has enabled us to build a customer centric business that delivers the service excellence and value that companies expect when they advertise their products and services on Slovakia’s leading healthcare portal.”

– **Andrej Blararik**, Chief Executive Officer, Sanding spol. s.r.o

Sanding spol. s.r.o. is an IT systems management provider with expertise in the pharmaceutical sector. Its online health portal (www.zdravie.sk), provides information on diseases, medical conditions, treatments, and healthy living advice to Slovakia’s 5 million residents. Developed in 2003, zdravotie.sk is the country’s first and largest healthcare portal, receiving 300,000 hits per month, which accounts for 51% of the market share.

Challenges

- Acquire real-time revenue view from the 1,000 drug companies, medical equipment suppliers, insurance providers, and healthcare organizations that advertise on zdravotie.sk
- Maintain 30% yearly increase in advertising revenue by tracking contacts and calls to customers and ensure sales leads are followed up on quickly and inquiries resolved promptly
- Provide advertisers with timely, accurate updates on hit rates to help them monitor the success of advertisements and promotions on zdravotie.sk and track consumer behavior

Solutions

- Replaced in-house, spreadsheet-based client records and account management tools with Oracle CRM On Demand
- Chose Oracle CRM On Demand for its rapid deployment and low entry cost, making it affordable for small businesses
- Benefited from automated processes, integrated analytics, and an intuitive interface to go live and train users in four weeks
- Leveraged the solution’s flexibility to add new fields and configure functionality to meet the specific and dynamic needs of a health portal with a rapidly growing advertiser base
- Acquired complete, real-time view of all transactions to proactively manage each account, prioritize requests, identify issues, and reduce response times
- Gained ability to track all customer visits and sales leads and automate follow-up activity to maximize revenue opportunities
- Utilized powerful analytics capabilities to profile and segment advertisers for personalized, targeted campaigns
- Provided advertisers with regular, detailed summaries on hit rates and page visits for each product or service promoted
- Realized 100% return on investment within six months of implementation

Oracle Customer:**Osakidetza**

Vitoria, Spain

www.osakidetza.euskadi.net

Industry:

Healthcare

Employees:

32,000

Oracle Products & Services:

- Oracle Database Enterprise Edition
11g
- Oracle SOA Suite
- Oracle Consulting

Osakidetza Implements Service-Oriented Architecture to Align Business and IT for Healthcare Network

“With the SOA structure implemented on Oracle’s middleware we have addressed challenges related to IT platform integration. Thanks to Oracle’s SOA Excellence Center, we have also generated an internal communication that enables projects to work together.”

– **Aritza Irtzagorria**, Responsible of Central Services, Osakidetza

Osakidetza is linked to the Health Department of the Basque Government. Its aim is to offer health services through public organizations. Osakidetza relies on 32,000 professionals, provides service to more than 2 million potential patients, and manages 18 hospitals and 308 primary care centers.

Challenges

- Meet the requirements of the Spanish Health Ministry related to IT policies, such as integration with central health system, data protection, and data extraction
- Align company’s business issues (improving service level agreements, reinforcing management policies, increasing use of electronic health services) and IT principles, such as the adoption and definition of standards and the creation of a reference architecture
- Improve hospital management, ensure adoption of electronic prescriptions, integrate with the national health service multichannel health services, provide digital records management, and adopt telemedicine

Solutions

- Worked with Oracle Consulting to establish a service-oriented architecture (SOA) paradigm to solve business and IT structural problems, progressing toward a centralized, integrated vision in which business and technology work together
- Used Oracle SOA Suite to create and execute a corporate data catalog, integrating, classifying, and managing data from a myriad of sources, including the third-party human resources system, the hospital’s management system, first-care medical attention system, in addition to legacy applications distributed throughout the hospitals
- Obtained a holistic vision of all processes and procedures of the organization, from internal administration and human resources management to the operational and functional issues related to offering healthcare to Basque citizens
- Improved information availability and internal management within the Basque health department’s 18 hospitals, through the integration and global insight provided by Oracle technology
- Created and deployed 30 healthcare-related services powered by Oracle, with 200 operations available to support activities, such as sharing clinical histories, tele diagnosis, and management of prescriptions. Achieved complete return on investment for the project in 2010

Oracle Customer:**Vitalia Tu Centro de Día**

Madrid, Spain

www.vitalia.com.es

Industry:

Healthcare

Annual Revenue:

US\$4.5 million

Employees:

100

Oracle Products & Services:

- Oracle Database Enterprise Edition
- Oracle Advanced Security
- Oracle Database Vault

Oracle Partner:**Adiante Nuevas Tecnologías**

www.adiante.es

Vitalia Tu Centro de Día Creates Technological Platform to Standardize Care and Secure Patient Data

“We need global providers that can give us guaranteed continuity, and Oracle is synonymous with peace of mind in this respect—offering us scalability, support, and an international presence. Due to our growth plans, we needed a global partner that will support us as we grow, and Oracle has met that need for us.”
– **Catalina Hoffmann**, Managing Director of Vitalia Tu Centro de Día

Founded in 2004, Vitalia Tu Centro De Día is an organization focused on specialized care and treatment for seniors in day centers, using its own philosophy known as the Hoffmann Method. In six years, it has opened ten new centers under a franchise system employing about 150 people. The company has a plan for growth and expansion in Spain, Latin America, and the United States.

Challenges

- Translate the organization’s working methodology into a technological platform that systemizes the operating protocols of each professional and the therapy schedules for each pathology
- Handle personal information with a high level of security in accordance with the Spanish Data Protection Law
- Guarantee that no one without proper authorization is able to access system information
- Set up a simple-to-use system with the proper Web access requirements

Solutions

- Created a platform for the Hoffman Method on Oracle Database Enterprise Edition 11g
- Worked with Oracle Partner Adiante Nuevas Tecnologías to design Web interaction and modeling, carry out analyses and design of the database, begin the development of .NET, and study data to protect data and security measures to implement
- Protected privacy and confidentiality of Vitalia’s patients’ data with Oracle Advanced Security, codifying data and restricting access by means of an authentication process
- Controlled who can access data, when and where, with Oracle Database Vault

Oracle Customer:**Medisch Spectrum Twente**

Enschede, Netherlands

www.mst.nl

Industry:

Healthcare

Annual Revenue:

US\$390 million

Employees:

3,875

Oracle Products & Services:

- Oracle E-Business Suite Release 12
- Oracle iProcurement
- Oracle Purchasing
- Oracle Order Management
- Oracle Financials
- Oracle Advanced Collections
- Oracle Sourcing
- Oracle Contracts

Medisch Spectrum Twente Keeps Its Finger on the Pulse of Financial Health with Integrated Applications

“With Oracle E-Business Suite, the complete process of purchasing, logistics, and financial management is managed in a single, integrated environment. As a result, our management team has greater visibility and control, can make more informed decisions and can act more quickly.”

– ICT Program Manager, Medisch Spectrum Twente

Medisch Spectrum Twente is one of the largest nonacademic hospitals in The Netherlands, with a staff of 3,875 and 700 beds in use. The hospital serves a population of 264,000 providing essential care and centers of clinical excellence at hospital sites in Enschede and Oldenzaal and at remote polyclinics in Haaksbergen and Losser.

Challenges

- Provide excellent patient care within a financially healthy organization by replacing various outdated systems with an integrated system for purchasing, logistics, and finances
- Link separate hospital administration systems to reduce manual processes, as much as possible, making functions, such as purchasing and billing, more efficient
- Recoup investment in the new enterprise resource planning system through cost savings

Solutions

- Worked with Oracle Consulting to implement Oracle E-Business Suite Release 12, creating a future-proof, integrated system for healthcare purchasing, logistics, and financial management
- Reduced need for customized solutions by using Oracle’s many specific settings for hospital purchases, logistics, and financials
- Introduced greater transparency and an up-to-date overview of the organization’s financial health
- Integrated the complete process of purchasing, logistics, and financial management into a single, hospital wide system, giving management greater control and the ability to make more agile and informed decisions
- Cut inefficiency and overhead by having all support processes work together in a single environment
- Provided heads of departments with immediate oversight over expenditures for items, such as medical supplies—data previously available only at the end of the year
- Increased productivity of 350 users by rolling out Web-based applications that reduced paperwork and slashed order processing times by an average of 10%
- Put the company on track to fully recoup its Oracle investment through cost reductions enabled by the new system

Oracle Customer:**Eczacıbasi-Baxter Hospital Supply Inc.**

Istanbul, Turkey

www.eczacibasi-baxter.com.tr

Industry:

Healthcare

Annual Revenue:

US\$100 to US\$500 million

Employees:

800

Oracle Products & Services:

- JD Edwards EnterpriseOne Financials
- JD Edwards EnterpriseOne Inventory Management
- JD Edwards EnterpriseOne Warehouse Management
- JD Edwards EnterpriseOne Manufacturing – Shop Floor
- JD Edwards EnterpriseOne Quality Management
- JD Edwards EnterpriseOne System Foundation
- Oracle Database, Enterprise Edition

Oracle Partner:**Akademi Consulting**

www.jdturkiye.com

Eczacıbasi-Baxter Hospital Supply Inc.

Innovates with an Integrated Enterprise Resource Planning Platform

“We selected Oracle’s JD Edwards EnterpriseOne, because it is simply the best choice for healthcare manufacturing, offering a wide range of features that are perfectly suited for joint ventures like Eczacıbasi-Baxter.”

– **Tolga Tırpan**, IT Manager, Eczacıbasi-Baxter Hospital Supply Inc.

Eczacıbasi-Baxter Hospital Supply Inc., a leading provider of world-class products to the healthcare industry for the treatment of critical diseases, produces more than 120 types of medical products in state-of-the-art production facilities in Turkey, with an overall capacity for producing 80 million units per year.

Challenges

- Integrate numerous customized legacy applications— such as financial, warehouse management, and manufacturing—into one enterprise resource planning (ERP) platform, to automate business processes, maximize operational efficiencies, and reduce IT-related efforts and costs
- Facilitate data exchange and centralize financial report generation for the two joint venture partners, Eczacıbasi and Baxter, pulling from different data structures without changing business rules and processes
- Enable precise material procurement planning for drug ingredients with the flexibility to make last-minute changes in manufacturing configurations

Solutions

- Worked with Oracle Partner Akademi Consulting to transform varied legacy applications into an integrated ERP platform with Oracle’s JD Edwards EnterpriseOne, improving the efficiency of, and visibility into, financial, manufacturing, logistics, and sales processes
- Provided on-demand, online access to financial and sales reports to both joint venture partners, despite different data structures and business processes
- Accelerated the monthly financial closing process from 10 days to 3 days by eliminating the need to gather data from a large number of data sources
- Enabled detailed analysis of manufacturing costs for the ability to more accurately plan for and purchase drug ingredients. Facilitated the production of customized drugs by simplifying last-minute modifications of manufacturing configurations
- Integrated JD Edwards EnterpriseOne with the Turkish Ministry of Health’s e-pedigree system, providing online exchange of manufacturing data and product status information, inspiring the U.S. Food and Drug Administration to adopt similar procedures for its own regulations
- Leveraged Oracle Database, Enterprise Edition as a single data source for the company’s ERP and non-ERP systems

Oracle Customer:**Abu Dhabi Health Services Company (SEHA)**

Abu Dhabi, United Arab Emirates
www.seha.ae

Industry:

Healthcare

Employees:

16,500

Oracle Products & Services:

- Oracle Human Resource Management System
- Oracle Financials
- Oracle Procurement
- Oracle Discoverer

Oracle Partner:**Evolutionary Systems Arabia**

www.evosys.co.in

Abu Dhabi Health Services Company (SEHA) Standardizes Business Processes, Improves Visibility

“Implementing Oracle E-Business Suite across our operations is helping us support new business development, increase productivity and competency, streamline compliance, and decrease costs.”

– **Faysal Shawkee Bitar**, Project Manager, Abu Dhabi Health Services Company (SEHA)

Abu Dhabi Health Services Company (SEHA) owns and operates the public healthcare facilities of the Emirate of Abu Dhabi. Collectively known as the SEHA HealthSystem, it is comprised of 12 hospitals and more than 62 ambulatory and primary healthcare clinics. SEHA, one of the largest employers in the Middle East, is working to provide customers and communities with world-class healthcare by partnering with internationally recognized healthcare leaders. SEHA's partners include Johns Hopkins Medicine, The Cleveland Clinic, Bumrungrad International, Vamed, and Vienna Medical University.

