



AZ Sint-Jan Brugge-Oostende AV Calls on CTG to Reinforce Their Project Team During an EMR Implementation (Nexuzhealth)

REFERENCE

“CTG always looked for the right profiles that we needed for both shorter and longer assignments. That flexibility was a great added value.”

– Helga De Neve, Director of ICT, AZ Sint-Jan Brugge-Oostende AV

The Client

With 1,182 beds, AZ Sint-Jan Brugge-Oostende AV is one of the largest hospitals in Belgium. It offers both basic care and highly specialised care on three different campuses: the Sint-Jan and Sint-Franciscus Xaverius campuses in Bruges and the Henri Serruys campus in Ostend.

The Challenge

With the hospital-wide implementation of their electronic medical record (EMR), the client faced a major digital transition. This multi-campus implementation affected almost all departments within the organisation (medical, nursing, paramedical, administrative, ICT, etc.).

Business Objectives

Because of the diversity of the challenges faced by AZ Sint-Jan Brugge-Oostende AV, the objectives were adapted and expanded throughout the project. CTG was involved in bringing appointment management, (para) medical reporting, operating theatre, medication management, nursing dossier, device links, and statistics live.



CTG's Solution

In order to meet the client's expectations, CTG opted for a mix of profiles. In the first phase, these were EMR experts who were part of the internal implementation team for:

- Analysing the business flows
- Detecting opportunities, possibilities for standardisation, and quick wins
- Configuring the application

In a second phase, the team was reinforced with a training team that was responsible for

- Preparing training material
- Creating a script for the training course
- Training various groups of end users (doctors, nurses and care staff, pharmacists, paramedics)
- Providing guidance for the go-live on the work floor
- Providing support during the aftercare period

Results

The initial request for support of the internal implementation team resulted in a long-term cooperation. In addition to the analysis and configuration work, a training assignment was added to the request. The CTG training team, together with all involved teams in the hospital, prepared 1,500 employees to cope with a hospital-wide go-live of the nursing and medication system.



About CTG CTG (NASDAQ: CTG) is a leading provider of digital transformation solutions and services that accelerate clients' project momentum and achievement of their desired IT and business outcomes. We have earned a reputation as a reliable, results-driven partner focused on improved data-driven decision making, meaningful business performance improvements, new and enhanced customer experiences, and continuous innovation. CTG has operations in North America, South America, Western Europe, and India. The Company regularly posts news and other important information online at www.ctg.com.

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