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# Spanish SAP and i.s.h.med experience

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**IBM Healthcare EMEA**

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# The general elements of the Spanish Healthcare System



Decentralization in 17 Regions



Distribution of the management responsibility and the service performance

3 key roles	Who is responsible (it can vary depending on the region)
"Regulating body"	<ul style="list-style-type: none"> <li>Ministry of Health</li> <li>Healthcare Councils (regional)</li> </ul>
"Buyer of services"	<ul style="list-style-type: none"> <li>Healthcare Councils (regional)</li> <li>Healthcare Services (regional)</li> </ul>
Healthcare provider "Seller of services"	<ul style="list-style-type: none"> <li>Healthcare Services (regional)</li> <li>Other public providers</li> <li>Private providers</li> </ul>

In all Spanish regions the Healthcare Services represent the predominant entity (in some cases even monopolistic) for the Sanitary Service.

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# Extremadura: Information Services Transformation



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# Servicio Extremeño de Salud

SES is the institution responsible of the care activities offering in the Extremadura autonomous region.

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- **Population: 1.050.000 citizens**
- **8 Healthcare areas**
- **104 Primary Care units**
- **300+ additional centers**
- **14 Hospitals**
- **14.000 employees**
- **Global budget: 1.600 million Euros (approx.)**



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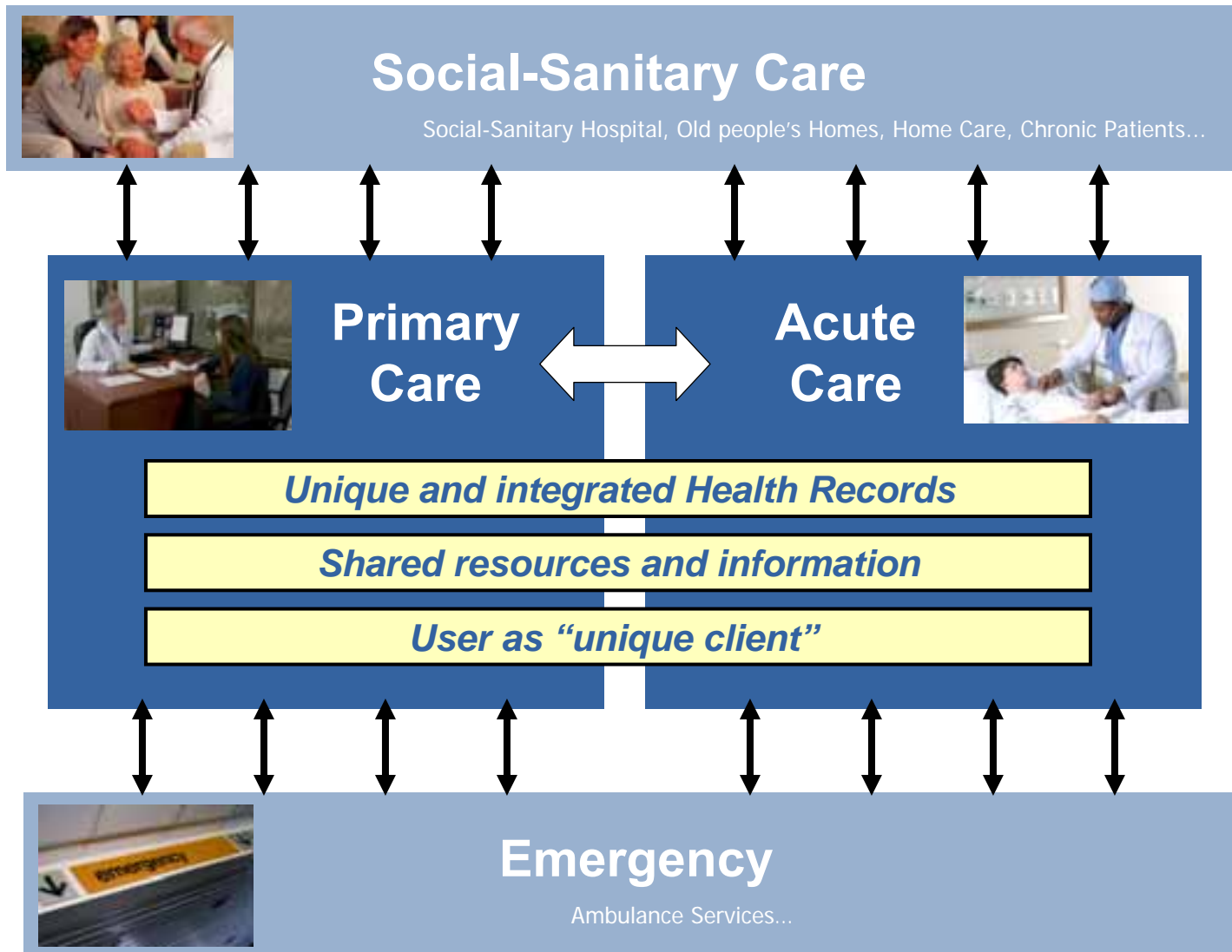