Challenges

- Replace disparate applications with an integrated enterprise resource planning solution for a centralized view of operations and standardized and consistent business policies and also to avoid excessive IT costs and data entry duplication
- Gain control over healthcare data with enhanced management reporting and increased operational efficiency
- Develop an IT infrastructure required to support the vision of world-class standards for healthcare delivery

Solutions

- Deployed Oracle E-Business Suite financial, supply chain, and human resources (HR) applications, standardizing and streamlining health service operations with industry best practices
- Used a shared service model to benefit from a single instance, servicing all affiliated hospitals and clinical entities
- Enhanced responsibility, accountability and transparency of information and processes for clinical and administrative staff, through online self-service capabilities that include purchase requisitions, training and leave requests, and appraisal and recruitment tools
- Enforced a unified item master for healthcare procurement as specified by United Nations Standard Products and Services Code standards
- Integrated supply chain, financial and HR management across all 74 healthcare facilities and mandated unified standard SEHA human resources and payroll powered by a single Oracle E-Business Suite instance following a shared service model
- Went live with first wave of ERP implementation in just 8 months and completed the rollouts within 14 months

Oracle Customer:**McKesson Information Solutions UK Ltd**

Warwick, U.K.

www.mckesson.co.uk

Industry:

Healthcare

Annual Revenue:

Over US\$5 billion

Employees:

More than 36,000, globally

Oracle Products & Services:

- Oracle E-Business Suite Release 12.1.3
- Oracle Human Resources
- Oracle Payroll
- Oracle Self-Service Human Resources
- Oracle BPEL Process Manager
- Oracle Learning Management

McKesson Information Solutions UK Ltd Builds World's Largest Managed Human Resources/ Payroll Solution for National Health Service

"Oracle's industry-leading technology has been critical to our success in building a highly ambitious people-management solution for 7% of the working population in England and Wales, delivering it on time and to budget, and helping the NHS to exceed business case savings targets by more than 30%."

– **Frank Rutley**, Vice President, UK Workforce Solutions, McKesson Information Solutions UK Ltd

McKesson is the trusted healthcare technology solutions and services provider dedicated to helping its customers deliver high-quality healthcare by reducing costs, streamlining processes, and improving the quality and safety of patient care in the U.K.

Challenges

- Build a single, integrated human resources (HR) and payroll system for 560 National Health Service (NHS) organizations that employ a total of 1.4 million employees based on automation, best-practices, and shared services to increase efficiency and gain real-time staff visibility
- Standardize and streamline all HR and payroll processes while accommodating differing needs of NHS authorities and trusts that manage both clinical and administrative staff
- Enable the NHS to generate millions of pounds of cash savings and efficiency benefits, having already supported the NHS to deliver over US\$293 million (£210million) in savings (evidenced in the 2008 Office of Government and Commerce, Gateway 5 Review)

Solutions

- Built the NHS electronic staff record (ESR) using Oracle E-Business Suite Release 12.1.3 and Oracle Fusion Middleware, deploying and rolling out the solution on time and on budget in 30 months
- Created a life-long transferable HR record for each employee, which cut administration involved in managing the thousands of staff members who change jobs and move between trusts each year. Replaced multiple legacy HR and payroll applications used across NHS with ESR and achieved rapid user adoption
- Built secure single sign-on solution for 1.4 million clinical and administrative employees, some with multiple assignments, using Oracle BPEL Process Manager
- Used Oracle Self-Service Human Resources to cut overhead by devolving routine HR processes, such as updating employee records and leave entitlements, for staff and managers
- Introduced shared services to cut costs by managing common transactional processes for many organizations simultaneously
- Handled 770 weekly and monthly payrolls and processes, including 160,000 payroll assignments per hour during peak times
- Exceeded cash and non-cash, releasing savings targets by 30%. Cut litigation premiums by up to 20% by recording all statutory and mandatory training in Oracle Learning Management

Oracle Customer:**National Health Service (NHS)
Lothian**

Edinburgh, United Kingdom
www.nhslothian.scot.nhs.uk

Industry:

Healthcare

Annual Revenue:

US\$2.2 billion

Employees:

28,000

Oracle Products & Services:

- Sun Storage 7410
- Sun Ray 2 Client
- Sun Ray 270 Client
- Oracle Virtual Desktop Infrastructure

Oracle Partner:

Northgate Information Systems
www.northgate-is.com

National Health Service (NHS) Lothian

Improves Staff Efficiency While Saving US\$2.4 Million with Fast, Flexible Access to Records

“Oracle’s Sun Ray thin client infrastructure has provided us with a huge raft of benefits. We have simultaneously reduced costs, improved access for our users, boosted security, and reduced technical complexity.”

– **Martin Egan, Director of eHealth, National Health Service (NHS) Lothian**

National Health Service (NHS) Lothian provides a comprehensive range of primary, community-based and acute hospital services for a population of around 800,000 in Edinburgh and the Lothians. It also delivers specialist services for people across Scotland, including liver and kidney transplantation, neonatal intensive care, cancer services, and complex surgery.

Challenges

- Provide comprehensive IT services to a team of 28,000 employees dispersed across 299 separate sites within the region
- Ensure that nurses, consultants, and administrators are able to easily access the applications they need from any terminal to deliver excellent healthcare to the local and wider populations
- Reduce costs to help meet government efficiency targets to reduce overall expenditure by US\$49 million in the 2010-2011 fiscal year
- Enable consultants to work flexibly between different hospital sites for efficiency and improved patient services

Solutions

- Replaced PC-based infrastructure with up to 10,000 Sun Ray thin clients to simplify IT administration, reduce costs, and improve access to a wide range of applications
- Enabled doctors or nurses to log-in with a smart-card in just six seconds to access their application, allowing staff to quickly switch between work-stations on the hospital ward and offices, speeding time to complete assessments and update records
- Enabled critical staff to work from home during severe weather conditions, ensuring continuity of service to patients
- Stored all information securely on Sun hardware in one centralized data center, eliminating the risk of sensitive information being stolen from a PC or laptop
- Reduced overall costs by US\$2.4 million, including US\$1.6 million in reduced technical investment and US\$0.8 million on salary savings with an expected 25% reduction in support staff
- Reduced costs for electricity by US\$1.6 million per 2,000 users over a seven-year period while lowering the carbon footprint
- Reduced time to add a new workstation from up to two hours for a PC to just 10 minutes for a new Sun Ray and speeded upgrades with centralized administration and distribution

Oracle Customer:**Hospital Alemán**

Buenos Aires, Argentina

www.hospitalaleman.com.ar

Industry:

Healthcare

Annual Revenue:

US\$100 million

Employees:

1,200

Oracle Products & Services:

- Oracle Database 11g Enterprise Edition
- Oracle E-Business Suite
- Oracle Inventory
- Oracle General Ledger
- Oracle Accounts Payable
- Oracle iProcurement
- Oracle Cash Management
- Oracle Process Operations
- Oracle Forms
- Oracle Data Guard

Oracle Partner:**SyE – Soluciones y Emprendimientos S.R.L.**

www.sye.com.ar

Hospital Alemán Improves Hospital Administration and Management by Upgrading IT Infrastructure

“Oracle Database is the best database on the market. By migrating to it, we have improved internal control and other processes, such as authorizations, that are essential to the healthcare industry.”

– **Diego Waksman**, Systems Manager, Hospital Alemán

Hospital Alemán (German Hospital), founded more than 140 years ago, is one of Argentina’s leading private health centers. Located in Buenos Aires, it provides its own health insurance, attending to more than 35,000 outpatient visitors and 4,300 inpatient visitors per month with a staff of more than 600 medical specialists.

Challenges

- Upgrade the hospital’s database to manage medical and administrative information more efficiently
- Provide medical and nursing staff with full access to critical patient information to improve care
- Enhance service to more than 4,000 active suppliers and consolidate information regarding transactions, such as purchase orders and bill payments

Solutions

- Implemented Oracle Database 11g Enterprise Edition, to improve processes for managing the hospital’s medical and administrative information
- Implemented Oracle E-Business Suite with Oracle Partner SyE – Soluciones y Emprendimientos S.R.L., achieving efficiency and reliability in internal control processes, such as approvals and authorizations of medical studies and providers’ orders
- Automated managing information related to the 4,000 suppliers who work with the hospital—who generate 4,800 paid bills and 1,350 purchase orders per month—providing greater visibility of each supplier
- Integrated and maintained the full flow of information in the system, including patients’ medical studies, clinical histories, and images
- Designed a module for administrating fees, which the hospital uses to manage health insurance, enabling it to provide services to 150 other companies with varying price and coverage agreements
- Simplified the compilation of medical and financial reports, using Oracle Data Guard as a repository for queries

Oracle Customer:**Golden Cross Assistência
Internacional de Saúde Ltda**

Rio de Janeiro, Brazil
www.goldencross.com.br

Industry:

Healthcare

Annual Revenue:

US\$791 million

Employees:

1,400

Oracle Products & Services:

- PeopleSoft Financials
 - General Ledger
 - Payables
 - Cash Management

Oracle Partner:**HQS Consultoria em Sistemas Ltda**

www.hqs.com.br

Golden Cross Assistência Internacional de Saúde Ltda Increases Competitiveness and Productivity with Automation and Process Efficiency

“With PeopleSoft Enterprise Financials, we integrated financial processes, giving us more transparency and agility. We also automated processes to reduce paperwork and filing costs that ultimately reduced overall operational costs.”

– **Luiz Beraldo Reis**, System Development Manager, Golden Cross Assistência Internacional de Saúde Ltda

Golden Cross Assistência Internacional de Saúde Ltda (Golden Cross), a reference in the complementary health industry, operates nationally and serves over 900,000 patients. Its head office is in Rio de Janeiro, and it has offices in other main cities of Brazil. Golden Cross has a referenced network of 23,000 doctors—clinics and offices, 1,200 hospitals, 18,500 specialized clinics, 2,000 laboratories, and about 2,500 dental units.

Challenges

- Deploy a standardized commercial off-the-shelf enterprise resource planning (ERP) system to allow the organization’s IT team to focus on the creation of healthcare-specific applications
- Increase competitiveness in the healthcare provider area a highly innovative industry, enabling the company to have unique information when compared to its competitors
- Reduce internal costs and improve contract negotiations with hospitals and other partners
- Gain more precise and reliable financial information to ensure competitive position

Solutions

- Worked with Oracle Partner HQS Consultoria em Sistemas Ltda to implement Oracle’s PeopleSoft financial applications, creating an integrated and standardized financial management environment that provides greater visibility
- Enabled internal IT development teams to focus on developing healthcare-specific applications instead of ERP applications
- Gained the ability to negotiate better pricing and purchasing contracts with suppliers through improved visibility into costs and contracts
- Improved competitiveness by expanding visibility of financial data to enable more agile and informed business decisions
- Automated and eliminated paper-based processes to accelerate purchasing approval times from five-to-six days to 24 hours, reducing operational and filing costs
- Postponed investments in hardware through the automation of more than 27,000 payments per month

Oracle Customer:**EPS Famisanar Ltda. Cafam
Colsubsidio**

Bogota, Colombia

www.famisanar.com.co

Industry:

Healthcare

Annual Revenue:

US\$405 million

Employees:

1,344

Oracle Products & Services:

- Oracle Database Enterprise Edition
- Oracle Application Server Enterprise Edition
- Oracle Internet Directory
- Oracle Business Intelligence Enterprise Edition
- Oracle JDeveloper

Oracle Partner:**Soft Bolivar**

www.softbolivar.com

EPS Famisanar Ltda. Cafam Colsubsidio

Improves Online Services and Reduces Call Center Transaction Amounts by 20% with New Portal

“Oracle Application Server Enterprise Edition and Oracle Internet Directory enabled us to create a transactions portal—designed to offer online services to our users with optimal response times, while helping to reduce costs and customer service workload.”

– **Maria Helena Forero**, Systems Director, EPS Famisanar Ltda. Cafam Colsubsidio

EPS Famisanar Ltda. Cafam Colsubsidio, a unit of Cafam and Colsubsidio, is dedicated to promoting health in Columbia and ensuring that its members and their families receive comprehensive health services. The country’s fourth largest health services provider, EPS Famisanar serves more than 1.39 million individuals.

Challenges

- Develop a transactional portal to provide online services to users (its members, companies, and business advisors) and comply with applicable privacy health laws
- Facilitate online communication between EPS Famisanar and its health service centers to extend visibility and transparency throughout the organization
- Improve online management of health service authorizations to reduce travel required to receive authorizations in person
- Provide self-service capabilities to members and businesses to enable online administrative transactions and reduce staff workload at customer care centers

Solutions

- Worked with Oracle Partner Soft Bolivar to implement Oracle Application Server and Oracle Internet Directory to develop a transactional portal to offer online services to users, businesses, and advisors, while ensuring compliance with health laws
- Facilitated online communication between EPS Famisanar and its health service centers—extending operating visibility and transparency
- Automated authorization procedures for urgent care and posturgent care services online—reducing approval times to less than three seconds and enabling users to receive approvals without making in-person visits
- Created a virtual office with self-service capabilities for members and businesses, thereby reducing customer service workload by 3% for authorizations and 50% for certifications and call center transaction amounts by 20%
- Leveraged Oracle Business Intelligence Enterprise Edition to provide a view of authorizations and sales goals, and enable analysis of user complaint resolution—facilitating strategic decision-making

Oracle Customer:**Christus Muguerza S.A.P.I. de C.V.**

Monterrey, Nuevo Leon, Mexico
www.christusmuguerza.com.mx

Industry:

Healthcare

Employees:

4,300

Oracle Products & Services:

- Hyperion Planning
- Hyperion Essbase
- Hyperion Financial Reporting
- Hyperion Web Analysis

Oracle Partner:**Brio Mexico**

www.brio.com.mx

Christus Muguerza S.A.P.I. de C.V. Standardizes Information and Improves Budgetary Management

“With Oracle’s Hyperion Planning, we have standardized institutional parameters for budget development and planning in all hospitals, clinics, and rehabilitation centers. Now we have a single application that allows directors and managers to forecast revenues and expenditures on a monthly basis.”

