

SUNDHEDS PLATFORMEN

Implementation on evidence got us half the way – from then on we succeed on Chaos management

Implementation of a large IT program across two Regions in Denmark

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Agenda

- What is **Sundhedsplatformen** (the Health Platform)?
- Implementation on **evidens**
- **Chaos** Management
- Successes and **challenges** by now

What is **Sundhedsplatformen** (the Health Platform)?

The vision making it easier to...



be a patient

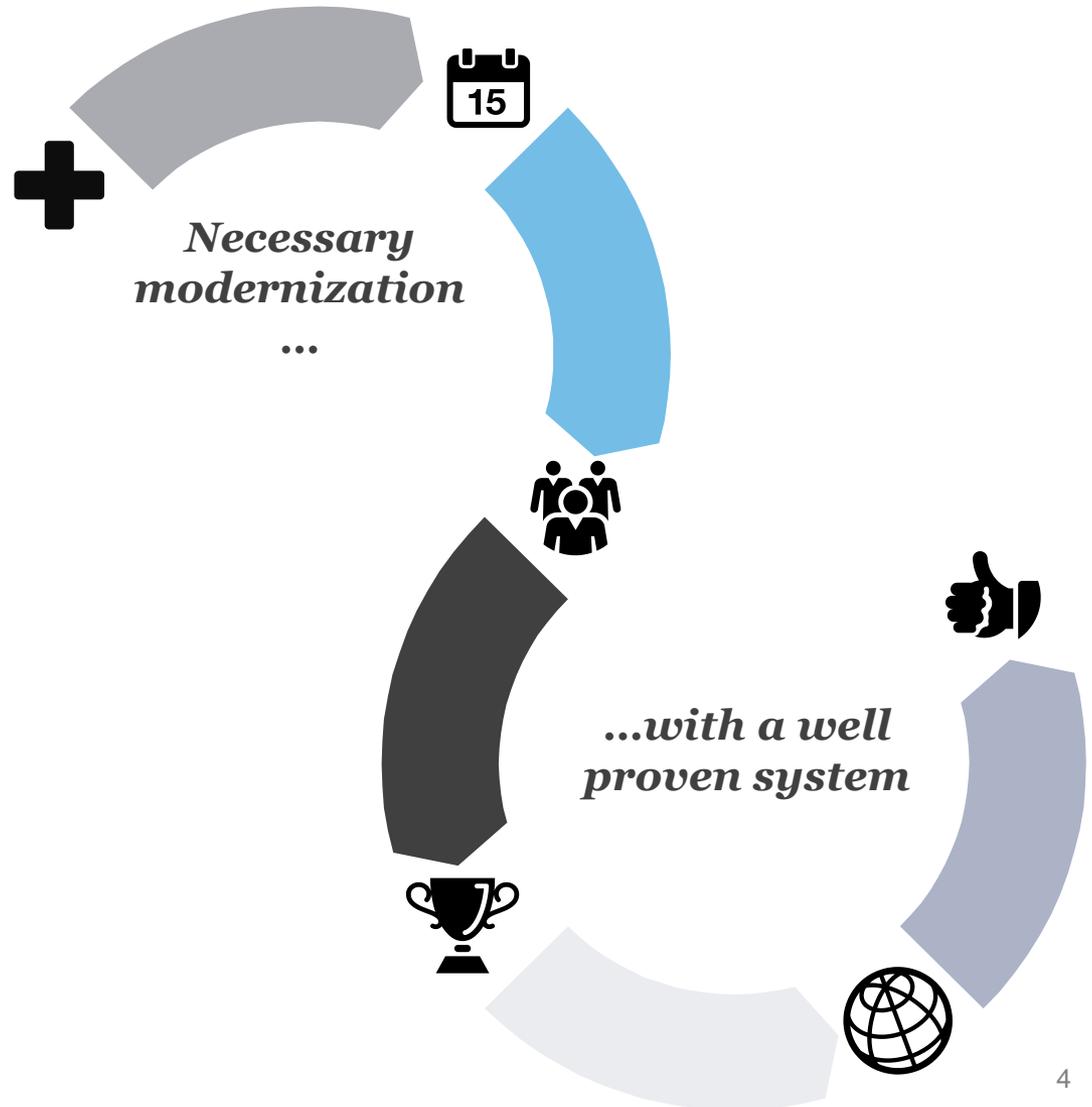


be a clinician



**ensure quality
and efficiency**

- Necessary to acquire a new system because the former systems was outdated
- Sundhedsplatformen was chosen through public tender
- Epic was strongest in functionality, economy, implementation, corporation and technique





