



**A UNIQUE
ADMINISTRATIVE
SYSTEM FOR ALL
HEALTHCARE
FACILITIES IN
THE BASILICATA
REGION**

In 2016, the **Basilicata Region** issued a public tender to award a service contract concerning the design, implementation, management and maintenance of the new computerized accounting system for the Local Health Authorities of Potenza and Matera, San Carlo Hospital and the IRCCS Crob of Rionero in Vulture.

The contract included the creation of the new Administrative Accounting system, with a single installation on a single database, on servers located in the CED in Potenza, and with a Disaster Recovery site set up at the regional CED in Matera.

In addition, the required system had to provide for unique and centralized demographic data management at the regional level, including the ability to set up Healthcare sub-Organizations for distinct accounting management. A monitoring dashboard was also required for the Basilicata Region's Department of Health, Social Welfare and Citizenship. After the tender was awarded, in 2017, Dedalus conducted the project by installing and customizing **C4H, its Enterprise Resource Planning solution**. The system came into operation in all Healthcare Facilities in January 2018.

THE CONTEXT

The Basilicata Region's health services network includes the following:

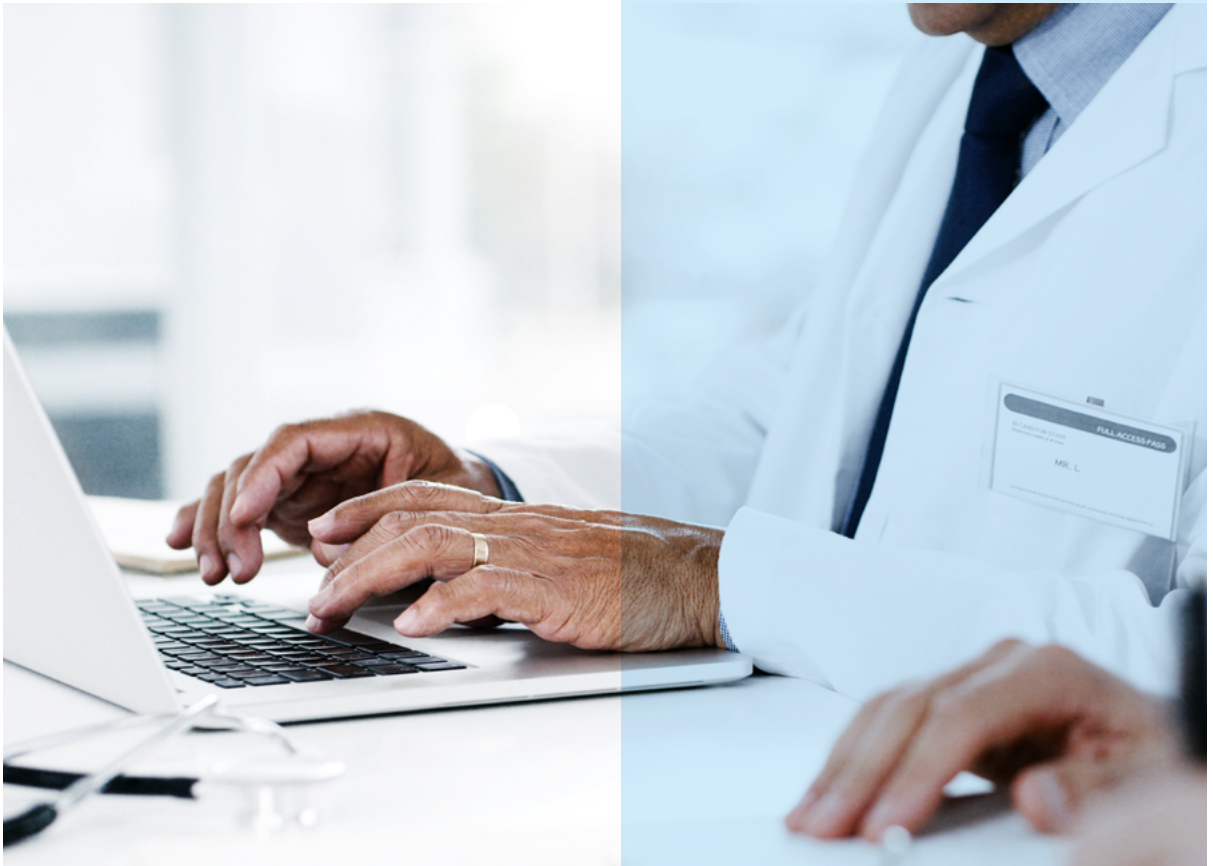
- Local Health Authority of Matera
 - Local Health Authority of Potenza
- Each covering the entire territory, for their own area of competence.
- IRCCS Rionero in Vulture
 - San Carlo Hospital with its different sites: Potenza, Pescopagano, Lauria, Lagonegro and Melfi

To date, the C4H-ERP solution is available to all abovementioned Public Health Facilities, as well as to two external providers and to 220 private pharmacies involved in account management.