– **Hector Ipiña Sifuentes**, Assistant Director of Administrative Systems, Grupo Christus Muguerza S.A.P.I de C.V.

Christus Muguerza S.A.P.I de C.V., part of Christus Health Group, USA, is one of Mexico’s most prominent private medical institutions. In Mexico, the company operates seven hospitals in five cities, 30 medical centers, two rehabilitation and therapy centers, an addiction treatment center, and seven welfare clinics in six communities across the country.

Challenges

- Standardize rules and methodology for administrating the annual budgeting process to improve annual planning of the budgets for hospitals, clinics, rehabilitation centers, and group therapy practices
- Reduce manual procedures for capturing financial information to avoid reprocessing and calculation errors
- Accelerate times for capturing budget data to provide analytical information for decision-making
- Provide analysis indicators to let the company’s corporate and hospital operating managers review and adjust the budget on a monthly basis

Solutions

- Worked with Oracle Partner Brio Mexico to implement Oracle Hyperion Planning, standardizing rules for budgetary administration and improving planning of the annual budgets of hospitals, clinics, and rehabilitation and therapy centers
- Reduced manual procedures for capturing financial data, limiting calculation errors and reprocessing
- Accelerated times for capture and review of financial information for budgets by 50%
- Used Oracle’s Hyperion Financial Reporting to generate 15 financial reports, helping corporate and hospital operations directors and other managers make strategic decisions
 Implemented Oracle’s Hyperion Web Analysis to generate 20 detailed reports by region and type of institution, helping financial management make comparisons and projections for income and expenses
- Established monthly rolling forecast exercises, helping directors and the company’s human resources, finance, and sales teams analyze, review, and adjust the budget on a monthly basis

Oracle Customer:**Wolf Medical Systems Corporation**

Surrey, British Columbia, Canada

www.wolf-medical.com

Industry:

Healthcare

Employees:

75

Oracle Products & Services:

- Sun Ray 2 Client
- Sun Ray 270 Client
- Sun Ray Software

Wolf Medical Systems Corporation Installs 1,000 Thin Clients to Save Doctors Time and Improve Patient Care Solution

“Oracle’s Sun Ray clients are a key element in delivering on Wolf Medical Systems’ brand promise of ‘Simply Powerful.’ As a practicing physician and user of Sun Ray technology in my clinic, I can personally attest to its security and simplicity, and the time it saves me when dealing with a heavy patient load.”

– **Brendan Byrne**, President and Chief Executive Officer, Wolf Medical Systems Corporation

Wolf Medical Systems is a market leader in Western Canada and a dominant provider of electronic medical records (EMR) solutions for physician offices and medical clinics across Canada. The company has hundreds of installed sites, supporting thousands of physicians and healthcare users across Canada. Wolf Medical’s mission is to make the practice of medicine more efficient, effective, and enjoyable while improving patient outcomes.

Challenges

- Provide doctors, nurses, and other clinicians with powerful productivity tools that enable them to optimize time with patients while ensuring patient security and privacy
- Ensure a cost-effective hardware solution that Wolf Medical Systems can easily manage for its EMR-service clients

Solutions

- Integrated Oracle’s Sun Ray 2 Client and Sun Ray 270 Client server-hosted desktop displays with the company’s EMR software and installed 1,000 devices throughout Wolf Medical Systems customers’ offices in Western Canada
- Eliminated the need for physicians and other clinicians to log in and out of workstations in exam rooms and other locations in the office through the use of smart cards that also enable clinicians to carry the patient chart on a card
- Saved doctors 15-to-20 minutes per day because they no longer need to log in and out of systems, a savings that helps practices better manage heavy patient loads
- Ensured patient data security because the system automatically locks the screen when providers remove their smart cards
- Reduced manual entry for handwritten notes, saving nurses and other clinicians time and reducing the chance for error
- Realized simple and cost-effective central management of the thin clients from Wolf Medical’s data center, enabling remote updates and upgrades of the EMR solution
- Reduced the burden on limited IT staff at physician offices
- Realized a lower cost solution compared to personal computers due to the reliability of the thin clients
- Enabled Wolf Medical Systems to offer its customers a robust warranty for the EMR offering

Oracle Customer:**Amedisys, Inc.**

Baton Rouge, LA

www.amedisys.com

Industry:

Healthcare

Annual Revenue:

US\$1.5 billion

Employees:

17,000

Oracle Products & Services:

- PeopleSoft
 - Financials 9.1
 - HCM Warehouse
 - Supply Chain Planning 9.1

Oracle Partner:**PricewaterhouseCoopers**

www.pwc.com

Amedisys, Inc. Improves Back-Office Efficiency and Supports Sustained Rapid Growth

“To support our rapidly growing organization and deliver efficient and effective care to patients, we require visibility across our organization as well as business tools that enable improved productivity. Oracle’s PeopleSoft applications have enabled us to create an integrated enterprise resource planning platform that delivers on both of these requirements.”

– **G. Patrick Thompson, Jr.**, Executive Vice President, Administration, and Chief Information Officer, Amedisys

Amedisys, Inc. is a leading healthcare company focused on bringing home the continuum of care. Amedisys delivers personalized healthcare services to more than 378,000 patients and their families annually, in the comfort of patients’ homes. The company has two divisions, home healthcare and hospice, and employs skilled clinicians across the country.

Challenges

- Improve efficiency of back-office operations to support continued growth
- Consolidate five legacy enterprise systems onto a single integrated platform to enable greater visibility into financial data from the care center level to the enterprise level
- Support flexible work schedules for caregivers and ensure the flexibility to pay nurses per patient visit

Solutions

- Standardized on Oracle’s PeopleSoft Enterprise 9.1 applications to increase visibility into critical business information and give the company the scalability needed to support its rapid growth
- Streamlined the flow of information enterprise wide—which includes 17,000 employees and 577 care centers
- Eliminated the need to re-enter information into various siloed systems, enabling staff to focus on strategic priorities
- Provided the scalability needed to support the company’s rapid growth driven by numerous strategic acquisitions
- Enabled Amedisys to support flexible work schedules for its caregivers, and meet the complex payroll requirements associated with this business model
- Expanded self-service capabilities to provide greater employee convenience—enabling them to enter time and expenses, and manage personal information through a portal
- Achieved end-to-end integration of the supply chain—from medical supplies to care centers—optimizing the purchase of supplies and ensuring that they are onsite where and when they are needed for care delivery and business operations
- Worked with Oracle Consulting and Oracle Partner PricewaterhouseCoopers to complete the implementation on time and under budget in just 10 months

Oracle Customer:**Brookdale Senior Living**

Brentwood, Tennessee
www.brookdaleliving.com

Industry:

Healthcare

Annual Revenue:

US\$2 billion

Employees:

More than 38,000

Oracle Products & Services:

- PeopleSoft Enterprise
 - Human Capital Management Suite
 - Financial Management Suite
 - Payroll
 - Supply Chain Management Suite

Brookdale Senior Living Identifies Opportunities to Improve Talent Management and Staff Efficiency

“Oracle Insight effectively and rapidly completed a process assessment and prioritized recommendations to optimize our human capital support systems. Their knowledge of industry best practices and collaborative approach helped align our leadership team for the proposed initiatives.”

– **Glenn Maul**, Senior Vice President of Human Resources

Brookdale Senior Living is the nation’s largest owner and operator of senior living communities throughout the United States. Serving seniors and their families for over 30 years, today Brookdale operates more than 565 senior living and retirement communities across the nation. Each day, more than 38,000 Brookdale associates provide senior-related services to more than 53,600 residents in assisted living facilities and other retirement living communities with a high quality of life and the highest levels of personal service.

Challenges

- Reduce employee administrative paperwork to increase focus on resident care
- Improve employee and manager self-service tools to raise employee satisfaction and improve efficiency
- Automate and integrate employee performance, learning, and compensation management processes for staff development program effectiveness
- Increase automation and efficiency of payroll processing
- Provide daily dashboards and analytics to all levels of management to speed decision-making

Solutions

- Participated in focused discovery sessions, process analysis, and review of industry best practices for talent management to identify key challenges and opportunities for improvement
- Identified and prioritized recommended solutions and implementation plans
- Developed a business case for the proposed initiatives including quantified financial benefits and estimates of total program costs
- Helped align Brookdale’s executive team for the proposed investments and expected outcomes

Oracle Customer:**Cancer Care Ontario**

Toronto, Ontario, Canada

www.cancercare.on.ca

Industry:

Healthcare

Oracle Products & Services:

- Siebel Customer Relationship Management (CRM)

Cancer Care Ontario Uses Analytics to Centralize Cancer Screening Program, Detect Diseases Earlier, and Improve Outcomes

“Siebel CRM has helped us increase screening rates, for example taking colorectal screening rates from approximately 20% to nearly 50% in three years. When more people get screened, it means earlier and more effective treatment, and ultimately longer lives.”

– **Rick Skinner**, Chief Information Officer for Cancer Care Ontario

Cancer Care Ontario is the agency responsible for continually improving cancer services for Ontario’s 13 million citizens. Its responsibilities include managing funding and access to care, including minimizing wait times, measuring cancer care effectiveness, and reporting on the system’s performance.

Challenges

- To support its centralized provincial cancer screening program, Cancer Care Ontario implemented Oracle’s Siebel CRM as part of its information system used to identify and manage contact with citizens in need of screening

Solutions

- Physicians now receive electronic reports telling them which patients have been screened, the results of the screenings, and which patients are due for screening—saving time and improving overall care

Oracle Customer:**National Accounts, UnitedHealthcare**

Hartford, CT

www.uhcnational.com

Industry:

Healthcare

Annual Revenue:

US\$40 billion

Employees:

32,000

Oracle Products & Services:

- Oracle CRM On Demand

Oracle Partner:**CRMIT**

www.crmit.com

National Accounts, UnitedHealthcare Improves National Account Sales Operations

“With Oracle CRM on Demand, we are bringing new levels of insight, effectiveness, and productivity to our national accounts sales process. As important in this time of change in the health insurance sector, we have been able to cut our CRM-related IT overhead costs by one-third while gaining new scalability and flexibility with a hosted solution.”

– **James Lane**, Vice President, National Accounts Sales Reporting and CRM Solutions, UnitedHealthcare Division, UnitedHealth Group, Inc.

National Accounts, a Division of UnitedHealthcare (UHC) is a leading healthcare insurance company in the United States that meets the often complex needs of large, multi location employers. Since its inception, the company and its affiliates have introduced innovations that make healthcare services more accessible and affordable for customers; improve the quality and coordination of healthcare services; and help patients and their physicians to make more informed decisions.

Challenges

- Improve the efficiency and effectiveness of the company’s national accounts sales cycle—a process that averages 14 months and can involve numerous parties associated with the sale, purchase, and administration of healthcare plans
- Create an intuitive, user-friendly customer relationship management (CRM) environment that would improve productivity, as well as insight into the sales process
- Support operational efficiency goals by driving down IT overhead and management costs, while ensuring a highly available CRM environment

Solutions

- Migrated to Oracle CRM On Demand to gain a flexible, agile hosted solution—enabling the organization to quickly and cost effectively configure and expand the environment to include new applications and features, as needed—a critical capability for the healthcare industry in this time of transition
- Leveraged the technical expertise of Oracle Partner CRMIT, for design, development and deployment
- Improved sales team productivity, enabling users to complete tasks with fewer keystrokes than in the legacy system.
- Expanded the amount and type of information that users can report
- Reduced by one-third the overhead costs required to support the company’s CRM environment by adopting a hosted model
- Minimized ad hoc interruptions by deploying a hosted application that is highly available

Oracle Customer:**Sharp HealthCare**

San Diego, CA
www.sharp.com

Industry:

Healthcare

Annual Revenue:

US\$2.1 billion

Employees:

14,000

Oracle Products & Services:

- Oracle Database 11g
- Oracle Advanced Compression

Sharp HealthCare Reduces Data Storage Requirements by 50% and Improves Query Performance

“Without a doubt, the estimated time and cost savings that we’ve gained, coupled with the ability to manage an abundance of storage data over an unknown amount of time, easily offsets the licensing of Oracle Advanced Compression.”

– **Kim Nguyen**, Database Administrator, Sharp HealthCare

Sharp HealthCare is a not-for-profit, integrated regional healthcare delivery system in southern California consisting of four acute-care hospitals, three specialty hospitals, two medical groups, and a full spectrum of other facilities and services. Sharp launched a performance improvement initiative in 2001, underscoring its commitment to patient safety, organizational and service improvements, and improved clinical outcomes.