Two regions with 2,5
mio. citizens



12 hospitals



44.000 region
employees are to use
the system



46 municipalities
can (partially) be
connected to SP



400 people in the
project organization



Economy - an investment in **better** health

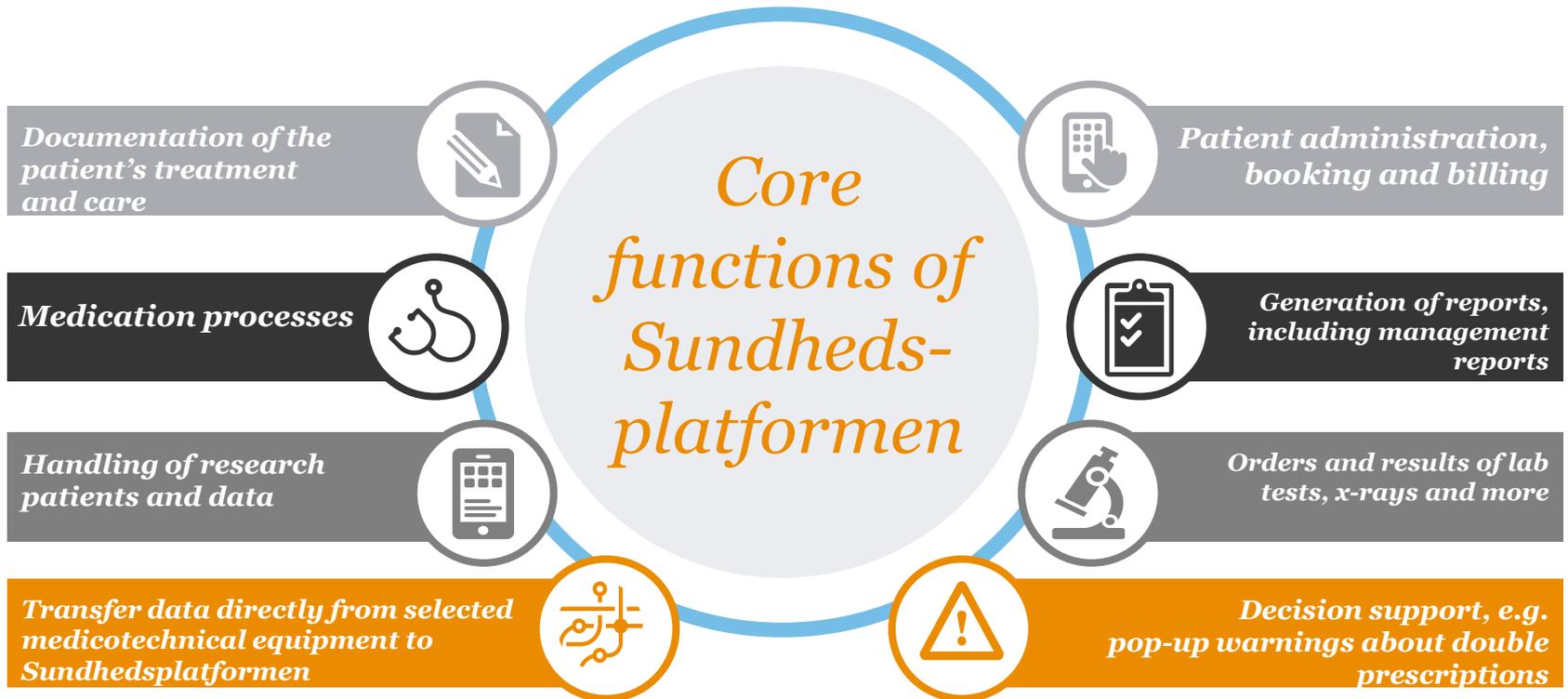


