
CASE STUDY

CTG Implements Primuz EMR at Heilig Hart Ziekenhuis, Lier

The Client

The Heilig Hart Ziekenhuis in Lier is a regional acute hospital with a full range of care for a wide region. Given their commitment to quality and innovation, they are working hard to prepare themselves for the future. Under the motto “a heart for care,” the staff of Heilig Hart Ziekenhuis, Lier, work every day to care for around 68,000 patients a year in emergency, day, or multi-day stays.

The Business Challenge

Automation and digitization are playing an increasingly important role in the modern functioning of hospitals and healthcare in general. The Belgian government has therefore recognized the need to develop solid Electronic Medical Records (EMRs) on a large scale, so that information can also be shared with other healthcare providers and organizations. In this context, the Universitair Ziekenhuis Brussel (UZB) developed the EMR Primuz, which contains all medical data of a patient. As a result, care providers can consult the most up-to-date and complete data, such as blood group, allergies, medication, etc., anytime and anywhere, and thanks to extensive automation, errors caused by manual data entry are reduced to a minimum.

The integration of Primuz in each particular hospital presents many challenges. In order to make the solution available to other hospitals, the different workflows need to be studied per individual hospital and all technical components have to be integrated within hospital's specific context. The strict privacy legislation and protection of the sensitive patient data contained in the EMR must always be taken into account. In terms of infrastructure, it is important to ensure that all the components needed to run Primuz are present in an “always-on” mode and adapted to each specific hospital. Furthermore, there are specific needs with regard to the technical setup of the database in order to map specific data within Primuz, as well as exchange it with external systems. Finally, the process is also very important, since the operation of each individual hospital can differ from the operation in the UZB.

The CTG Solution

CTG Health Solutions is UZB's implementation partner for the rollout of Primuz in hospitals, so we are ideally qualified to translate the individual hospitals' workflows to the workflows used in UZB and make the Primuz software UZB-independent, enabling the Belgian hospitals to utilize it in cooperation with UZB. This always takes place according to a fixed sequence. Each hospital starts with a gap analysis; in this phase, the differences between Primuz and the hospital's operation are mapped out for 10 different domains, at a high level. This leads to a gap list where a first definition is made of the remedies that need to be provided, after which a priority and an action plan are determined for each of them.

On that basis, a project plan is then created to further analyze, develop, test, and put into production these gaps in the form of working groups per domain. The hospital itself is responsible for carrying out the tests, validating the deliveries and configuring their hospital environment in the EMR. The hospital's application team is also responsible for training and supporting the hospital staff, such as the administrative staff, doctors, nurses, paramedics, etc.

Heilig Hart Ziekenhuis, Lier, is one of the first hospitals to successfully put Primuz into operation. The first phase was completed in October 2019 with the delivery of the administrative aspect for registrations, transfers, and discharges, as well as the agenda management system and invoicing. This was not an easy task, as they previously used different software packages for patient administration and invoicing. A second phase started in 2020, in which there was a step-by-step transition to one integrated system that supports all processes and contains all medical and nursing information. After implementation within a number of medical disciplines and nursing departments in February 2021, within the PAAZ department, the medication prescription and the medical and nursing records were used for the first time. In the coming period, additional developments on the medication prescription are planned and the further rollout within the departments and disciplines will be finalized.

As the Primuz integrator, CTG Health Solutions has played an important role in the implementation of the EMR. At Heilig Hart Ziekenhuis, Lier, CTG was also responsible for writing the necessary integrations with the specialized departmental systems present in the hospital. Moreover, CTG has also supported the hospital's implementation team in the various phases of the rollout. Our medical software consultants have always assisted them in carrying out analyses, configurations, and tests, and have also helped and supported them during the go-lives and training on the work floor.

Results

Heilig Hart Ziekenhuis, Lier, now utilizes Primuz, a fully integrated, user-friendly, and multidisciplinary software solution that contains all functionalities for the follow up of patients' medical records and offers operational support for care processes. Since every care provider will register and document its actions in the EMR, this will lead to a great improvement in the efficiency of hospitals, as well as in the delivered quality and safety, both of the care and the privacy of patients.



About CTG 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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