

Fuenlabrada University Hospital is first paperless hospital in the Madrid regional hospital network



Fuenlabrada University Hospital, which opened to the public in June 2004, is a publicly-owned hospital which is part of Madrid's regional health network. The 406-bed hospital has a staff of 1,400 and provides specialized medical care to a population of approximately 215,000.

Achieving excellence through technology

Fuenlabrada University Hospital was the first of its kind in Spain to make technology a key strategic initiative and an essential tool for achieving excellence in patient care.

The hospital deemed it crucial to focus on installing an information technology (IT) solution in the operating room and intensive care units (ICUs) because they believed that accessibility, reliability and consistency of information were imperative in these high-acuity areas — where patients are the most critical and the sickest.

The hospital's anesthesia, critical care and IT departments' goals were:

- Select an IT system to meet the needs of these specialty care environments
- Implement a system that would integrate with other department systems, allowing them to easily share patient data
- Allow clinicians to focus more on patient care instead of manual data entry
- Provide a complete overview of the patient record
- Enhance efficiency, optimizing the use of the hospital resources throughout the medical care process

Quick Profile

Fuenlabrada University Hospital

Institution profile: 406-bed, public medical center run by the Madrid regional government in Spain

Key business/clinical drivers:

Coordinate workload with different departments of the hospital and increase efficiency of existing clinical resources

Results:

- Provide complete, organized and quality documentation on the patient's stay
- Help clinicians save time
- Allow access to retrospective data for research purposes
- Help minimize errors associated with handwritten orders
- Improve operational efficiency of ICU
- Standardize processes and patient care in the ICU environment
- Allow availability of consistent, precise, legible and accessible information
- Increase clinical staff satisfaction

Picis solutions: Critical Care Manager, Anesthesia Manager, PACU Manager

Interoperability: Siemens Selene 4.2 as HIS with labs, ADT (inbound) and PDF printing integration. Interfaces to Picco, PiccoPlus, Evita, Primus, Prisma, Vialbint, Vigilante and Vigileo medical devices



▶ Selecting the right solution for the high-acuity areas

After evaluating the IT solutions available on the market, it was clear that the implementation of a general solution was insufficient. "It was necessary to implement a departmental solution to meet the special needs of the ICU, while being simultaneously interoperable with other departments such as laboratory and radiology," stated Dr. Joaquin Álvarez, head of the ICU at Fuenlabrada University Hospital. "Our goal was to obtain a complete overview of the patient in order to help support our decision-making process — in an environment where seconds can represent lives."

Picis Critical Care Manager, Anesthesia Manager and PACU Manager, part of the CareSuite® family of high-acuity solutions, were selected before the inauguration of the hospital in a joint decision by the ICU, anesthesia and IT departments. Picis was chosen because its solutions were the most complete and technologically advanced, and the company had delivered proven results to more than 1,700 customers worldwide.

Francisco Ramón García Lombardía, chief information officer, Fuenlabrada University Hospital stated, "We chose Picis because of the wide range of functionalities it covers, the technological innovations of its platform and its capabilities to integrate with our central hospital information system."

Moving to the electronic world

After a rapid three-month implementation, Anesthesia Manager and Critical Care Manager were live. Shortly after, the post-operative care area was live with PACU Manager. The benefits of the new system were evident quickly, such as helping improve record access and accuracy, and increase time for direct patient care.

As opposed to the traditional ICU environment, where data is recorded manually and the patients' case histories are stored on paper, Picis provides Fuenlabrada University Hospital with an automated information solution for the anesthesia, post-anesthesia and critical care areas. All patients' medical data and treatments are documented and automatically saved as part of the electronic medical record — providing a holistic view of all patient care provided in these areas.

Providing interoperability

Picis solutions collect data from monitors, ventilators, laboratory systems, hospital information systems (HIS) and other medical devices. This reduces redundant data entry, decreases

the level of IT support and allows clinicians to spend more time on direct personalized patient care.

In addition, Fuenlabrada has access to retrospective information on the patient — such as possible allergies or previous interventions — and information from other hospital areas such as radiology. This comprehensive patient information, combined with its subsequent digital storage, help clinicians to make more informed decisions.

Delivering immediate benefits to clinical staff

Critical Care Manager enables nurses, physicians, therapists and other caregivers at Fuenlabrada University Hospital to better manage the complex, diverse data generated in this environment.

According to Dr. Álvarez, "Having the required information when and where it is needed is vital. With Critical Care Manager, we have access to all patients' medical data as well as the treatments being provided, which helps support our diagnosis and helps us enhance quality and safety of the patient." The result is an efficient ICU department from an operational perspective, which contributes to increased patient and staff satisfaction.

"With Picis, we save time that we can dedicate to patient care," says Maria del Mar Garcia Galvez, ICU head nurse at Fuenlabrada University Hospital. "In addition, the nursing records have changed dramatically thanks to automation, which allows us to standardize patient care throughout the department and do what until recently had been virtually impossible: research work in this area."

Setting the standard for other hospitals in the Madrid region

In 2008, the Madrid Health Ministry chose CareSuite solutions to automate clinical documentation and workflow in the ICUs and operating and recovery rooms of the region's seven new hospitals within the region. The project comprises 47 ORs and 68 ICU beds and will replicate the Fuenlabrada University Hospital model.

"The exceptional levels of user satisfaction among clinical staff who work with CareSuite solutions daily at Fuenlabrada hospitals was a key factor in our choice of Picis technology for the region," said Lombardía, director of the automation project for the region's new hospitals. "Picis' ability to integrate its product with the Siemens hospital information system and IT systems from other hospital departments, as well as its deep understanding of the particular needs of these areas, represents the best choice in helping our health professionals to give better patient care." ■

For more information, visit picis.com or call our corporate headquarters at +1 781 557 3000 or our European headquarters at +34 93 254 1010.



Delivering results in high acuitySM