

## HEALTHY SOLUTION FOR IMPROVED MEDICAL HISTORY PROCESSING AND CONSOLIDATED CLINICAL INFORMATION

### Challenge

Consolidate and streamline patient clinical information and medical history processing from various IT systems and levels into one single system.

### Solution

Implement Tamino XML Server to facilitate electronic processing, storage and exchange of documents and information between systems and organizations – including standardization and data integration.

### Benefits

Immediate access to clinical information enables better decision making by health professionals, enhances care quality provided to the public and ensures full process control and patient data confidentiality.



Servicio Gallego de Salud, known as “SERGAS” (“Galician Health Service”) is an institution founded in 1989 to provide public health services in the region of Galicia, Spain. Since 1991, as part of the Spanish government’s decentralization policy, SERGAS has built and integrated a total of 319 primary care units and hospitals.

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## “Software AG is our strategic partner in developing our patients’ electronic clinical records, including intra- and supra-hospital integration.”

Benigno Rosón Calvo | Head of IT Project Department Subdivision, Information and Technological Services | Department of Health of the Regional Government of Galicia (SERGAS)

### Making clinical information systems work together

In charge of managing millions of electronic medical histories, the Galician Health Services (SERGAS) had reached its interoperability limit. SERGAS wanted its various platforms, proprietary systems and applications to interoperate on one integrated level in order to improve the quality of the services offered to the public.

### More than 21,000 users interoperating on one single system

In order to modernize and harmonize different system and application structures, SERGAS started “IANUS”, a comprehensive medical history project to implement and use a single information system to store medical histories of Galician citizens, independently of where they lived or which hospital they might visit. The project scope included data from almost 3 million patients provided by a range of medical practitioners, health workers, health centers, hospitals, family doctors, specialists, emergency rooms and operating departments.

### Facing an enormous challenge

At the project’s inception, the situation at SERGAS was indeed difficult. Healthcare, administration and IT specialists were confronted with numerous challenges to be addressed:

- Processing clinical information posed major difficulties
- Information was generated across heteroge-

- neous platforms
- Proprietary systems led to encapsulation
- Information was not standardized
- Results were neither easily comparable nor interpretable
- Data exchange processes between hospital complexes and health centers needed general improvement

### XML technology makes things easier

To meet these challenges, SERGAS decided to create a highly efficient solution hand-in-hand with Software AG. SERGAS and Software AG jointly planned a development and implementation solution based on a unique information overview. They chose a standards-based organizational and design strategy for redesigning the business systems and applications, whether internal, between the organization’s different software applications, or externally used with other companies as part of their back-office systems. For SERGAS, this strategy provided them a fully consolidated information system.

Tamino XML Server has brought SERGAS significant benefits

- High process orientation and facilitation of electronic processing, storage and exchange of generated clinical documents
- Information standardization and integration
- Fast and easy information storage and access for authenticated and authorized documents, including digital signatures

- Open standards-based access to other systems
- Flexible service request and response to exchange XML documents
- Reutilization of existing systems
- Current applications are encapsulated as services

### Significant benefits for SERGAS

To date, SERGAS has already processed more than two million documents with the new system and has realized significant additional benefits:

- Enhanced care quality provided to the public
- Integrated, structured and fully accessible clinical information for registered users
- Access control and confidentiality of patients’ data
- Better decision-making by health professionals

### KEY COMPONENTS

#### webMethods Tamino

Tamino XML Server is Software AG’s high-performance XML server for storing, managing, publishing and exchanging XML documents in their native format, using open standards-based Internet technologies

### ABOUT SOFTWARE AG

Software AG is the world’s largest independent provider of Business Infrastructure Software. Our 4,000 global customers achieve measurable business results by modernizing and automating their IT systems and rapidly building new systems and processes to meet growing business demands.

Our industry-leading product portfolio includes best-in-class solutions for managing data, enabling service-oriented architecture, and improving business processes. By combining proven technology with industry expertise and best practices, our customers improve and differentiate their businesses – faster.

Software AG – Get There Faster

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