



BUILDING A NATIONAL PATIENT-CENTERED DIGITAL HEALTH SYSTEM

CASE STUDY: ANDORRA NATIONAL HEALTH SERVICE



THE PRINCIPALITY OF ANDORRA MAY BE SMALL, BUT ITS DIGITAL AMBITIONS ARE BIG

Situated in the Pyrenees along the border of Spain and France, Andorra's entire land mass occupies just 180 square miles. Its total population comes to only 77,500 people.

But what Andorra lacks in size, it makes up for in technological innovation, especially in healthcare. The country's National Health Service is engaged in a massive digital transformation.

The ultimate goal, says Xavier Grande Iglesias, chief information officer (CIO), is "for everyone to use technology without the IT department. Success for us is to be transparent for users."

BROAD OVERSIGHT

Like most European countries, Andorra operates a national health service. Known in the local Catalan language as SAAS, short for Servei Andorrà d'Atenció Sanitària, Andorra's National Health Service was created in 1986 and today administers and manages the country's public healthcare resources. That includes oversight of a hospital, 11 primary care centers, a social and health center, and a school health service.

Andorra's health service began its digital journey in 2004 with a project to create an electronic medical record (EMR) system. To build this system, SAAS turned to Dedalus for help. "When we have a challenge, the first thing we do is ask for Dedalus' advice," Grande says, "because Dedalus has the experience of working with major hospitals and health services around the world."

Today Andorra's national EMR system serves more than 1,760 healthcare professionals and stores some 315,000 patient records — big numbers for such a small country. One major benefit has been a greatly improved patient experience. With all records now digitized and centrally stored, citizens can visit physicians and other healthcare practitioners knowing that their health records are easily and quickly accessible. Healthcare practitioners benefit, too, with an improved ability to trace and monitor patients.

BIG MOVES AHEAD

Impressive as that may be, as far as SAAS is concerned, it was just the beginning. Next, the health agency, again with Dedalus' help, is working to create a national health portal. This portal will let citizens and their healthcare providers engage and share information. For that, it will need a "one patient, one record" approach. "We would be wrong to say we will have a shared patient record," says CIO Grande, "because we will not be sharing information. We will have a single national patient record."

This means that all healthcare practitioners treating a patient will have access to the patient's single electronic record, regardless of where the practitioners work, whether they're part of the national health service or independent.

The system is built around Dedalus' HCIS, which unites Andorra's entire healthcare ecosystem of hospitals, primary care, specialists and general practitioners. One benefit for them is that a single record gives them access to all the information they'll need about a patient.

"They are seeing a lot of value in that," Grande says.

CHALLENGE

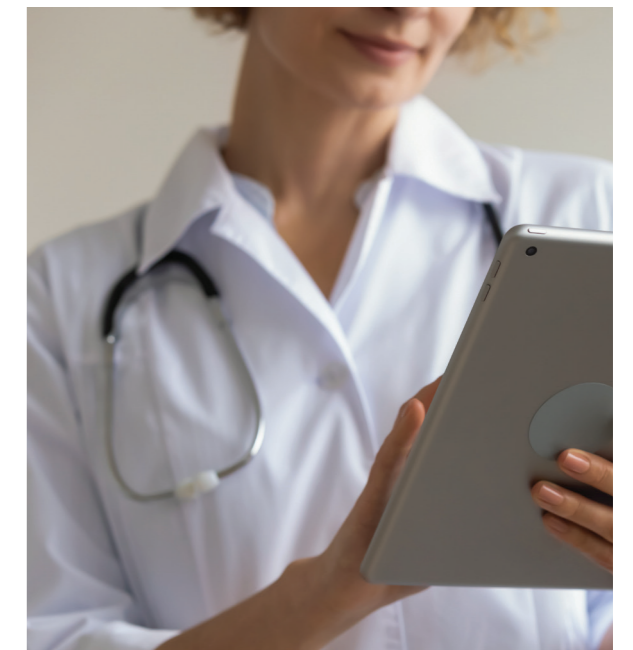
- Improve patient care and clinician engagement by creating an electronic patient records system
- Optimize a national, state-provided healthcare ecosystem
- Improve service-delivery efficiency and the overall patient and clinician experience with high-quality data management
- Strengthen capabilities for both business intelligence and mobility
- Build a foundation for future digital transformation

SOLUTION

- Roll out the Andorra National Health Information and Management System, built on Dedalus' healthcare information system (HCIS)
- Implement Dedalus' HCIS electronic patient record service at a national level
- Link and integrate systems for hospitals, primary care centers and physician offices
- Support the implementation with Dedalus' knowledge, experience and skill set

RESULTS

- Provided "one patient, one record" access for 95 percent of citizens and their healthcare providers
- Enabled clinicians to support patients anytime, anywhere
- Improved the use of medical data, as well as patient care and safety
- Digitized more than 1 million health documents



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— **Xavier Grande Iglesias**, CIO, Andorra National Health Service

