opentext™

Success story

Western Cape Government Health

Industry
• Public Sector

Solutions
• OpenText™ Content Suite

Partner Support
• Datacentrix

Results

☑ **Efficient and effective compliance** with audit and accountability

🧠 **Acquisition and retention** of intellectual property

📄 **Central scanning centre** for workflow processes

🔒 **Strict security** regarding document access and modification

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Western Cape Government

Health

BETTER TOGETHER.

Western Cape Government Health uses OpenText solutions for healthcare enterprise information management

OpenText Content Suite helps to reduce paper and increase collaboration amongst healthcare officials

The rollout of the OpenText Content Suite within the Western Cape Government Health program has brought substantial benefits in moving toward a paperless environment and improved clinical and non-clinical workflow processes.

The core function and responsibility of Western Cape Government Health is to deliver comprehensive healthcare IT services to the people of the province. The vision and mission is to provide equitable access to quality health services to all within a balanced and well-managed health system. The overarching values identified by Western Cape Government Health are as follows: concern, competence, accountability, integrity and responsiveness.

A paperless office vision

The team at Western Cape Government Health had a vision to reduce and ultimately remove the majority of physical documentation and paper-based files (where appropriate) from their processes. Due to legal requirements at this stage within the South African Government, Western Cape Government Health needed to retain hardcopy documentation, specifically as far as the medico-legal process was concerned. As such, the vision was to move from a paper to a paperless work environment. This would enable Western Cape Government Health to manage documents and information with increased efficiency and effectiveness, which would improve service delivery.

Western Cape Government Health needed an Enterprise Information Management (EIM) solution that:

- Uses industry best practices to ensure the department is on par with world EIM leaders;

- Operates in accordance with the legislation and policy of the government and National Archives;

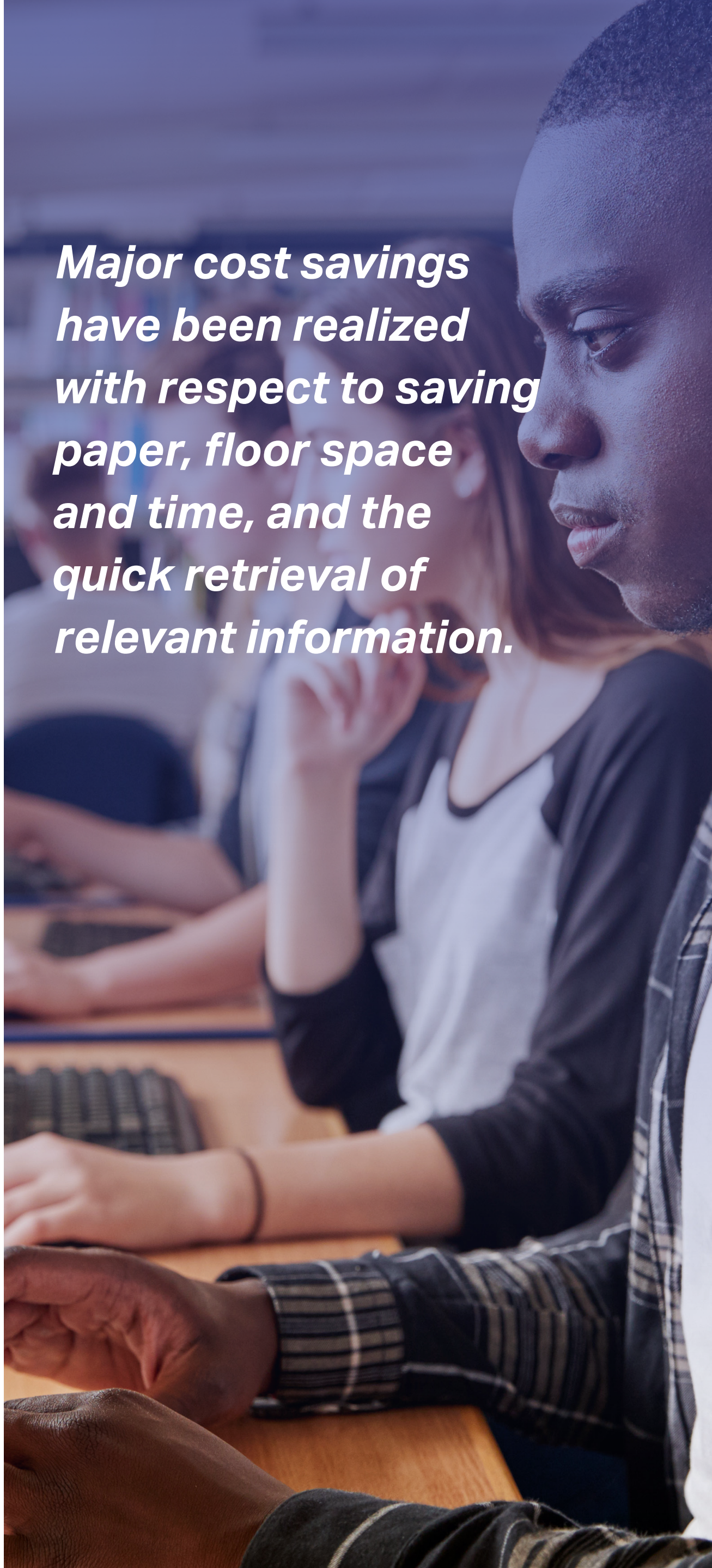- Establishes a common enterprise architecture for healthcare EIM;