THE CHALLENGES

The client faced a number of major challenges and constraints related to IT aspects, such as:

- Moving data from the old to the new system without affecting business activities
- Managing data in a single system while ensuring its consistency, for instance in the following items:
 - Accounting plan
 - Regional productivity plan
 - Products, services, providers, clients' demographic data
- Managing the installation of the new software and IT infrastructure (Change Management)
- On-the-job training



THE SOLUTION

Dedalus C4H-ERP is a solution which natively includes a "Holding - Subsidiaries" structure.

The solution's structure adapts to that of the Basilicata Region. It therefore includes a strategic level, managed directly by the Regional Departments, and an operational level, managed by the Hospitals and the Local Health Authorities.

This structure provides users both with a central summary and with a detailed view by individual health facility. The solution monitors accounting transactions, while ensuring single responsibility and process autonomy.

Both an institutional and a business scheme were implemented on C4H-ERP in each Health facility.

The "Budget management" feature allows for continuous expenditure monitoring and supervision, both at the corporate and at the regional level. This feature also provides real-time consumption updates and information on deviations from initial project plans or accounting plans.

The basic master data (including, for instance, accounting plans, production plans, and data concerning products, services, customers, suppliers and patients) is managed by C4H-ERP in a central manner. As such, the data of all organizations involved was consolidated, so as to obtain Unique Regional Master Data.

A further distinctive feature of the Basilicata Region's unique Regional System is the centralized management of information flows. This guarantees consistency between the information used by the Regional Organization, and the information communicated externally by the Region and the Ministry. The System also enables users to monitor data and ensure its accuracy, both when feeding the database and when preparing the flows themselves.

Organizations, Roles and Users are configured in C4H-ERP in such a way that all entities involved benefit from highly secure, separate access – at the regional or “holding” level, and at the individual or “company” level – thus guaranteeing proper segregation of functions.

BENEFITS

Thanks to Dedalus's C4H-ERP solution, the Basilicata Region was able to achieve the following:

- The Region implemented the **national reforms** within its Systems, in particular the accounting model set forth in Legislative Decree 118/2011 and the relevant cases established by the Ministry. The Region was also able to launch the complex certification process regarding data and financial statements.
- The Region integrated General and Analytical Accounting and “role assignment” **tools into a single accounting record**. C4H-ERP is a single system, which natively guarantees



a constant reconciliation between the different accounts. In addition, it provides features for accounting by order and by research project, as well as separate accounting features for managing public grants and private practice.

- The Basilicata Region benefited from comprehensive **workflow** monitoring and tracking tools, and was able to identify inefficiencies concerning a specific point in a process. Thanks to C4H ERP, the Basilicata Region also customized its own procedural flows, and ensured interdepartmental synchronization between flow stakeholders. C4H-ERP allows users to define roles and profiles linked to the various events, while also allowing them to trace or re-trace all elementary events, based on a process-oriented logic. The solution helps manage responsibilities in a precise, unequivocal manner.
- The Region achieved greater effectiveness, by introducing a **single system capable of managing and controlling resources and activities**, of streamlining processes, of consolidating homogeneous and timely information, and of developing and monitoring quality indicators.
- Thanks to the **complete digitization of the medicines distribution** cycle in the territory, the Basilicata Region can fully manage deliveries to contracted pharmacies through intermediary distributors, as well as manage orders while following up on budgets, contract constraints and so on. Thanks to C4H-ERP, the Basilicata Region also benefits from comprehensive stock monitoring and

automatic reordering features, as well as from features for managing both incoming and outgoing deliveries (respectively, deliveries from manufacturing companies and returns to the supplier or deliveries to affiliated pharmacies) – these deliveries are handled by predetermined distributors.

- The Region implemented C4H's features dedicated to **research projects**: these include managing funding for scientific research activities, following up on research project budgets, tracking and tracing tangible and intangible asset purchases, managing project staff and separate research accounts, and drafting financial statements specifically concerning research activities.





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About Dedalus

Dedalus is the leading healthcare and diagnostic software provider in Europe and one of the largest in the world. With its innovative framework of comprehensive and process-oriented solutions, Dedalus enables a revolutionary digital transformation of country-wide Healthcare Systems fully supporting the patient digital journey. Dedalus serves more than 6,700 private and public hospitals across 40 countries, through more than 7,700 highly specialized resources, of which 2,700 are dedicated to R&D activities. We aim to help caregivers and healthcare professionals to deliver better care to the communities they serve and for this reason we are very proud of doing a special job, working with healthcare organisations to improve healthcare outcomes for patients.

Life flows through our software.

For more information, visit www.dedalus.com