Challenges

- Increase efficiency and reduce cost of data storage supporting the organization wide initiative on performance improvement
- Migrate Sharp HealthCare’s data warehouse, which contains information ranging from accounting data to electronic medical records, from a Microsoft environment to a more scalable and stable platform to support rapid data growth
- Enable the organization to separate business intelligence reporting systems from time-critical healthcare transactional systems to support internal clients’ reporting needs

Solutions

- Migrated Sharp HealthCare’s data warehouse to Oracle 11g and Oracle Advanced Compression to increase efficiency, reduce cost associated with managing data, and improve overall performance of the health system’s data warehouse, which supports key business and clinical applications
- Gained a scalable and stable environment, enabling the healthcare organization to support rapid data growth at a rate of 15 gigabytes to 20 gigabytes per week
- Improved query performance
- Enabled faster data transfer between the production and testing environments
- Leveraged Oracle Advanced Compression to reduce storage requirements by 50%, which allowed Sharp HealthCare to build a second non-production environment for analyst testing
- Improved storage use efficiency using only 1.2 terabytes of disk space of the 2.5 terabytes available in the development system, and only 1.5 terabytes of disk space of the 2.7 terabytes available in the production system

Oracle Customer:**Susan G. Komen for the Cure**

Dallas, TX

www.komen.org**Industry:**

Healthcare

Annual Revenue:

US\$400 million

Employees:

260

Oracle Products & Services:

- PeopleSoft Enterprise
 - Financials
 - Payables
 - Receivables
 - General Ledger
 - Expenses
 - Cash Management
 - Project Costing
 - Purchasing
- Oracle User Productivity Kit

Oracle Partner:**eVerge Group**www.evergegroup.com

Susan G. Komen for the Cure Reduces Administrative Overhead with Streamlined Financial Management

“With Oracle’s PeopleSoft Enterprise Financial Management applications, we have improved our ability to identify additional cost savings opportunities, which is key, as every dollar we can save in administrative costs is a dollar we can direct towards scientific research and education-programs.”

– **Justin Ricketts**, Chief Information Officer, Susan G. Komen for the Cure

Susan G. Komen for the Cure is the world’s largest grassroots network of breast cancer survivors and activists. The organization has invested nearly US\$1.5 billion in education, research, and services since its inception in 1982.

Challenges

- Standardize financial processes across 122 domestic foundation affiliates and central operations
- Minimize the time spent on administrative tasks to optimize resources available to support foundation programs
- Support the organization’s ability to maintain the lowest administrative cost ratio of any nonprofit entity. Provide the scalability required to support the organization’s pledge to raise US\$2 billion over the next 10 years
- Accelerate year-end financial close processes for the organization’s complex affiliate network

Solutions

- Implemented Oracle’s PeopleSoft Enterprise financial management applications to provide the foundation with timely access to accurate financial data
- Worked with Oracle Partner eVerge Group to implement the solution in just six months, simplifying reporting and tracking for US\$250 million in research and global outreach grants
- Cut time for year-end financial close from six-to-seven months to just a few weeks by standardizing financial management
- Provided the flexibility and scalability to meet future goals for international growth and expanded partnerships
- Streamlined previously cumbersome accounting administration tasks—enabling affiliates to reallocate time to support fundraising, education, and screening programs
- Improved expense monitoring by increasing forecasting, cost, and purchasing controls and expanding reporting capabilities
- Reduced the time required to submit payments to vendors. Identified cost savings opportunities and direct more funds toward research and educational programs
- Integrated with Komen’s online fundraising applications to simplify reporting and administration efforts for affiliates. Facilitated user adoption across affiliates by providing access to a mix of training resources, including classroom and Web based training, with Oracle User Productivity Kit

Oracle Customer:**Texas Children's Hospital**

Houston, TX

www.texaschildrens.org

Industry:

Healthcare

Annual Revenue:

More than US\$1 billion

Employees:

7,200

Oracle Products & Services:

- PeopleSoft Enterprise
 - Human Capital Management Suite
 - Financial Management System Suite
 - Supply Chain Management Suite

Texas Children's Hospital Saves US\$400,000 Annually through Increased Operational Efficiency and Visibility

"Oracle's PeopleSoft Enterprise applications are instrumental in our efforts to improve operational efficiency, so that we can apply those funds to patient care and capital initiatives. With PeopleSoft Enterprise, we were able to integrate and consolidate nearly 14 disparate systems across our organization, while increasing automation—enabling us to save hundreds of thousands of dollars annually."

– **John Henderson**, Director of Enterprise Systems, Texas Children's Hospital

Internationally recognized, Texas Children's Hospital is one of the largest pediatric hospitals in the United States. It is known for its expertise in cancer, diabetes, asthma, as well as cardiogenic and attention-related disorders.

Challenges

- Reduce operational costs to enable the not-for-profit healthcare organization to expand reinvestment into patient care and facilities improvement to support its core mission
- Facilitate compliance with state and health industry regulations, including tracking employee immunizations and health records

Solutions

- Implemented Oracle's PeopleSoft Enterprise applications with the help of Oracle Consulting, replacing more than a dozen disparate systems with an integrated enterprise resource planning system
- Enhanced HR team productivity enabling the hospital's five member payroll team to support a 100% increase in employees
- Brought the payroll function back in house, eliminating US\$100,000 annually in outsourcing costs
- Gave employees around-the-clock access to payroll information and more, and eliminated duplicate work between HR and Payroll
- Deployed online pay stubs, saving more than US\$100,000 annually in printing, paper, and mailing costs while expanding self-service capability
- Introduced electronic purchase orders and automated the requisition cycle, reducing requisition cycle times to 1.5 days
- Introduced electronic invoicing with nearly 50% of all invoices now received in electric format accelerating processing and reducing associated costs
- Automated the supply replenishment process, which reduced carrying costs by US\$200,000 and yielded a 99% in-stock rate
- Improved quality of performance reviews and accelerated the process by 30% with PeopleSoft Enterprise ePerformance

Oracle Customer:**The University of Chicago Medical Center**

Chicago, Illinois
www.uchospitals.edu

Industry:

Healthcare

Annual Revenue:

US\$1 to US\$5 billion

Employees:

8,558

Oracle Products & Services:

- Sun SPARC Enterprise M5000
- Oracle Solaris

The University of Chicago Medical Center

Leverages New Servers to Enhance Electronic Medical Records

“Healthcare officials rely on electronic medical records everyday to ensure optimal patient care. Oracle’s Sun SPARC Enterprise M5000 servers’ reliability and scalability are critical in helping UCMC maximize the performance of its EPIC Electronic Medical Records system to ensure the medical center provides its patients with the best possible care.”

– **Mike Sorensen**, Executive Director and Chief Technology Officer, The University of Chicago Medical Center

The University of Chicago Medical Center (UCMC), a nonprofit, academic medical center, has been on the forefront of medicine since its inception in 1927. Medical Center physicians are members of the University of Chicago Physicians Group, which includes more than 700 physicians and offers a full array of medical and surgical specialties.

Challenges

- Strengthen the foundation for UCMC’s EPIC Clinical Information System, which manages critical center functions, including operating room scheduling and patient documentation
- Enhance scalability and capacity as UCMC deploys additional software on its system, such as medical device integration and transplant management
- Improve Epic processing and response times to help doctors and nurses provide patient care in a more efficient manner
- Conserve data center power and cooling resources while minimizing maintenance costs

Solutions

- Upgraded to Oracle’s Sun SPARC Enterprise M5000 servers for a secure and reliable infrastructure solution for UCMC’s EPIC system, while minimizing total cost of ownership
- Increased support for important medical applications, including the EPIC Electronic Medical Record (EMR) system and Computerized Physician Order Entry (CPOE) system
- Realized an immediate 40% improvement in server performance and a 75% reduction in server utilization
- Acquired near flawless reliability to ensure critical patient information, including medical orders, doctor notes, and scheduling notes, are easily accessible to 6,000 users, 24 hours a day, 7 days a week
- Reduced power and cooling consumption by 63% and saved 72% in floor space, with a projected cost savings of US\$100,000 over five years
- Leveraged Sun SPARC Enterprise servers to upgrade the UCMC operating system to Oracle

Oracle Customer:**University Hospitals**

Cleveland, OH

www.uhhospitals.org

Industry:

Healthcare

Annual Revenue:

US\$1.8 billion

Employees:

17,700

Oracle Products & Services:

- Oracle Financials
- Oracle Labor Distribution
- Oracle Grants Accounting
- Oracle Human Resources
- Oracle Self-Service Human Resources
- Oracle Payroll
- Oracle Learning Management
- Oracle iRecruitment
- Oracle iProcurement
- Oracle Purchasing
- Oracle Daily Business Intelligence
- Oracle Discoverer
- Oracle Business Intelligence
Enterprise Edition
- Oracle Database

University Hospitals Adopts Shared Services to Improve Visibility and Business Process Efficiency

“With Oracle E-Business Suite applications and our shared service centers, we have standardized processes across the system, reduced IT resource redundancies, extended visibility into our operations, and fine-tuned our supply chain and financial processes to yield new levels of operational efficiency.”

– **Jason DeSantis**, Division Chief Information Officer, University Hospitals Information Technology & Solutions

University Hospitals, one of the nation’s leading health care systems, focuses on providing compassionate, quality medical care to patients throughout Northeast Ohio. The system includes a major academic medical center, community hospitals, outpatient health and surgery centers, cancer centers, rehabilitation facilities, pediatric specialty centers, and mental health facilities, as well as joint venture and partnership hospitals and health centers.

Challenges

- Improve data consistency and visibility into operations by standardizing on a single enterprise application platform across the multi-facility healthcare system
- Consolidate IT systems and migrate to a shared services environment to reduce resource redundancy, as most facilities had their own IT department

Solutions

- Standardized on Oracle E-Business Suite applications and Oracle technology to consolidate IT systems across the health network and form the foundation for a shared services center
- Created a single source for IT solutions for the health system, extending visibility, reducing IT resource redundancy and the costs associated with it, and improving data accuracy. Achieved a single, integrated supply chain that has resulted in significantly improved financial performance
- Consolidated all hospitals and facilities on the same vendor contracts to capitalize on volume discounts, streamline management, and provide greater visibility into purchasing
- Achieved more consistent business processes across the organization, including the area of expense reporting
- Accelerated the preparation of financial statements, which reduced the monthly close time by nearly 10 days
- Gained greater visibility into financial detail to drive more informed decisions and enabled the finance department to focus on decision support as opposed to processing transactions
- Moved to electronic pay stubs, saving US\$125,000 annually on costs associated with printing, supplies, and postage
- Enabled electronic invoicing to achieve greater efficiency. Deployed Oracle Business Intelligence Enterprise Edition, which drives quality-of-care reporting

Oracle Customer:**University of Pennsylvania Health System (UPHS)**

Philadelphia, PA

www.pennmedicine.org

Industry:

Healthcare

Annual Revenue:

US\$3 billion

Employees:

More than 10,000

Oracle Products & Services:

- Hyperion Planning
- Oracle Hyperion Financial Reporting
- Oracle Essbase

Oracle Partner:**ISA Consulting**

www.isaconsulting.com

University of Pennsylvania Health System (UPHS) Cuts Budgeting and Planning Time by 25%

“With Oracle’s Hyperion products, we are much better equipped to manage inventories, control rising costs, and maintain our focus on quality care. We have more information available to us and are able to get it out much faster, which has improved decision-making and has had a positive impact on our bottom line.”

– **John Kilroy**, Director of Operational Budget, Planning, and Capital, University of Pennsylvania Health System (UPHS)

University of Pennsylvania Health System (UPHS) is a network of hospitals and associated care facilities that serve the Philadelphia metropolitan area.

Challenges

- Control costs, optimize staffing, project accurate revenues, and oversee capital expansion for three hospitals, two outpatient medical centers, and two suburban patient care centers
- Efficiently manage a vast and complex budgeting process while maintaining the flexibility required for each facility to be nimble in a changing healthcare market
- Gain the ability to manage and analyze labor dollars in a more detailed and automated fashion

Solutions

- Integrated and automated capital planning and budgeting with Oracle’s Hyperion solutions, eliminating a cumbersome, spreadsheet-based processes and enabling the prudent management of multiyear projects and a capital budget of US\$300 million
- Enabled 500 users throughout UPHS to use a single interface to create accurate forecasts and plans and access interactive analytics and richly formatted financial reports
- Used Hyperion Planning to help UPHS track more than 30 different key statistical indicators, such as admissions, patient days, outpatient visits, and procedures
- Cut the amount of time UPHS spends on budgeting, planning, and reporting processes by 25%
- Enabled UPHS to drive revenue and expense numbers based on departments’ own projected patient volumes, enabling managers to rely on the system to accurately predict revenue by service line, along with expected variable expense line items
- Integrated and tracked net patient revenue by payer to better understand the bottom-line impact of patient volume changes
- Gained a better understanding of potential payroll costs by using Oracle’s Hyperion Planning to calculate variable labor costs—including nursing—based on drivers such as patient days, skill mix, and direct-care hours per patient day
- Worked with Oracle Partner ISA Consulting to ensure a smooth and efficient implementation



CUSTOMER CASE STUDIES

Oracle Customer:**Hong Kong Hospital Authority**

Hong Kong
www.ha.org.hk

Industry:

Healthcare

Employees:

59,000

Oracle Products & Services:

- Oracle E-Business Suite
- Oracle Financials
- Oracle Assets
- Oracle Purchasing
- Oracle iProcurement
- Oracle Inventory Management
- Oracle Order Management
- Oracle Product Information Management
- Oracle Human Resources Management System
- Oracle Payroll
- Oracle Hyperion Planning
- Oracle Hyperion Smart View for Office
- Oracle Hyperion Financial Reporting
- Oracle Consulting

Hong Kong Hospital Authority Achieves Seamless, Big Bang Switchover to New Payroll System

“The deployment of the Oracle Human Resources Management System was a significant undertaking for us, as it involved transitioning more than 59,000 hospital staff to a new payroll system in a big bang migration. Through effective governance and by forging a true partnership with Oracle Consulting, the cutover was completed seamlessly.”