GOING PAPERLESS

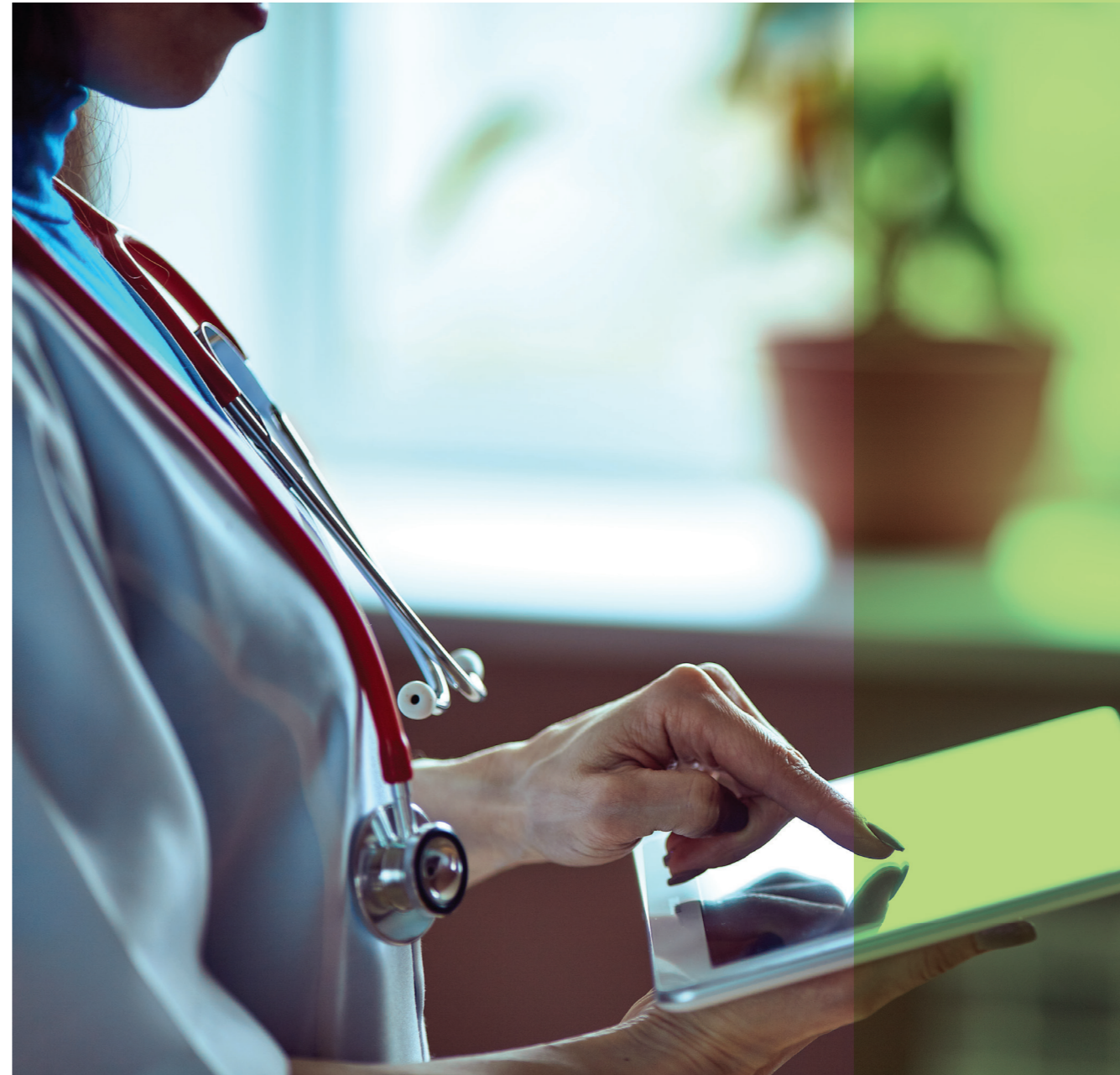
Eventually the EMR system will allow SAAS to operate without any paper documents. “We want to have a completely paperless organization,” Grande says. “That may sound basic, but the elimination of all paper is actually the start of our digital transformation.”

Another new feature is video consultations. That’s especially attractive during the worldwide pandemic, when so many people and organizations have turned to online collaboration systems.

The pandemic, of course, has also halted much of Andorra’s tourism business. Pre-pandemic, the country was receiving as many as 5 million visitors a year. To get at least some of them to return, Andorra now wants to offer tourists a health record of their journey in the country. This data will come from the national EMR system, and it will be completely voluntary, allowing tourists to opt in or out.

Other projects on tap for the future include wearable health monitors, data analysis for disease prevention and prediction, smart home devices, and a national health information exchange for hospitals, pharmacies, private clinics and others.

For this small European country, these projects should add up to a big digital future.





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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 6,100 private and public hospitals across 40 countries, through more than 5,500 highly specialized resources, of which 2000 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.

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