

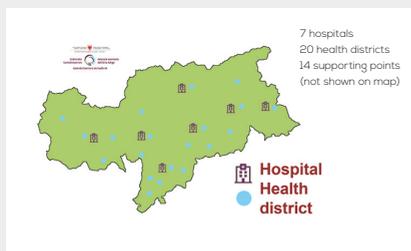
26. THE NEEDS OF CITIZENS – PATIENTS AND VISITORS – CENTRAL TO TECHNOLOGICAL RENOVATION

Thomas Schael, CEO
Luka Raffl, Head of Corporate Communications
Azienda sanitaria dell' Alto Adige – Südtiroler Sanitätsbetrieb, Italy



BACKGROUND:

The Local Health Authority (LHA) in South Tyrol, Italy covers 20 health districts with seven hospitals (and 14 supporting districts). To improve the patient journey, the LHA seeks to overcome complex access to care for patients, non-integrated software, legacy systems and old infrastructure.



OBJECTIVES:

- Develop smart solutions to provide useful information and links
- Empower patients to take responsibility for their own care
- Establish a new clinical building
- Enable easier access to care for patients

METHODS:

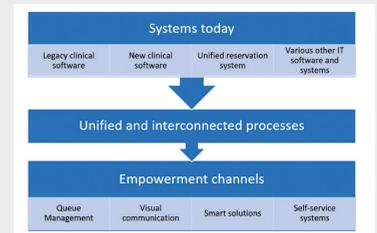
The LHA chose to use the Interdisciplinary Analysis-Design-Development-Implementation-Evaluation (ADDIE) process to undertake the technological renovation of its legacy IT and support systems.

It started by establishing an interdisciplinary workgroup to undertake the following tasks:

- Analyse the current situation and planned systems
- Design a unification strategy
- Developed system interoperability
- Implement new solutions, where feasible

Key stakeholders were involved throughout the process, sharing their views and knowledge, and evaluating completed tasks.

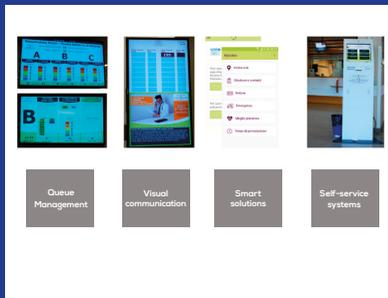
The next stage in the project will be to establish a new, state-of-the-art structure and infrastructure for patients, in a new building near the central hospital.



RESULTS:

What has been achieved?

- ✓ New solutions implemented in 'old' buildings
- ✓ Improved queue management – reducing waiting times and frustration
- ✓ Visual communication introduced – improving legibility and understanding
- ✓ Smart solutions – providing faster access to better information
- ✓ Self-service systems – improving efficiency and increasing patients' autonomy, thereby saving staff time
- ✓ Support gained from stakeholders to fill in missing knowledge
- ✓ Increased motivation among staff



Examples of patient empowerment channels.
Source: Local Health Authority, South Tyrol

TAKE-AWAYS:

What worked well?

- ✓ **Originality:** Using the ADDIE process to ensure a systematic approach and increase efficiency in key areas
- ✓ **Change management:** Finding the 'right' people for the job from diverse backgrounds, who share information company-wide
- ✓ **Best-practice:** Choosing a charismatic workgroup leader and establishing an interdisciplinary workgroup for analysis, design and implementation
- ✓ **Feedback:** Keeping stakeholders informed and continually involved at every step
- ✓ **Replication:** Empowering patients to free up resources needed elsewhere
- ✓ **Local knowledge:** Using local partners who know the key territorial issues best (e.g. language problems)
- ✓ **Diversity:** Integrating different perspectives and points of view at all stages of the project