– **Nancy Tse**, Director, Finance, Hong Kong Hospital Authority

Established in 1990, the Hong Kong Hospital Authority (HKHA) is a statutory body responsible for managing Hong Kong’s public hospitals and their services to the community. Accountable to the Hong Kong Special Administrative Region Government, the authority has a workforce of more than 59,000 people and manages 41 hospitals and institutions, 48 specialist outpatient clinics, and 74 general outpatient clinics. In 2009 and 2010, the government’s subvention for staff costs, medical supplies and equipment, and other operating expenses was about US\$4.2 billion (HK\$32.7 billion).

HKHA has embarked on a program to improve its service delivery performance. This program includes a range of initiatives, including revamping its clinical management system, managing demand to reduce patient waiting times, improving safety and quality, enhancing employee care by ensuring staff take on reasonable workloads, and changing work processes to improve efficiency and patient welfare.

The systems supporting nonclinical functions, such as finance and payroll, were first deployed in the early 1990s, so by 2005 there was a rising risk of technology failure and technological obsolescence, including software desupport and the loss of skills and tools required for maintenance. The institution wanted a platform that would properly integrate its back-office systems with world-leading software, while deploying internal resources to develop and revamp its clinical systems to achieve greater insight into the cost of patient care. It also needed to deploy resources more efficiently to meet rising demand.

To meet its targets, HKHA initiated a large-scale migration to Oracle E-Business Suite in collaboration with Oracle Consulting. A combination of strong project sponsorship and governance from HKHA and expertise and delivery from Oracle Consulting ensured the success of this vital transformation.

The project included implementing Oracle Human Resources Management System (HRMS) and Oracle Payroll with Hong Kong localization. “Thanks to a technically skilled and professional engagement from Oracle Consulting, in August 2010 we cut over to a new payroll system based on Oracle applications,” said Phil Lansley, project manager, Hong Kong Hospital Authority. “This involved migrating more than 59,000 staff in a single, big bang approach.

“Any problem would have had significant and widespread ramifications. The disciplines, methodologies, and processes Oracle employed—and the functionality of its technologies—meant we experienced a seamless transition.”

Packaged Solution a Big Step

To meet its longer term goals, HKHA realized it had to source an appropriate software package to replace its antiquated systems.

“We have very talented developers and technicians who developed clinical systems that are among the best in the world,” said Lansley. “However, our existing back-office applications were not equipped to meet HKHA’s longer term business objectives.”

The age and functional limitations of the existing in-house systems presented an unacceptable risk to the organization. Initiatives to improve the quality and timeliness of information available to HKHA meant back-office systems had to be integrated with clinical applications, which could not be achieved with its legacy applications. HKHA also wanted to standardize the procurement and inventory business processes across its 41 hospitals.

“A key driver was to automate our end-to-end processes,” said Lansley. “In addition, a lot of our applications were not particularly well integrated. We wanted to start obtaining insights in real time to help our decision-making processes become much more streamlined.”

Following an extensive review and tender process, HKHA implemented Oracle E-Business Suite HRMS modules, including Oracle Payroll. The project also involved deploying several other Oracle E-Business Suite modules, including Oracle Financials modules, such as Oracle General Ledger, Oracle Assets, Oracle Purchasing, Oracle iProcurement, Oracle Order Management, Oracle Inventory Management, and Oracle Product Information Management.

For an organization with a strong tradition of in-house development, adopting a packaged system represented a sizeable change. “It was a big step for HKHA to move to a packaged solution—the Oracle system was a real guinea pig for us to see how we could transfer risk, achieve value for money, and adopt an upgrade path that would allow us to use new functionalities to meet our business needs,” said Lansley. “However, now we have started the journey, we are prepared to broaden our enterprise resource planning footprint.”

Big Bang Payroll Deployment Delivers

The design of HKHA’s legacy systems prompted the organization to adopt a big bang transition to the Oracle-based payroll system for its 59,000 staff. “We wanted a minimum risk approach because we could not afford to have our staff not receive their pay when due,” said Lansley. Any failure of the system could cause massive staff disruption and prompt widespread organizational dissatisfaction.

Following several rehearsals, HKHA moved to the new system in August 2010. Oracle Consulting team members were on hand during the 2:30am transition to ensure all went smoothly. The cutover—one of the largest ever undertaken in Hong Kong—proceeded without incident and each subsequent payroll has been processed with similar results.

The new system allowed HKHA to apply more generic and business-oriented terminology within its human resources management systems. Using the features and functions of Oracle products, the authority has consolidated 200,000 staff position descriptions within the payroll system to just 18,000. The organization now has an unlimited ability to undertake pay runs, as the new system eliminates the two-working-day minimum gap between runs that the legacy system required. This allows structuring pay run schedules to meet business requirements.

Streamlined Financials

Deploying the new system has also enabled HKHA to process its journals in real-time and calculate depreciation on fixed assets monthly basis rather than semi-annually, improving control and efficiency for interim and year-end closures.

The organization also has a more up-to-date and accurate view of its financial position through budget utilization reports. In addition, HKHA has greater insight into purchase and invoice information, enhancing control of procurement and the supply chain. For example, HKHA has updated its ledger information with automatic inventory account posting, improving its ability to manage inventory turnover.

Improved Procurement

HKHA has also moved to full electronic purchasing, with purchase orders automatically transmitted to suppliers through e-mail, electronic data interchange, and automated fax. Combined with automated account and approval generation, and self-service requisitions and receipts for over 10,000 employees across 41 hospitals, the organization has reduced procure-to-pay times by 28%, on average.

Rigorous invoice matching and requisition-to-purchase, order-number tracking processes also dramatically reduced the potential for duplicate payments and other inefficiencies. HKHA can also implement 100% compliance with procurement approval controls, including proper segregation of staff duties.

Enhancements Extend to Supply Chain

With the foundation of its new enterprise resource planning system in place, HKHA plans to integrate this with its clinical systems. The enterprise resource planning deployment also complements HKHA's initiatives to replace its legacy budgeting and forecasting systems. The organization finalized the first-phase implementation of Oracle Hyperion software in September 2010, encompassing Oracle Hyperion Planning, Oracle Hyperion Smart View for Office, and Oracle Hyperion Financial Reporting.

HKHA is also evaluating ways to leverage its new enterprise resource planning system and its integration with clinical data to provide greater enterprise performance management and business intelligence.

It is extending the Oracle system to include the procurement and supply of pharmaceutical products and will deploy the Oracle Mobile Supply Chain application to support HKHA's supply chain improvement initiative. It is moving to capture scanned data from a wireless handheld scanner to track and trace supplies. HKHA expects the new system to go live at pilot hospitals in 2011.

Challenges

- Avoid technological obsolescence, minimize risk of failure, and future-proof by migrating from antiquated legacy human resources, finance, and procurement systems to packaged enterprise resource planning software
- Select a services organization that can be trusted to implement the new system across multiple geographic clusters and transition more than 59,000 staff to a new payroll system

Solutions

- Enabled seamless transition to a new payroll system for more than 59,000 staff
- Made self-service requisitions and receipts available to more than 10,000 employees, and reduced procure-to-pay times by 28%, on average
- Cut the number of staff position descriptions in the payroll system from 200,000 to 18,000
- Ensured general ledger journals could be processed on a real-time basis and depreciation of fixed assets could be calculated monthly rather than semiannually, providing a clear picture of the HKHA's financial position
- Eliminated the limits on the frequency of pay runs and eradicated the two-working-day minimum gap between runs required by the legacy system
- Consolidated information from separate financials, procurement, human resources, and payroll systems into a single platform
- Eliminated the risk of technological obsolescence and system failure, and established a platform to take advantage of functional improvements
- Replaced the legacy coding system used for the human capital management system with more generic, business-oriented terminology
- Gained access to Oracle Consulting Application Implementation Methodology, to ensure future projects were completed effectively

Why Oracle

- In late 2005, HKHA issued a request for proposals covering software and services. "There were multiple vendors, and it was a highly competitive process, with detailed assessments of quality and price factors to provide the best outcome for HKHA," said Lansley. "To make our decision, we undertook an extensive review process, including reference site visits and negotiations."

Following this process, HKHA selected Oracle's proposal and awarded the contract in December 2006. Oracle Consulting aided the decision by providing extensive documentation on the technology, as well as its credentials in deploying it at customer sites.

"We met the key people proposed for the implementation; in Hong Kong, as the people dimension was very important," said Lansley. "The Oracle Consulting people brought credibility to the solution and a good technical and cultural fit—which was very important when working among our own, very knowledgeable people.

"In addition, their proposal was detailed and extensive. This included the ability to bring in additional resources to meet our specific requirements when needed."

Oracle Consulting's preparedness to work as a partner rather than a supplier also played a part in convincing the HKHA to engage the business. "While our contract provided the rigor we needed, we did not have to apply any of the terms and conditions to ensure they would complete a piece of work," said Lansley.

Implementation Process

HKHA adopted a staged approach to minimize the risk of the implementation. While Oracle Consulting assumed responsibility for leading all stages of the implementation, it would regularly review the project schedule with HKHA and adjust it accordingly. "This was all very well managed," said Lansley. "Without the strong project sponsorship and governance of the key executives, we would not have gone live when we did."

The project governance framework included a Project Steering Committee chaired by the Chief Executive of HKHA, which ensured the project had the right mandate. Other participants included project sponsors from business functions, such as finance and human resources.

"The sponsor on a day-to-day basis was the Director of Finance, and she was the real driving force behind the project. I turned to her regularly to help resolve key issues," said Lansley.

Oracle Consulting completed a number of complex customizations to meet HKHA's requirements and provided onsite support during the critical system integration and user acceptance testing stages. The user acceptance testing was particularly critical as staff had accustomed to working with legacy, in-house-developed systems.

"Oracle Consulting's methodologies were central to the success of the implementation," said Lansley. "At its peak, the project involved about 60 Oracle Consulting staff, including experts from Oracle Australia, Oracle India, Oracle New Zealand, Oracle Singapore, and Oracle Taiwan."

Oracle Customer:**Teikyo University Hospital**

Tokyo, Japan
www.teikyo.jp

Industry:

Healthcare

Employees:

1,600

Oracle Products & Services:

- Oracle Database
- Oracle Real Application Clusters
- Oracle Automatic Storage Management
- Oracle Partitioning
- Oracle Diagnostic Pack
- Oracle Service Bus
- Oracle BPEL Process Manager
- Oracle WebLogic Server
- Oracle JRockit
- Oracle Tuxedo

Teikyo University Hospital Improves Patient Care by Enabling Real-Time Data Delivery to Doctors

“Oracle products, such as Oracle Real Application Clusters and Oracle BPEL Process Manager, enabled us to use SOA to integrate systems without the need for major programming. As a result, we were able to make critical healthcare information available to medical staff in real time.”

– **Tomohiro Sawa**, Chief Information Officer, Department of Anesthesia, Teikyo University Hospital

Located in the Bunkyo ward of Tokyo, Teikyo University Hospital provides a wide range of health services, including cardiology, internal medicine, neurology, neurosurgery, obstetrics, radiology, and reconstructive surgery. It has an emergency medical care center and a prenatal clinic. In May 2009, the hospital began operating from a new 1,154-bed facility, the largest of its kind in Japan.

To improve its level of healthcare, Teikyo University Hospital undertook a project to integrate its systems and enable the delivery of critical data, such as test results, to handheld devices used by doctors and other medical professionals. The aim was to ensure the prompt and reliable delivery of patient services, while stabilizing and easing the workload of medical staff.

The hospital used a range of Oracle middleware products to leverage the benefits of service-oriented architecture (SOA) and link a range of systems and medical devices. As a result, it can make health data available in real time and ensure it is delivered to the relevant medical professional. This has enabled the hospital to enhance the quality of care it provides.

Ensuring a Smooth Flow of Information

Technology has become indispensable for many hospitals, particularly those with 500 beds or more, as it is challenging to optimize healthcare using only human resources. The Japanese medical industry began using IT strategically around five years ago, with many facilities introducing electronic medical charts, handheld devices, and systems to manage patient registrations, schedule medical examinations and surgeries, and purchase medicines and other medical supplies.

