

Bürgerspital Solothurn embraces digitalisation

## **Modern workflow management and patient guidance system for advanced new building**

***Mannheim, 30.11.2020* Hospitals and clinics benefit from the digitalisation of their processes with an increase in efficiency and a gain in time for their staff. The Bürgerspital Solothurn relies on the potential of digital tools and equipped its modern new building with both, a workflow management system and a call and guidance system for patients. A fully automated solution guides the patients individually to their respective destination across all seven floors.**

The Bürgerspital in the Swiss city of Solothurn is responsible for the medical care of the city and canton of Solothurn. Treatment focuses are: gastroenterology, the vascular centre, invasive cardiology, a stroke unit, the breast centre and the centre for oncology and haematology. The hospital has almost 2,000 employees and trains about 100 residents.

A comprehensive new building with seven wards and 240 beds is going to position the hospital well for the future. All administrative and accompanying processes are mapped digitally: In cooperation with the company OPASCA GmbH from Germany, the new building was equipped with a workflow management system and integrated, automated patient guidance system, which ties into the hospital's individual processes. The Bürgerspital Solothurn is structured according to the concept of the multi-outpatient clinic, which is the central contact point for patients from different specialist departments. As soon as they enter the hospital, patients are admitted to the digital process via a welcome terminal and guided via patient admissions, registration and waiting areas to their appointment destination in the specialist department.

### **Patients are automatically guided to their appointment destinations**

Every patient receives a letter with a QR code for their on-site registration in the mail prior to their appointment. The patient uses this to register at the hospital at one of the welcome terminals in the entrance area or in the underground car park. This self-service terminal accesses the hospital information system (HIS) via a standardised interface, compares the QR code with the appointment scheduling and automatically forwards each patient to their respective appointment destination via screens.

In addition to this external routing from the entrance to the registration desk in the specialist department, an internal routing system has also been set up, which calls and directs patients from the waiting area of the respective registration desk to the treatment room after their

arrival in the specialist department. The automated routing suggests the shortest route within the hospital between the current patient location and the destination.

The call-based routing system is set up dynamically, the path times are stored with an average walking speed. The doctors in the multi-outpatient department call up the next patient via the web-based user interface. In the waiting area, the patient call is carried out on monitors in a data-protection-compliant and barrier-free manner via an acoustic and visual signal. The patient is guided to the corresponding treatment room by use of guidance monitors in the corridors. Since the guiding arrows are dynamically displayed on all monitors, it can be ruled out that patients get lost. After the treatment, the doctor logs the patient out via the user interface and ends the workflow.

### **Digital workflow: transparent and time-saving**

The OPASCA solution improves the hospital's internal workflow and provides patients with an intuitive, comprehensible orientation throughout the hospital. Employees experience the added value as relief and time-saving and can concentrate on their core activities as well as patient care. Patients, in turn, benefit from the transparency and automated provision of information. Overall, the quality of individual care is improved and can be maintained even during staff shortages.

After all, delays in the clinic's daily routine, whether caused by staff absences or unforeseen events, often cannot be avoided. The workflow system and the real-time information on patient status create transparency for everyone: patients are quickly informed and gain autonomy and self-determination. Specialist staff can take prompt notice of the patient's location and treatment time.

The modern system also supports a positive external image as a digital, paperless clinic.

### **Contact via the SAP Public Service Forum**

The contact between OPASCA and the project management responsible for the new building of the Bürgerspital Solothurn was established in 2019 at the SAP Public Service Forum in Bern. SAP, a manufacturer of hospital information systems, had invited OPASCA as a solution partner that creates the digital interface between clinic and patient.

Planning for the Solothurn project started in January 2020. Due to the Corona pandemic and additional structural adjustments, the hospital was initially partially opened in November. The first departments, including the multi-outpatient clinic and the central patient admission, went operational. Full operation is planned for May 2021.

## **Close cooperation with Solothurn project management team**

Thanks to the modular system structure of the OPASCA solutions, some challenges could be solved despite the short time span, and the individual requirements of the Solothurn workflow could be met. Through an automated redirection in case of capacity bottlenecks from a smaller to a larger waiting area, even large patient volumes become manageable.

In close cooperation with the responsible project management team from aibIT-GmbH during the planning, preparation and even beyond the commissioning, all contingencies were examined and the system configuration was aligned accordingly. Agile project management also enabled previously unplanned scenarios to be solved.

## **High acceptance and user-friendliness due to holistic solution approach**

Of central importance is a high level of user-friendliness to ensure that the solution is accepted by patients and staff alike. Intuitive, easy-to-understand operation and flat hierarchies ensure the system appeals to people of all ages, also the user interaction and for specialist staff. The entire process and the current status within the process is transparently available to all participants at all times.

This fundamental characteristic of every OPASCA solution in combination with the extensive system interoperability with the HIS and an agile, iterative project management according to the principle "assess - advise - adopt - support - develop" led to a holistic, future-proof digital solution for the patient management of the Bürgerspital Solothurn.

## **Conclusion**

With OPASCA's digital workflow and patient management solution, the Bürgerspital Solothurn is increasing its digital maturity and offering staff and patients alike an attractive and modern environment with many added values.

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