- Establishes an Enterprise Profiling Business Model that would identify unique and common requirements across all applications and processes; and

- Improves services delivery in the six priority areas outlined in the National Core Standards for Health.

Introducing a healthcare Enterprise Information Management program

Western Cape Government Health engaged OpenText Partner, Datacentrix, to implement a multi-faceted EIM program that is made up of several key projects.

In 2009, the Western Cape Government Health program kicked off with a pilot project at the Forensic Pathology Services (FPS) Head Office. This pilot aimed to use OpenText solutions to support key document management processes and prove the benefits of implementing EIM within a head office function. In addition, the pilot project aimed to automate the overtimes claims processes using OpenText technology.

Following the successful pilot at FPS, which is now in full production, the next phase was a project within the Oncology Unit at Tygerberg Central Hospital, the largest tertiary hospital in the province and second largest hospital in the country. The project aimed to create a framework for Electronic Patient Records. At the forefront, it included the ingestion of patient paper records and its digitization in a scan centre. The electronic patient records are then stored centrally and securely using OpenText Content Suite with the necessary access controls and permissions setup. In addition, the project aimed to ensure that doctors can easily and efficiently access patient records for both patient care and research purposes using relevant indexing metadata. A healthcare EIM foundation was laid and now forms the basis of the rollout of OpenText technology to hospitals within the Department of Health as a whole.

Major cost savings have been realized with respect to saving paper, floor space and time, and the quick retrieval of relevant information.

As a full implementation of EIM, leveraging OpenText Content Suite within the FPS, benefits were realized across the whole FPS enterprise. A healthcare Enterprise Information Management solution was successfully rolled out to all 18 facilities to incorporate all FPS staff. This project introduced the implementation of eForms and the integration of OpenText solutions with their FPS Process System.

In 2011, a project was initiated to do a full EIM rollout at the new Khayelitsha District Hospital. This project created the blueprint for rollout of the EIM solution to all hospitals within the province.

Tygerberg Central Hospital continued to build on the benefits from the Oncology implementation and began rolling out the EIM solution to the whole hospital. They began with a back scanning initiative to capture over 27,000 patient records (over 1 million images) and are now working towards enabling clinical services across the whole hospital.

The future is bright

The rollout of OpenText Content Suite within the Western Cape Government Health program has brought substantial benefits in moving toward a paperless environment and improved clinical and non-clinical workflow processes. Major cost savings have been realized with respect to saving paper, floor space, and time and the quick retrieval of relevant information, which has lead to efficient and effective business processes, ultimately enhancing service to the public.

Within Tygerberg Central Hospital, archived patient records are currently stored on microfiche, but Western Cape Government Health is embarking on a project to archive to the OpenText solution. This project will ensure easier access to historical data as well as free considerable space by enabling the destruction of old physical records.

Western Cape Government Health will roll out the blueprint created for Khayelitsha to other hospitals across the province and investigate the implementation of Business Process Management to streamline and automate all processes. Western Cape Government Health believes that the full implementation of EIM across the whole of the organization is essential to ensure the continued improvement of service delivery to all the people of the province.

About Datacentrix

Datacentrix is one of South Africa's leading empowered services-led solution integrators. The company's focus is the provision of infrastructure and business solutions, including cloud computing, high-end storage and security, outsourcing and other related IT services. Datacentrix is one of the most highly skilled and certified business partners for a number of leading international and local vendors. For more information, visit: **www.datacentrix.co.za**

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About OpenText

OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on-premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit opentext.com.

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