For Teikyo University Hospital, the aim was to make the flow of medical information seamless and transparent. “If accurate information can be provided in real time to medical staff, we can do away with unnecessary tasks and improve the competency of each staff member,” said Tomohiro Sawa, chief information officer, department of anesthesia, Teikyo University Hospital. “Even if the number of beds increases, overall operation will be very smooth.”

To facilitate this it was necessary to link standalone systems developed for diagnosis and treatments used by different healthcare divisions. After evaluating a range of options, Teikyo University Hospital chose products from Oracle SOA Suite to integrate these systems.

Key Benefits:

- Improved patient care by delivering important medical data such as blood test results to doctors' handheld devices, enabling them to address urgent issues immediately
- Reduced staff workload by eliminating the need to locate information from disparate sources
- Enabled information systems to be integrated without the need for major programming
- Ensured high availability for critical medical systems with a clustered database framework

SOA the Answer to Data Integration Issues

The hospital's first project using SOA was to develop an electronic medical chart for its Chiba General Medical Center and link the application to existing healthcare systems. During the course of the project, the hospital discovered that Oracle middleware products offered the flexibility and functionality needed to build a robust infrastructure.

"Oracle's SOA Suite was equipped with a BPEL engine and various adapters, enabling systems to be integrated without any extra programming or tampering," said Sawa.

Medical information stored in disparate systems was consolidated in an Oracle Database to ease data management. The hospital also used Oracle Tuxedo to enable information from medical systems to be delivered in real time to the electronic chart.

"Normally, the program linking medical systems with medical devices would need to be rewritten each time a new device was introduced or an existing one replaced," said Sawa. "By opting for SOA, we have eliminated the need to rewrite programs, saving us tens of thousands of dollars. The Oracle SOA products were indispensable in helping us integrate different information systems, centralizing data, and achieving transparency."

Sawa added that Oracle Database with Real Application Clusters ensured high availability for the large amounts of medical information that was exchanged on a daily basis.

"The well-being of our patients relies on the availability of medical information, so we cannot afford any system downtime, as it can literally mean the difference between life or death," said Sawa. "The clustered framework means that if one server goes down, systems will continue working as the workload from the malfunctioning server is instantly transferred to another."

To manage 30 terabytes (TB) of medical information and 100TB of images, the hospital implemented Oracle Automatic Storage Management. The solution makes it much easier for database administrators to manage the storage of large amounts of information, leading to significant reductions in administration costs.

Accurate and Timely Provision of Medical Data

Adopting SOA to integrate systems and centralize information has enabled Teikyo University Hospital to deliver critical medical data to healthcare professionals. In addition, to ensure that information reaches doctors and staff members who are constantly on the move, the hospital issued them with mobile devices.

"In the past, if an abnormal result was uncovered during a blood test, the technician would have to look for the doctor to convey this information," explained Sawa. "By linking the blood test system and the electronic medical chart, abnormal blood test results can now be instantly communicated to doctors via their handheld devices."

The real-time delivery of information has also eased workloads. “There are around 600 medical staff working at any point in time,” said Sawa. “By sending medical data electronically, we have reduced the amount of time they spend moving around the hospital to collect information. Even if we reduce the time each staff member spends chasing information by just one minute, it equates to 600 minutes or 10 hours a day.

“The less time staff needs to look for information, the more time they will have for patient care, which is ultimately our core business,” said Sawa.

Teikyo University Hospital is now planning to enhance the value of information delivered to medical staff. “Instead of just alerting them to abnormal test results, for instance, we want to describe the results in more detail so doctors can better understand the implications for the patient and develop a treatment plan,” said Sawa. “We believe the Oracle SOA framework will help us achieve this.”

Why Oracle?

Teikyo University Hospital did not want a vendor-dependent IT environment. “If the foundation and systems are developed from the products of only one vendor, it will be difficult for us to introduce another vendor product at a later point in time, and flexibility of our infrastructure will be lost,” explained Sawa.

The hospital selected a number of Oracle SOA products to integrate its systems, citing their adaptability, ease of use, and open-standards-based infrastructure.

Teikyo University Hospital provides a wide range of health services, including cardiology, internal medicine, neurology, neurosurgery, obstetrics, radiology, and reconstructive surgery. In May 2009, the hospital began operating from a new 1,154-bed facility, the largest of its kind in Japan.

Oracle Customer:**Hospital District of Helsinki and Uusimaa (HUS)**

Helsinki, Finland
www.hus.fi

Industry:

Healthcare

Annual Revenue:

US\$1.92 billion

Employees:

21,000

Oracle Products & Services:

- Oracle Human Resources
 - Oracle Self-Service Human Resources
 - Oracle Learning Management
 - Oracle Human Resources Intelligence
 - Oracle Internet Expenses
- Oracle Identity and Access Management Suite
 - Oracle Identity Manager
 - Oracle Access Manager
 - Oracle Internet Directory
- Oracle User Productivity Kit
- Oracle Database
- Oracle Portal

Oracle Partner:**Logica**

www.logica.fi

Hospital District of Helsinki and Uusimaa (HUS) Improves Productivity and IT Security

“Automating user ID provisioning with Oracle Identity and Access Management Suite, closely linked to our new and efficient Oracle human resources (HR) management system, has helped us to significantly reduce HR management costs and the number of annual IT help desk work days.”

– **Mirka Leppänen**, Program Manager, Hospital District of Helsinki and Uusimaa

With 20 hospitals and a staff of 21,000 professionals providing healthcare services to a population of 1.5 million inhabitants, the Hospital District of Helsinki and Uusimaa (HUS) needed a comprehensive and integrated human resources management system (HRMS) that would enable greater efficiency and productivity across the human resources (HR) function. Expanded self-service functionality, which would enable employees and managers to complete HR functions online and at their convenience while freeing administrative staff to perform other duties, was an important consideration. HUS also wanted to enhance internal processes and adopt uniform procedures across the entire organization.

At the same time, HUS required a high-performance identity and access management system that would enable it to manage the large staff’s user and access rights to numerous internal data and patient data systems automatically—improving efficiency and security. With personnel changes taking place continually—new employees joining the staff, existing employees leaving, and temporary workers being hired and leaving the organization after a short while—managing system user and access rights manually was very labor intensive and time consuming, and created considerable IT maintenance costs, as well as potential security risks.

HUS chose Oracle E-Business Suite applications as the foundation for its new HRMS and looked to Oracle Identity and Access Management Suite to help it automate provisioning and improve security around system access. To gain flexibility and pay heightened attention to the requirements of both systems, HUS implemented them simultaneously. This approach is not common in the public sector, and reflects HUS’ innovative approach and pioneering attitude.

90% of User IDs Now Provisioned Automatically

“We wanted to eliminate our time-consuming and labor-intensive legacy system, which involved manual provisioning of the user identification codes (IDs) to our various internal data systems. Once a new employee’s work contract is finalized and data on the new staff member entered into our HRMS, Oracle Identity and Access Management Suite automatically provides the employee with IDs to our HR system, which is called HUS Plus,” said Mirka Leppänen, program manager, HUS.

In addition, the HRMS, which is linked to HUS’ identity and access management (IAM) system, finds out what other user rights the employee is entitled to, based on his or her role. It then provides the employee with the necessary Active Directory user rights and e-mail user IDs.

“Our goal was to create 90% of all user IDs automatically, and today we have achieved that goal. This is a big improvement, which saves us a lot of time and money,” she added.

Key Benefits:

- Achieved milestone of 90% of user IDs provisioned automatically
- Reduced IT help desk workdays
- Cut annual HR management costs by US\$896,000 through better productivity
- Cut travel expense transaction costs by US\$320,000 with self service features
- Taught 20,000 people how to use new systems with easy-to use training and documentation tool

Significant Reduction in IT Help Desk Staff Workdays

The HUS IT help desk supplies more than 9,000 user IDs annually, according to Leppänen. Previously, it required 17 minutes to create each ID. Today, Oracle Identity and Access Management Suite creates these IDs automatically, eliminating significant manual work. As a result, HUS has reduced annual IT help desk staff days by the equivalent of 340 workdays.

Reducing HR Costs through Improved Productivity

Using Oracle's self-service HR capabilities, HUS has freed administrative staff members, who previously had to enter all HR event data for employees, for other duties, such as human resources development work.

HUS estimates that it has reduced total HR administrative staff workload from 85 annual work years to 71 annual work years. Since the costs for each HR work year are approximately US\$64,000, the total reduction in HR work costs due to improved productivity amounts to approximately US\$896,000 annually.

Cut Travel Expense Transaction Costs by US\$320,000

The HUS staff produces 25,000 travel expense invoices annually. Prior to installing the new HRMS, the cost to process each expense invoice transaction was approximately US\$21. Today, with Oracle Internet Expenses, employees can file expense reports online, reducing the cost per travel expense transaction to US\$7.68. As a result, HUS has reduced expense report processing costs by US\$320,000 annually.

"What's more, staff members are delighted with the speed and convenience of compiling travel expense statements. They perceive the new system as helpful, and regard it as a definite improvement," Leppänen noted.

Enabling Effective and Efficient Training

The introduction of Oracle HR and IAM solutions presented a formidable training challenge for HUS, as it had to quickly teach more than 27,000 permanent and temporary employees to use the new systems.

"It was impossible to provide class training to such a large number of people within a short time frame, so we decided to give class training to 2,000 managers and obtain easy-to-use training software that would allow the rest of the staff to learn to use the new HR and IAM tools. We chose Oracle User Productivity Kit because it was easy to use and enabled our staff to learn how to use the new tools on their own at a time that was convenient for them. We have also used Oracle Use Productivity Kit for making presentations and for preparing various user instructions," Leppänen said.

Why Oracle?

HUS is a public sector organization that is obliged to arrange a public tendering competition for all of its purchases. HUS chose Oracle HR applications because the combination of products and service involved in the tender submitted by Oracle Partner Logica was considered the best and the most affordable.

Similarly, HUS chose Oracle Identity and Access Management Suite because it was part of Logica's winning tender in the same public tendering competition. Here, too, the overall combination of products and service offered by Logica was deemed best, with Oracle acting as a subcontractor of Logica. HUS selected Oracle User Productivity Kit because it is the best available training software.

Implementation Process

HUS began implementing Oracle HR applications, including Oracle Self-Service Human Resources for managers and other employees as well as core HR modules for professional users, in 2008. It began installing Oracle Identity and Access Management Suite at the same time. Both systems went live in February 2009.

HUS, in 2010, added automatic provisioning of e-mail user IDs and Active Directory user IDs.

HUS plans to add the Uranus patient data system to the scope of automatic and HR-guided identity and access management, enabling automated provisioning of user rights to this vital system.

The system is an ongoing project, with new elements and modules added over time to further extend efficiency, productivity, and security benefits.

The Hospital District of Helsinki and Uusimaa (HUS) offers high-caliber specialist medical care in 20 hospitals throughout the province of Uusimaa, Finland. As the largest university hospital in Finland, Helsinki University Central Hospital (HUCH) is responsible for treating severe and rare illnesses and cases from around the country requiring special expertise and technology.

Oracle Customer:

Luzerner Kantonsspital

Luzern, Switzerland
www.luks.ch

Industry:

Healthcare

Annual Revenue:

US\$500 million to US\$1billion

Employees:

5,650

Oracle Products & Services:

- Oracle Database, Enterprise Edition
- Oracle Active Data Guard
- Oracle Enterprise Manager 11g
- Oracle Fusion Middleware 11g
- Oracle Application Server
- Oracle Identity Management

Oracle Partner:

i-engineers AG

www.tie.ch

Zühlke Engineering AG

www.zuehlke.com

Luzerner Kantonsspital Launches Identity Management Solution to Provide Doctors Secure Access to Electronic Patient Files, and Optimize Aftercare

“The combination of current electronic patient files in the health engine, secure data flow, protected access via the health info net (HIN), and the high performance Oracle technology stack - upon which both solutions are based - enables us to ensure even better patient aftercare, while lowering administrative costs.”

– **Dr. Peter Steinmann**, Leiter IT, Luzerner Kantonsspital

The Luzerner Kantonsspital (LUKS) is made up of one central hospital, Zentrumsspital Luzern; two basic care hospitals, Grundversorgungsspitaler Sursee and Wolhusen; and an advanced care institute, Luzerner Höhenklinik Montana. As the largest non-university Swiss hospital, the LUKS clinics and institutes offer the highest quality medical services and care for a local population of 500,000. With 900 beds, LUKS provided approximately 36,000 patients stationary treatment and 148,500 ambulatory treatments in 2010. As it sees a high number of patients each year, LUKS is required to maintain a myriad of data and reports that are of utmost importance to aftercare physicians.

LUKS uses an Oracle-based communication platform to provide general practitioners and specialists digital access to electronic patient files including x-rays, test results, and reports. This simplifies communication between all relevant parties and significantly improves the continuity of patient treatment.