Region Zealand has granted 95 million euro to Sundhedsplatformen

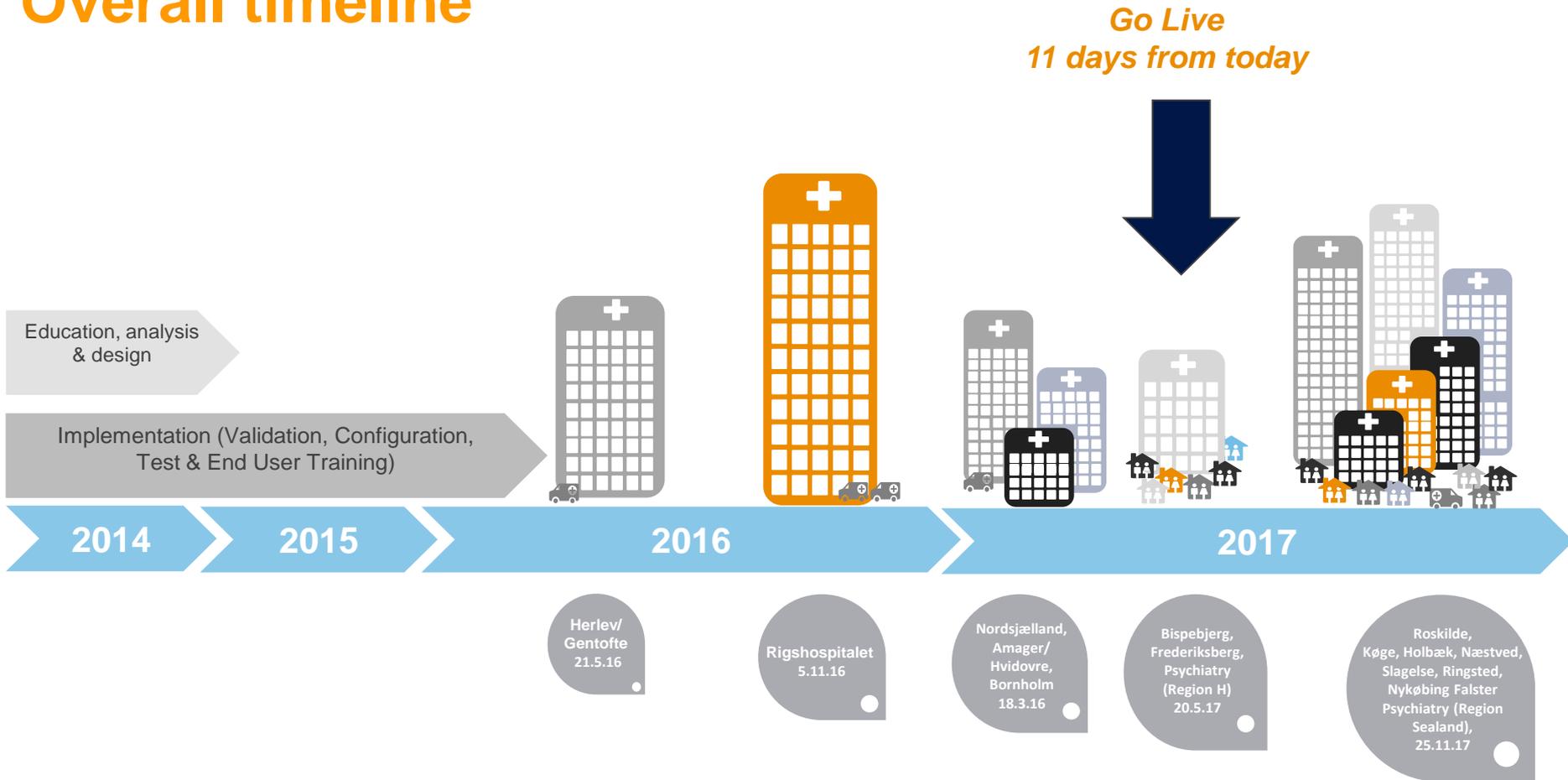


The Capital Region expects to use 282 million euros on Sundhedsplatformen

377 mill euro



Overall timeline



Organization