## SES – Extremadura (Spain )

Scope: All key business processes: back-office (Finance and Accounting, Logistics, Human Resources) and clinical.

- 1. System for the patients management**
- 2. Unique healthcare record by patient**
- 3. Systems integration**
- 4. Economic and financial management system**
- 5. Purchases and procurement management system**
- 6. Human Resources system**
- 7. Information Treatment system**

# Integration between Care Levels





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# ARGOS: Institut Català de la Salut Modernization Project



Programa de **PII**  
modernització  
de l'ICS **IBM**

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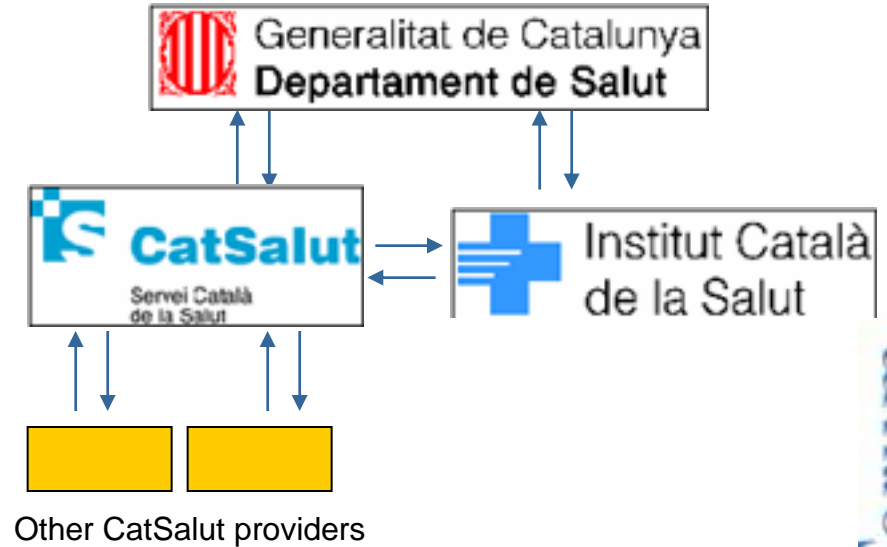


# Catalonia Healthcare



## Catalonia statistics:

- Population: 7.134.697 inhabitants
- Surface: 32.000 km<sup>2</sup>
- Population density (pop/km<sup>2</sup>): 190





# Institut Català de la Salut (ICS) is the biggest public provider of Health Services in Catalonia



Vall d'Hebron Hospital



- **More than 39.000 professionals**
- **50 millions of care interventions per year**
- **8 Hospitals**
- **460 Service Units of Primary Care**
- **Budget of 2.500 million €**
- **ICS represents the 80% of Primary Care and the 32% of Acute Care in Catalonia**
- **Purchase is about 700 million €**

# Modernize: what for?



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- **To improve the care quality**
  - Advanced technological equipments
  - Care coordination
  - Electronic Medical Records
- **To achieve a greater efficiency**
  - Costs reduction
  - Resources reassignment
  - Shared services
  - Purchases center
- **For the “public management” to have the same “level” as private management**
- **For the citizen to get the best attention possible**

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## Some Lessons learnt in Change Management

- A project success does not only mean that the system works, but also that the organization assimilates new ways of working (and this is not always easy for public organizations).
- For this kind of projects, the change management has to become a primary task.

## Some Lessons learnt in the system development

- No matter the time or the resources devoted to a development, incidences will always be generated. The number of incidences increases proportionally to the number of code lines.
- A good incidences management is fundamental for this type long-term projects with several roll-outs.
- The consultants adaptation processes to the healthcare modules is slower and more complicated than for the rest of modules. For instance, in six months a MM consultant with several years of experience can be replaced. But the same cannot be done with a consultant with two years of experience in IS-H.

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Thank you !



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