Challenges

- Create an archive to store all reports from various clinic systems such as doctor’s reports, x-ray reports, x-rays, and lab and pathology results
- Establish an efficient option for general practitioners and specialists to access consolidated patient reports and results without granting them access to the internal hospital systems
- Ensure that patients start aftercare faster by providing doctors with comprehensive, case-related patient data
- Guarantee compliance with various laws and regulations such as data privacy protection and Swiss e-health laws
- Simplify administrative processes between general practitioners and specialists to lower costs
- Implement a viable, long-term solution that complies with the statutory regulation patient data is property of the patient

Solutions

- Worked with Oracle Partner i-engineers AG to implement an electronic patient file health engine, which serves as a central archive for completed reports including x-rays, lab and pathology results from the source systems
- Granted Swiss doctors registered with Health InfoNet (HIN) regardless of location around-the-clock access to patient files within the health engine and provided a printable version automatically

- Created a system that keeps doctors up-to-date at all times by sending them e-mail notifications including direct hyperlinks to all relevant activities, indicating when the hospital admitted patients or generated additional reports
- Used Oracle Identity Management to establish protected secure access with validation using the HIN platform
- Guaranteed reliable participant identification and efficient handling of administration and support processes with identity and permissions management run by Oracle Identity Management
- Reduced dramatically the administrative effort required for maintaining patient data by enabling doctors and specialists electronic access to e-files significantly cutting down on the amount of money spent on postage for approximately 20,000 monthly reports

Partner

Oracle Partner, i-engineers AG, initiated the health engine, established the universal patient file as the core element for future-oriented health care, and was responsible for the implementation at Luzerner Kantonsspital.

The software engineers from Zühlke Engineering AG defined the architecture and the HIN security concept, and implemented them based on Oracle Identity Management.

Oracle Customer:

Leeds Teaching Hospitals NHS Trust
Leeds, England
www.leedsth.nhs.uk

Industry:

Healthcare

Annual Revenue:

US\$1 to US\$5 billion

Employees:

14,500

Oracle Products & Services:

- Oracle Business Intelligence Enterprise Edition
- Oracle Business Intelligence Answers
- Oracle Business Intelligence Delivers

Leeds Teaching Hospitals NHS Trust Builds Budget Reports Six Times Faster, Achieves 100% ROI in 12 Months

“Oracle Business Intelligence Enterprise Edition enabled us to move to a balanced scorecard approach for strategy management and planning. The insights it provides will be critical to our ability to identify where we can make operational savings of US\$33 million each year for the next four years while continuing to deliver excellent quality healthcare to the public.”

— **Robert Angel**, Assistant Director of Finance, Leeds Teaching Hospitals NHS Trust

Leeds Teaching Hospitals National Health Service (NHS) Trust is one of the largest hospital systems in the United Kingdom and includes Europe’s largest teaching hospital. The trust provides acute services for the population of Leeds; is a regional center for specialist services, including cancer and cardiac surgery; and treats more than 1 million patients each year.

Challenges

- Consolidate financial and non-financial clinical and corporate data from all hospital departments into balanced scorecards to monitor performance against national and local indicators, deliver timely and accurate statistical returns to the Department of Health and central NHS, and achieve near 100% accuracy for strategic planning
- Allow senior clinicians in radiology, neurology, oncology, trauma, orthopedics, pathology, and analysts to access and interrogate real-time cost and performance statistics for the medical procedures carried out by their departments, identify the cost of each patient episode, and compare costs and outcomes between departments
- Enable hospital managers to drill down into financial data on both clinical spend and nonclinical expenses, such as administration, catering, cleaning, utilities, and estate management, and enable analyzing multi period extracts of expenses in each area and identifying variances against the plan
- Minimize training requirements for nontechnical medical and administrative staff and deliver new analytical and reporting capabilities at the speed of user and business demand
- Meet government target of saving US\$33 million for the next four years without negatively impacting critical factors, such as the availability of beds, wait times for appointments with consultants, timeliness of operations, and the quality of patient care

Solutions

- Used Oracle Business Intelligence Enterprise Edition to deliver personalized budget and nominal roll reports via monthly dashboard e-mails, delivering extensive management reports to 750 clinical and nonclinical cost center managers from all disciplines
- Enabled Corporate Finance to see individual transactions in just a few clicks, using Oracle Business Intelligence Answers to drill down from high-level summary to journal and subledger details, accessing scanned-in invoices from links embedded in the dashboard e-mail
- Enabled all budget holders to render up to eight reports simultaneously on a single page in approximately three seconds, a process that took up to six minutes with the legacy system and involved opening multiple workbooks

- Gained immediate adoption from previously resistant users who gained competency with minimal training
- Leveraged Oracle Business Intelligence Enterprise Edition's intuitive development tools so key users could build new reports, meeting rapidly expanding user demand in 5 to 30 minutes instead of three to four hours using legacy tools
- Used drag-and-drop functionality to feed quarterly balance sheet statements and statistics from the enterprise resource planning (ERP) system and other sources into Oracle Business Intelligence Enterprise Edition
- Conducted rapid modeling of complex data to compile balanced scorecards
- Benefited from Oracle Business Intelligence Answers to shift the focus from extracting data to gaining timely business knowledge
- Studied period-on-period comparisons and analyzed price and volume element variances to assist forecasting and future planning with 99.9% accuracy for outturn projections based on half yearly figures when tested on historic data over a three-year period
- Conducted detailed spend analyses to determine how best to achieve US\$33 million annual savings while minimizing impact on front-line services
- Gained 100% payback on investment in Oracle Business Intelligence Enterprise Edition within 12 months, an outstanding achievement for a complex and large-scale solution
- Progressed with Oracle Business Intelligence Delivers roll out to provide budget holders with automated e-mail alerts if KPI thresholds were being exceeded, facilitating exception-based management
- Committed to further roll out of Oracle Business Intelligence Enterprise Edition to all hospital departments within two years

Why Oracle?

Leeds Teaching Hospitals National Health Service Trust chose Oracle over alternative business intelligence solutions for its unrivalled functionality and scalability and because it could extract data from multiple sources without manual intervention.

“The leading competitor tools that we evaluated could not offer automated data extraction. It would have taken an IT team member around one-and-a-half days per month to manually extract the data into spreadsheets and load it into the solution for analysis with alternative solutions. Or we would have been looking at solutions where revenue costs increased with each step change in functionality or data refresh,” said Robert Angel, Assistant Director of Finance, Leeds Teaching Hospitals NHS Trust.

Oracle Customer:**Vancouver Coastal Health**

Vancouver, British Columbia, Canada
www.vch.ca

Industry:

Healthcare

Annual Revenue:

US\$1 to US\$5 billion

Employees:

20,000

Oracle Products & Services:

- Oracle GoldenGate
- Oracle GoldenGate Veridata
- Oracle Management Pack for Oracle GoldenGate
- Oracle Consulting

Vancouver Coastal Health Ensures Near-100% Availability of Vital Patient Data with Real-Time Data Integration Solution

“Oracle GoldenGate ensures near-100% availability of the vital patient information that thousands of our clinicians count on each day, while enabling IT to conduct maintenance required to keep the system performing well.”

— **Ardiel Soeker**, Tandem Technical Lead, Information Management Information Technology Services, Vancouver Coastal Health

Vancouver Coastal Health (VCH) is the second largest provincial healthcare system in Canada. It serves approximately one-quarter of British Columbia’s population, totaling more than 1 million citizens across Vancouver, Richmond, the North Shore and Coast Garibaldi, Sea-to-Sky, Sunshine Coast, Powell River, Bella Bella, and Bella Coola. Each year, its 22,000 staff members, 2,500 physicians, and 5,000 volunteers deliver more than 3 million patient days of care, seeing an average of 308,000 people in the emergency department and 640,000 in clinics, and providing 2.3 million residential care days, 1.9 million home support hours, and 199,000 nursing home visits.

VCH has been charged with spearheading a government initiative to introduce electronic health records (EHRs). It began with a pilot project to introduce paperless clinical documentation and expand its Primary Care Information System (PCIS) to accommodate EHR files. Oracle GoldenGate has been instrumental in this project because it helps to ensure availability of PCIS, which is now the central repository for all patient information—from labs and results, to demographics, to pharmacy information, and more. This vital system contains 1.2 terabytes of data that is essential to hospital operations and, ultimately, to the lives of VCH’s patients.

The information system requires periodic downtime for maintenance, but VCH needs to complete that maintenance quickly and ensure that, outside of scheduled downtime, it has near-100% availability. Oracle GoldenGate helps VCH to achieve this goal.

Challenges

- Facilitate a government initiative to introduce EHRs by establishing a reliable, scalable IT infrastructure for a health system that includes three major hospitals and two rehabilitation centers
- Reduce the window of time that PCIS is unavailable to more than 10,000 clinicians, who rely on it to make vital health decisions, by using a redundant environment with up-to-date information
- Lay the foundation for a disaster recovery platform, which is important in an earthquake-prone area

Solutions

- Deployed Oracle GoldenGate to enable users to access a replicated copy of PCIS data during routine quarterly maintenance to ensure consistent visibility into vital patient information

- Enabled VCH to track and update data changed during the maintenance cycle, enabling users to smoothly switch back to the transactional system when maintenance is complete
- Reduced scheduled downtime from four-to-six hours to just two-to-three hours
- Enabled rapid switchover to the replicated system, which also protects PCIS from outages due to unplanned failure of one or more components
- Used the copy version for reporting and data extraction, separating these processes from daily activities for patient care to reduce demand on the system and ensure high performance for clinicians
- Leveraged Oracle GoldenGate Veridata to match the two databases weekly, comparing and ensuring the two databases are an exact match

Implementation Process

VCH went live on Oracle GoldenGate in March 2011. It worked with Oracle Consulting to ensure an efficient and seamless go live, relying on the deployment team's in-depth product and best-practice knowledge.

Oracle Customer:**Erlanger Health System**

Chattanooga, TN
www.erlanger.org

Industry:

Healthcare

Annual Revenue:

US\$100 to US\$500 million

Employees:

4,800

Oracle Products & Services:

- PeopleSoft Supply Chain Planning
- PeopleSoft eProcurement
- PeopleSoft Strategic Sourcing
- PeopleSoft Inventory
- PeopleSoft Human Resources
- PeopleSoft Financials
- Oracle Database 11g
- PeopleSoft PeopleTools
- PeopleBooks
- MyOracle Support
- Oracle Premier Support for Systems

Erlanger Health System Continues Purchasing Process Improvements, Keeps Hospital and Health Facilities Stocked with Vital Supplies While Containing Costs

“We continue to gain purchasing process efficiency with Oracle’s PeopleSoft applications, ensuring that our hospital and health facilities have the supplies they need and that our clinicians can spend time caring for patients rather than tracking down supplies.”

– **Bernadette Dorris**, Financial System Manager, Erlanger Health System

Erlanger Health System is a nonprofit, academic teaching center affiliated with the University of Tennessee College of Medicine. It is also a Level I Trauma Center for adults and the only provider of tertiary care services for the citizens of a four-state region, encompassing southeast Tennessee, north Georgia, north Alabama and western North Carolina.

With a history that dates back more than a century, Erlanger is recognized as one of the nation’s finest public hospitals and a leader in healthcare. The system, which today is licensed for 819 acute-care beds and 50 long-term care beds, operates five campuses and serves more than 250,000 patients annually.

To deliver a broad spectrum of health services to such a large community, Erlanger requires a complex supply chain. In 2006, the company realized that strengthening its supply chain performance was an opportunity to reduce supply costs and ensure better healthcare delivery. Previously, the supply chain process was heavily reliant on clinicians, whose time could be better spent with patients. Further, purchasing processes were paper-based and required manual data entry, as information passed from nurse managers on the hospital floors to materials staff. To ensure new efficiency, Erlanger automated its replenishment processes using Oracle’s PeopleSoft Supply Chain Planning. With PeopleSoft, Erlanger’s daily supply replenishment went from several hours to less than one hour per day. Further, materials management staff members, rather than nurses, are responsible for performing inventory counts. They use hand-held devices to transmit the counts directly into the PeopleSoft system, eliminating paper records and manual data entry. The system wastes no time, by simultaneously generating a requisition so that, by the time staff completes the scans, the warehouse staff has picked part or all of the orders, and they are ready for delivery. By taking the responsibility for inventory management off its clinicians’ hands, Erlanger has provided more time for direct patient care.

In 2008, Erlanger upgraded to Version 9.0 of Oracle’s PeopleSoft applications and realized numerous cost savings and efficiencies. Since then, the company has continued to expand functionality and streamline processes to increase operational efficiency. For example, it migrated to electronic receipts for major distributors, which saves 3.5 hours per day. The company also relies on PeopleBooks, My Oracle Support, and Oracle Premier Support for Systems as critical resources to help it optimize the benefits of the system, quickly resolve any issues that arise, and handle vital patches and upgrades smoothly, ensuring no interruption in users’ supply orders.