One program – two regions – **a lot of** stakeholders

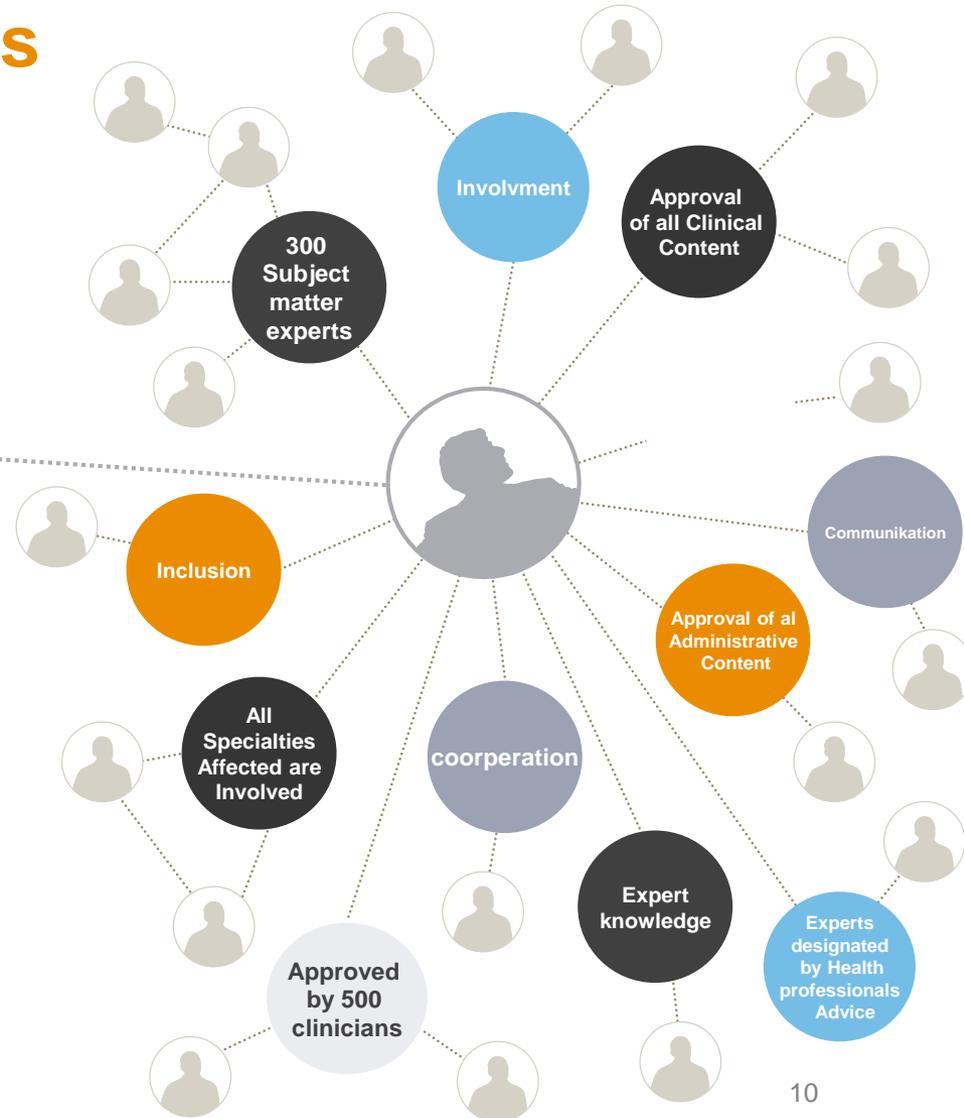


Implementation on evidens

Setup of the system



Massive involvement of staff and health care councils



Implementation on evidens

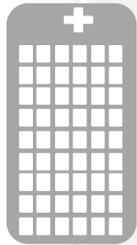
Big Bang!



