

ELO customer reference

Centro Hospitalar Universitário Lisboa Norte

CENTRO HOSPITALAR
UNIVERSITÁRIO
LISBOA NORTE, EPE



Hospital
PulidoValente



Digital transformation of clinical registries



“Over the course of the project, we plan to significantly reduce operating costs and improve our response time for clinical services as well as automate back office processes.”

Luís Salavisa,
CIO,
Centro Hospitalar Universitário Lisboa Norte

Centro Hospitalar Universitário Lisboa Norte (CHULN) in Lisbon, with its more than 6,000 employees, faces enormous challenges when it comes to archiving clinical registries and medical files. For this reason, CHULN now relies on **ELO**enterprise to digitally manage its vast amount of patient data.

Centro Hospitalar Universitário Lisboa Norte (CHULN) consists of two public hospitals in North Lisbon: Hospital de Santa Maria (HSM) and Hospital Pulido Valente (HPV). Altogether, some 6,000 employees are tasked with the health of more than 8,000 patients every day. Since it was established, CHULN has accumulated a huge number of patient records, which are stored either in paper archives or in hybrid digital archiving medical systems. In 2018, the organization decided to digitize all of its clinical registries and implement a system for enterprise content management (ECM). Today, CHULN benefits greatly from the digital archiving solution **ELO**enterprise, which not only stores patient data in a central digital repository, but also allows the hospital to automate major back office business processes.



ELO Business Partner





The solution

Practical benefits



Overview

Country: Portugal
Industry: Healthcare

Company

The Centro Hospitalar Universitário Lisboa Norte (CHULN) consists of two public hospitals in North Lisbon.

More than 1,300 surgeons, a total of more than 6,000 employees, and an annual budget of 420 million euros make CHULN the biggest hospital in Portugal.

Challenge

Digitization of patient medical and clinical records

Solution

- **ELOenterprise** as a central repository for clinical registries
- Integration of medical services in ELO
- Digitization of all major business processes

The benefits

- Fewer paper archives
- Quick access to patient files
- Reduced wait time for patients
- Business process automation for hospital administration

Medical success in the heart of Lisbon

The history of Hospital de Santa Maria goes back to 1934, with the creation of the administrative commission for new university buildings, which were presided over by Professor Francisco Gentil. The commission was responsible for the buildings that would house the university hospital, designed by German architect Hermann Distel in 1938. Construction began in 1940 in Campo Grande. The work was completed in 1953 and was considered one of the greatest achievements of the Portuguese government at the time.

In 2007, Hospital de Santa Maria and Hospital Pulido Valente merged to form CHULN – a public central and highly qualified hospital both in technologies and knowledge, providing healthcare to Lisbon citizens. As a result of a partnership with the Faculty of Medicine of Lisbon, which CHULN shares facilities, human resources, and knowledge with, graduate and postgraduate education became another fundamental pillar of its mission, without excluding partnerships with other national and international academic institutions.

With 11 major services that host 51 specialties, CHULN's mission also includes innovation, scientific development, and research as a logical consequence, harnessing synergies from providing both healthcare and education. This integrated vision aims at the growth and sustainable development of CHULN. The institution is exemplary in the provision of healthcare and its focus on progress, reinforcing its benchmark in the national health system.

Challenges best met by ELOenterprise

The vast size of the hospital was one of the biggest challenges during the project. Digitizing the countless paper archives, consisting of hundreds of thousands of clinical registries, was an enormous task that needed careful and professional planning. Furthermore, CHULN already had other digital archiving solutions, consisting of medical solutions for electronically archiving exams with PACS as well as an electronic invoice solution. For this reason, another major challenge was to find a solution that could meet the business needs for clinical records as well as back office archiving and process automation. Finally, the large number of different types of staff that access and work with the solution had to be taken into account, making ELO the perfect platform for this project.



In a demo installation, the ECM solution **ELOenterprise** was put to the test. The solution delivered excellent performance and proved to be the best integrated unified platform. With its scalability and multi-tenant high-end capacities, **ELOenterprise** was the right choice for CHULN.

Great partnership: ELO Digital Office and Outsafe IT

The project implemented by ELO Business Partner Outsafe IT from Lisbon was defined and rolled out based on a three-year plan. These were the three main phases:

- Migration of all clinical history paper archives to **ELOenterprise**
- Integration of all medical services on the ELO platform
- Rollout of ELO to all support services, such as HR, logistics, purchasing, legal, management board

Luís Salavisa, CIO of Centro Hospitalar Universitário Lisboa Norte, is very pleased with Outsafe IT's work: "Our partner has provided great support since the early project stage. This has given us the confidence to rollout the solution to other services within our organization."

ELOenterprise as a central repository for medical files

CHULN has dozens of healthcare services that host multiple archives for patient clinical medical records. As the solution had been in use for many years at the hospital, managing and making clinical records available to the doctors was a difficult and time-consuming task requiring dozens of people and a large amount

of physical space. With the implementation of ELO, the clinical records are now immediately available to doctors needing to access patient records, regardless of the specialty in which they are working. All the files are stored in a single repository and quickly available in accordance with all GDPR compliance requirements.

Integration of all medical services

CHULN also has other medical solutions that have their own archiving for patient exams, such as TACs and other imaging technologies. Exams done outside of the hospital must also be part of the patients' clinical record. They need to be archived and accessed later, making it a difficult task to manage. With the implementation of **ELOenterprise**, doctors are now able to access not only their own specialty clinical records but also records of other specialties at the hospital. In the past, this was very difficult to manage – not only due to the large number of services and files, but also due to the number of existing archives within the hospital.

Digitization of all major business processes

Since the first meeting with CHULN, it became clear that the ELO project scope was intended not only for clinical purposes, but also to improve the hospital's business processes, giving the project an ambitious and important milestone in terms of digital transformation. As part of the global project, all supporting business units such as HR, finance, legal, logistics, and many other shared services will rely on **ELOenterprise** to archive their information and improve operations by automating business processes, implementing workflows, and integrating the software with other business productivity tools.

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Summary and outlook

"The feedback gathered from the ELO users is evidence of how easy the platform is to use and how well the search function works. A lot of the other hospital services have already put in a request to implement the ELO solution."

Luís Salavisa,
CIO,
Centro Hospitalar Universitário Lisboa Norte

CHULN has made a giant leap into the digital future with **ELO**enterprise. Thanks to the central digital repository provided by the ELO solution, physicians, surgeons, and other authorized staff members are now able to access patient files and other medical records directly from their workstations. Wait times for patients have been significantly reduced and the internal level of service has greatly improved.

As a result, Luís Salavisa cannot wait to rollout the ELO solution to other support services: "In three years' time, we would like to have replaced all our paper archives with ELO. And then, more and more of our back office business processes will be entirely digital, thanks to **ELO**enterprise." Thanks to the excellent collaborative support of ELO Digital Office, Outsafe IT as well as Luís Salavisa and his IT team at CHULN, this ambitious goal is within reach.

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