Challenges

- Reduce the supply procurement burden on clinicians, enabling them to spend more time with patients
- Extend efficiencies in purchasing and financial management, enabling Erlanger to respond to a growing number of requirements to reduce operational costs while continually improving quality of patient care
- Expand self-service and paperless processes to reduce costs, add convenience, and promote environmental sustainability
- Ensure reliable support to keep the systems running efficiently and avoid interruptions that might negatively impact the hospital and health facility operations

Challenges

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- Ensure reliable support to keep the systems running efficiently and avoid interruptions that might negatively impact the hospital and health facility operations

Solutions

- Deployed Oracle's PeopleSoft Supply Chain Planning to automate purchasing processes and reduce the burden on clinicians, instead enabling materials management staff to manage much of the supply procurement process
- Accelerated purchasing requests with scanners linked to PeopleSoft, which automatically generates requisitions and triggers warehouse processing—ensuring that the hospital and health facilities receive supplies in a timely manner
- Gained visibility into the procurement approval workflow, standardizing purchasing practices to easily monitor budget variances
- Upgraded to Version 9.0 of Oracle's PeopleSoft applications to improve efficiency of financial management, procurement, and human resources
- Implemented an electronic ordering process for surgical supplies, reducing the organizations' carbon footprint and saving US\$2,000 in freight costs in the first month through greater visibility into requirements—with savings continuing to accrue since that time

- Improved inventory, tracking, and management to save US\$15,000 in supply costs within a month of the upgrade, with savings in this area continuing
- Simplified administration of the company's online procurement catalog through auto-updating of "favorites" and giving end users the ability to electronically request adding items to the catalog with standardization committee review and workflow approval
- Provided expanded visibility into the purchasing process, enabling managers to see if a request was previously denied and to enable the flow of pertinent attachments from requisition request through purchase order issuance
- Transitioned to electronic pay stubs, providing employees with added convenience, reducing paper usage and postage costs, and saving more than US\$10,000 annually
- Provided increased visibility that enables Erlanger to optimize invoice pay cycles
- Added new functionality with subsequent system improvements, including migrating to electronic receipts for the company's main distributors, which has cut daily invoice receiving time from four hours to just 30 minutes
- Reduced the burden on buyers who previously handled 50% of requisitions and now only handle 38% because the other 62% of requisitions are now processed electronically (lights-out)
- Decreased the number of unnecessary special requests—which required significant time and attention—by redirecting users to the expanded online catalog
- Freed buyers to spend more time on exception processing and researching stalled invoices, which improves the organization's financial position and helps staff and clinicians to get supplies faster
- Leveraged Oracle's PeopleBooks as a first source of product information when any questions or problems arise, and benefitted from MyOracle Support and Oracle Premier Support for Systems to quickly resolve any issues or to gain information about necessary patches and upgrades

Implementation Process

Already a PeopleSoft Financials user, Erlanger rolled out PeopleSoft Supply Chain Planning in 2006 to reduce the purchasing burden on clinicians. Then, in 2008, Erlanger upgraded its PeopleSoft applications to Version 9.0.

"We've gained significant benefits with Oracle's PeopleSoft 9.0 applications. We've improved visibility and operational efficiency, as well as expanded self-service capabilities, all of which resulted in rapid and quantifiable benefits," said Bernadette Dorris, Financial System Manager, Erlanger Health System.

Since then, the health system has made continuous improvements in its processes and realized additional benefits.

On an ongoing basis, the organization is also benefitting from My Oracle Support and Oracle Premier Support for Systems to quickly resolve any issues and to gain information about necessary patches and upgrades.

“Oracle Premier Support helps maintain our systems by providing us with the technical support expertise we need to focus on our hospital and health services. My Oracle Support gives us access to proactive support and tools, such as critical patches and upgrades,” Dorris said.

Oracle Customer:**Presbyterian Healthcare Services**

Albuquerque, New Mexico

Industry:

Healthcare

Employees:

9,500

Oracle Products & Services:

- Oracle Siebel CRM
- Oracle Database

Presbyterian Healthcare Services Streamlines Complaint Handling with Oracle's Siebel CRM and Fujitsu America

"By using a centralized approach that allows our data to be easily accessed on a single platform, we are better able to identify enterprise wide trends and themes and share that knowledge across business units."

– **Kim Pohl**, Director, Enterprise Complaint Mgt., Presbyterian Health Care Services

Challenges

Presbyterian Healthcare Services is the largest provider of healthcare in New Mexico, providing care for more than 700,000 residents each year. The private, non profit organization spans eight hospitals, a health plan and a growing medical group. Presbyterian offers care at more than 30 locations and handles more than 1.2 million patient visits a year.

Together, the organization's hospitals, physicians, caregivers and insurance plan serve one in three New Mexicans every year. As a growing healthcare organization committed to delivering high-quality care, Presbyterian knows how important it is to listen to its customers. Feedback in all its forms—including complaints and grievances—help drive the organization's continuous quality improvement programs. Moreover, if it fails to respond to complaints in a timely manner, Presbyterian can face steep fines from regulators such as the New Mexico Department of Insurance, U.S. Centers for Medicare and Medicaid Services, and NCQA as part of its National Accreditation for Excellence.

The challenge for Presbyterian was to create a consistent and scalable complaint management process across the entire enterprise and ensure fair and timely responses to every complaint and grievance. The organization also wanted a powerful but easy-to-use system for compiling and analyzing complaint data to track trends and streamline reporting to regulatory agencies.

Solutions

After conducting focus groups with customers and employees to better understand their needs, Presbyterian chose Oracle's Siebel CRM solution to form the backbone of its new enterprise wide complaint management program (EWCM). Siebel CRM provided the comprehensive, scalable platform that Presbyterian needed to capture the "voice of the customer" while ensuring a consistent, rapid process for handling complaints, grievances and appeals from any customer or member.

Presbyterian turned to Fujitsu America to design and implement the new EWCM program. Fujitsu brought deep expertise in the healthcare industry and a systematic Six Sigma methodology for prioritizing objectives and designing the solution.

The solution offers multiple feedback channels that plug into an easily accessible repository. Centralizing data onto a single platform allows Presbyterian to track complaint response times, target problem areas and respond to complaints more effectively. The system also generates insightful, results-oriented reports that help the organization formulate plans to improve customer service.

Key Benefits:

- Established enterprise wide system for capturing “voice of the customer”
- Leveraged feedback to improve health services
- Provided a responsive ,auditable complaint - management process that complies with regulatory requirements
- Centralized data on a single platform that is easily accessed throughout the organization
- Generated actionable reports that help drive customer improvement initiatives

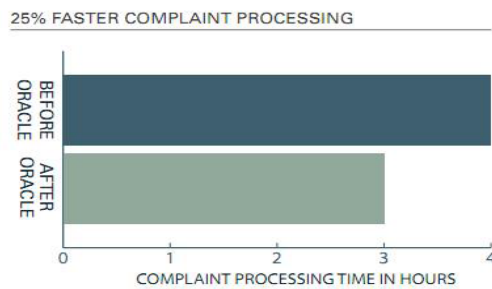
By providing an auditable process for tracking complaints, the Oracle and Fujitsu solution makes it easier for Presbyterian to comply with government and industry regulatory requirements. “Being able to consistently meet regulators’ time lines to answer complaints is a major win for our organization,” says Kim Pohl, director, Enterprise Complaint Management for Presbyterian.

Results

The Siebel-based complaint-handling solution has yielded a host of tangible benefits for Presbyterian Health Services.

- Shortened cycle time for processing customer complaints from four hours to less than three hours per employee per customer
- Increased capacity for handling customer complaints by 55 percent
- Handled a higher volume of complaints with fewer staff
- Resolved 100 percent of all complaints within 7 days, compared to 65 percent previously
- Acknowledged 100 percent of complaints with a phone call within one business day
- Acknowledged 93.5 percent of complaints with a letter within one business day and 100 percent within two days
- Increased employee satisfaction because of better ability to address patient complaints; staff retention rates have increased since implementation
- Increased staff productivity by 25 percent
- Encouraged other departments at Presbyterian to consider Siebel CRM—including the Customer Service Center, which is implementing the solution at its call center

Benefits at a Glance



Oracle Customer:

**The University of Texas
MD Anderson Cancer Center**
Houston, TX
www.mdanderson.org

Industry:

Healthcare

Employees:

18,000

Oracle Products & Services:

- Primavera Portfolio Management
- Oracle Hyperion Planning
- Oracle Hyperion Web Analysis

The University of Texas MD Anderson Cancer Center Extends Visibility into IT Projects with Integrated Project Portfolio Management and Financial Planning Solutions

“By integrating Oracle’s Primavera Portfolio Management and Oracle Hyperion Planning, we have achieved a whole new level of transparency and governance for our IT investment initiatives—improving our ability to deliver our projects on time and on budget. We’ve also freed our portfolio managers to spend more time on valuable analysis and troubleshooting.”

— **Patti Layne**, Director of Project Support and Coordination Services, University of Texas MD Anderson Cancer Center

The University of Texas MD Anderson Cancer Center, which marked its 70th anniversary in 2011, is one of the world’s most respected centers devoted exclusively to cancer patient care, research, education, and prevention. It is located in central Houston on the campus of the Texas Medical Center. MD Anderson was created in 1941 as a part of The University of Texas System. It is one of the nation’s original three comprehensive cancer centers designated by the National Cancer Act of 1971 and is one of 40 National Cancer Institute-designated comprehensive cancer centers today. In 2011, U.S. News & World Report’s “America’s Best Hospitals” survey ranked MD Anderson as the top hospital in the nation for cancer care.

As an innovator in cancer care and research, MD Anderson increasingly relies on a sophisticated and growing IT infrastructure to support its end-to-end operations, from care delivery, to research and education, to core business processes. To efficiently manage its rapidly expanding portfolio of IT initiatives and to ensure their on-time, on-budget completion, MD Anderson required greater visibility into and more rigorous governance over these projects, including improved information about budgeted versus actual expenditures each month. In addition, the Project Support and Coordination Services group looked to automate key workflows and reporting processes, improve team productivity, and allow more time for analysis. It also wanted to be able to identify where various projects might have synergies or conflicts to optimize resources and avoid unnecessary delays.

MD Anderson deployed Oracle’s Primavera Portfolio Management and built Web services to Oracle Hyperion Planning to extend visibility into and control over the progress and costs of its IT projects. MD Anderson has also automated key project workflows, such as project set up and steering group assignment, and has significantly streamlined reporting using scorecards.

Prior to integrating the two systems, MD Anderson’s portfolio managers spent up to two days each month transposing data from the Hyperion financial system to paper spreadsheets. Now, financial information is available instantly, freeing managers for value-added activities, such as project analysis

Challenges

- Gain greater transparency into the growing organization’s extensive IT project and investment portfolio—which spans clinical care and operations, technology and infrastructure, research and education, business enterprise applications, data services and enterprise internet strategy domains—to help ensure on-time and on-budget completion

- Enable greater and more rapid insight into forecasted budget versus monthly actuals to improve governance of IT projects as they progress
- Accelerate project reporting processes to enable managers to spend more time engaged in project analysis

Solutions

- Implemented Oracle's Primavera Portfolio Management and integrated it with Oracle Hyperion Planning to provide greater visibility into the progress and cost of IT projects that the project support and coordination services group conducts on behalf of the organization's technology and infrastructure, research and education, business enterprise applications, data services and enterprise internet strategy, and clinical care and operations sectors
- Improve productivity of team members by automating the set up of projects and their assignment to the appropriate governance committee within the organization
- Implement the use of Oracle's Propose Web form, which allows individuals across the institution to enter new project proposals
- Automated key reporting processes and reduced reliance on unwieldy paper-based documents, enabling managers to develop, at the push of a button, comprehensive scorecards on project status, issues, scope changes, milestones, budget, variances, and more
- Saved portfolio managers and financial analysts up to two days each month and reduced the potential for errors by eliminating the need to transpose data from the financial reporting system to paper reports—as the systems are now electronic with integrated data that is available on demand
- Freed up time for portfolio managers to focus on analyzing project progress and issues as well as budgeting concerns
- Gained new flexibility in providing governance committees with the data they request—whether by project, funding source, percentage completed, or start and/or end date—to meet varying information needs
- Improved ability to look across all projects in a portfolio or across various portfolios to identify and capitalize on synergies and interdependencies—such as projects to support the federally mandated transition to the new ICD-10 medical coding standard, which impacts both clinical and research operations—and to spot potential conflicts early on to avoid delays and unnecessary costs
- Empowered project steering team members and other executives with the ability to access project scorecards on demand.
- Provided a solid foundation to enable MD Anderson to improve future project planning with accurate information on how long specific projects take to complete, how much they cost, and lessons learned, as well as the ability to query across project portfolios

Why Oracle?

MD Anderson considered several options when selecting a project portfolio management solution. One of the features that set Oracle's Primavera Portfolio Management apart was its governance approach. It offered a top-down versus bottom-up governance model, which fit the organization's environment and existing processes, according to Patti Layne, director of project support and coordination services, MD Anderson. The level of visibility and detail that it affords are also important to the institution, as is the flexibility to make scorecards for any group of projects. In addition, the organization looks forward to leveraging the solution's electronic signature capabilities in the future.



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Hardware and Software, Engineered to Work Together

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