Patient on the way to the hospital



Patient arrives at hospital



Patient arrives at department



Patient arrives to examination



Patient undergoes laboratory tests



Patient is sent to surgery and operated



Patient is referred to new department



Patient rests at the hospital

Patient goes home and checks 'My Chart'



A patients clinical pathway

Chaos Management

- Prepare yourself for the unpredictable
- Adjust and improvise
- Agile program management



Chaos Management

- Prepare yourself for the unpredictable
- Adjust and improvise
- Agile program management

Less Chaos
More **Management**



Key **successes** in recent implementations



The biggest challenges after **three** implementations



Medication



Coding and billing workflows



*Interaction between the paraclinical
systems*



In Basket function



New roles and workflows in general

Typical change process



Satisfaction

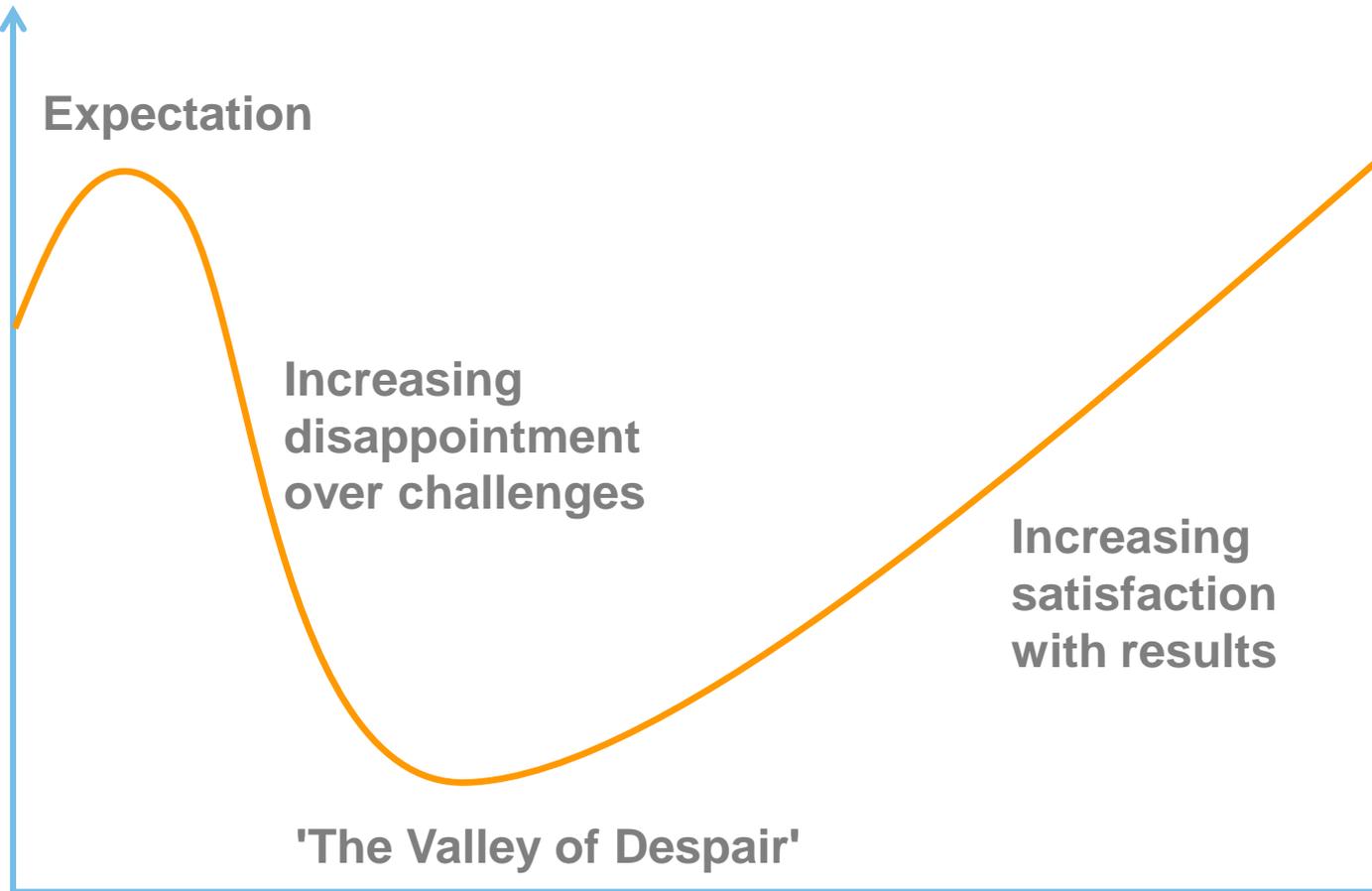
Expectation

Increasing
disappointment
over challenges

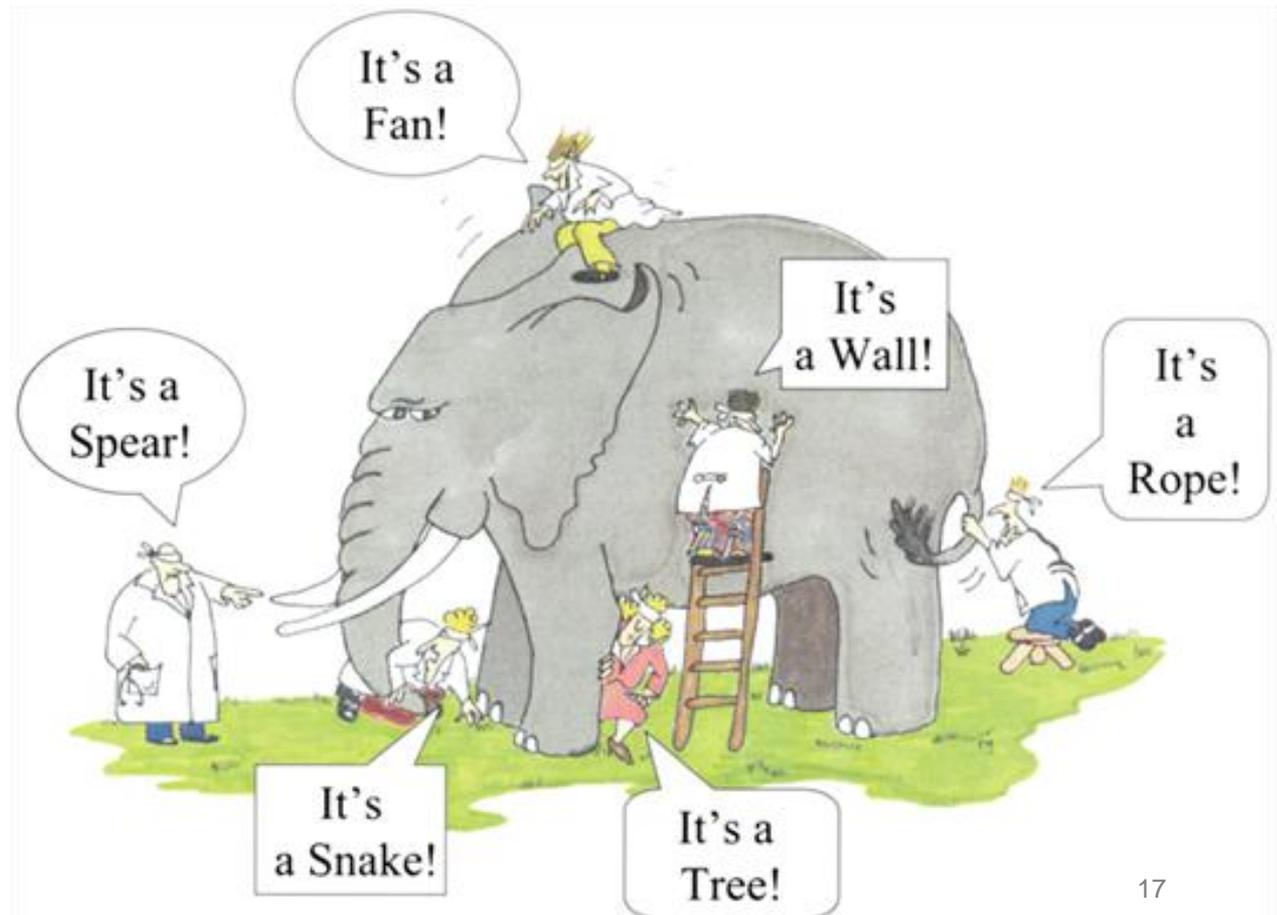
Increasing
satisfaction
with results

'The Valley of Despair'

Time



Where are we? – storytelling





Questions?

Read more: www.sundhedsplatform.dk