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Centre Hospitalier Intercommunal de Toulon, France

Global, unique and integrated patient information

By implementing the IMPAX RIS/PACS solution, the Centre Hospitalier Intercommunal de Toulon can provide better support to patients, while optimizing workflows, interdisciplinary communication, data quality and security, and the working conditions for the various teams.

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François-Xavier Gavalda, Chief Engineer

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Thibaud Arnould Des Lions, Deputy Director of Information Systems
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_Dr. Michael Kubasch, Medical Consultant_

Located in the busy Var basin, with its 500,000 inhabitants, the 1,200 beds of the Centre Hospitalier Intercommunal de Toulon (Intercommunal Hospital of Toulon) are spread out over three facilities, with a new site currently being set up. As part of its Hospital Plan 2012, the hospital began the implementation of an Electronic Patient Record (EPR) starting in 2009, using Agfa HealthCare’s ORBIS solution. The hospital and Agfa HealthCare have worked together for over 20 years. For the ORBIS deployment, 23 projects were foreseen, including one dedicated to integrating the IMPAX solution, in order to connect the patients’ administrative and medical data. “The aim is to have the right information at the right moment, throughout the healthcare enterprise, which requires a multi-purpose, single and integrated tool,” comments Thibaud Arnauld Des Lions, Deputy Director of IT.

**Agfa HealthCare’s contribution**

- Agfa HealthCare has contributed to the development of the Centre Hospitalier Intercommunal de Toulon in a highly competitive environment with a solution that supports the hospital in providing quality service to the patient.

**Improving productivity and quality**

The implementation of the IMPAX RIS/PACS met the growing needs of the medical community to access images and medical file data simultaneously. “IMPAX has helped us to optimize workflow and to share information, but it also guarantees the quality of information input, especially in terms of patient ID data. The traceability of the information access has increased the safety of this data, as well,” explains François-Xavier Gavalda, Chief Engineer. The simplification of information collection has resulted in an overall improvement in information quality and a reduction in transmission times for the various information flows. “The updating of worklists for the users ensures their safety: there are fewer errors regarding the type of modality, as well as the patient ID thanks to this process-oriented tool, that runs from patient identification through to
“Digital dictation does transfer a task from the secretaries to the doctors, but it results in an overall time saving for the department and an improvement in patient handling,” comments Dr. Kubasch, Medical Consultant. The secretaries use the time saved for supporting patients, for administrative tasks or even for taking appointments. These tools meet the need to shorten both report creation time and patient care delays. “Today, 75 to 80% of patients leave after their exams with their report in hand. This is a significant advantage that has contributed to improving the image of the hospital, which has to provide the same quality of service as a private clinic,” describes Dr. Kubasch.

**Simplifying interdisciplinary communication**

Sharing information becomes increasingly critical as medical decision-making becomes more and more collective. Physicians need to access the original information in real time, from anywhere, to support their diagnosis determination. “Direct access to all departments is key in neurology and surgery, for example; urgent examinations are available before the patient arrives in the department where he is expected. The doctor can already prepare,” says Dr. Kubasch. During multidisciplinary oncology meetings, a medical history that combines images and reports makes it possible to clearly see the evolution.
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Did you know ...

- Relocating the almost 10,000 m³ of equipment to the new hospital in Sainte-Musse required the efforts of 400 people and 1,000 meeting hours.
- The sharing of information and access to the clinical history involved the integration of ten years of digital document production, i.e. 500,000 reports.
- The military port of Toulon is the main naval base in France, along with the port in Brest.

Ensuring service continuity during the change of site
The challenges of moving to the new site included the need to ensure continuity of service and the management of the risks associated with moving a fragile and complex architecture.

“The application was unavailable for between 16 and 24 hours. The users defined and implemented the ‘off’ operating procedures during the interruption of the applications. All of the physical infrastructure in the new server room had been defined and adapted, and each person was able to fulfill his mission, in a defined and organized process. For Agfa HealthCare, this was completed the next morning with a systematic control of each station to verify for proper operation,” describes François-Xavier Gavalda. Everything restarted normally. All that remains now to remind people of the move are some photos.