IBM

Servicio Extremeño de Salud makes major strides in patient care by integrating healthcare information.

Overview
Servicio Extremeño de Salud Merida, Spain www.saludextremadura.com/ opencms/opencms/portal/index.jsp
Industry • Healthcare
Industry Soltions • Public Sector: Healthcare Pro-   vider Clinical Care

Products
• IBM WebSphere Business
  Integration Software
• IBM WebSphere Business Inte-
  gration Adapter for mySAP

Services • IBM Global Business Services

"We now have a central point of information for all patients, and the entire picture is much clearer for our medical staff."

—Dr. Juan Pablo Alejo, CIO,
 Servicio Extremeno de Salud

Servicio Extremeño de Salud (SES) is a public entity within the regional ministry of health in Spain. The Merida-based organization delivers healthcare services to more than one million people in the region. Through approximately 13,000 professionals, SES plans, organizes and manages assets such as human and financial resources.

Challenge

SES is the public healthcare service for the regional Ministry of Health in Spain and operates all of the region's hospitals, medical care centers and associated central administration. SES' focus was to improve the quality and delivery of healthcare. However, because each facility operated as a silo with its own patient records system—the data in one facility was not accessible regionally or from other facilities – it prevented the delivery of high quality patient care and further burdened doctors with manual processes. SES sought to have all the regional facilities act as one team with one common goal: improve the quality, efficiency and delivery of health-care. To achieve their goal they needed to remove the many barriers that existed between facilities.

Solution

Working with IBM Global Business Services, SES designed and deployed a regionally integrated healthcare system that supports and manages all SES patient records, connecting more than 13,000 users to the system through an enterprise portal. Patients will be able to go to any health center in the region, knowing the local doctor will be able to view their complete records, enabling faster clinical decision making.

Benefits

• Up-to-date information, available to all facilities, enables healthcare professions to provide the best possible service to patients.

• Improves administration efficiency by automating business processes

For more information

Please contact your IBM sales representative or IBM Business Partner:

ibm.com/publicsector

ODC03037-USEN-00