

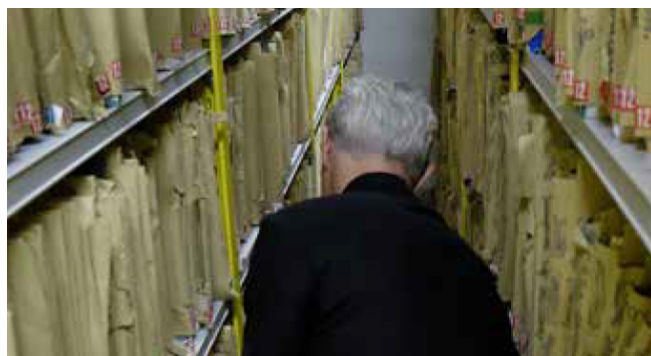
**HOSPITALS CH DE ST-LÔ  
& CH DE COUTANCES**  
SPEED UP AND SECURE  
ACCESS TO INFORMATION BY  
DEMATERIALIZING ALL PATIENT  
FILES & “FOSSILIZING” PAPER  
ARCHIVES

## WITH THE MASS DIGITIZATION WORKSHOP, THE VOLUME OF FILES RETURNED TO THE ARCHIVES EVERY DAY HAS DROPPED FROM 250 BEFORE THE IMPLEMENTATION OF HYDMEDIA TO 150.

As part of the TACTILIS project to implement a single global and shared electronic medical record, begun in 2011 and built around the ORBIS solution, the hospitals CH de Saint-Lô and CH de Coutances have carried out an innovative digitization program of their paper archives, successfully achieving their goal of making access to information smooth and fluid.

Located close to one another, in the French department of la Manche, since the end of 2011 the two hospitals Centre Hospitalier Mémorial France États-Unis de Saint-Lô (CH de Saint-Lô) and Centre Hospitalier de Coutances (CH de Coutances) have together formed a Regional Hospital Network, with a shared strategy based on pooled resources and a common medical project. Their ambitious and innovative project to enhance the performance and quality of patient care was introduced by director Thierry Lugbull. As part of this strategy, the information in the patient files, sourced from the hospitals' ORBIS solution, has contributed to the TACTILIS project, which aims not only to bring the information close to the patients using touchscreen terminals attached to their bed trays, but also to carry out a vast digitization of the paper archives. With the HYDMEDIA archive solution, the hospital network launched, in parallel to the TACTILIS project, a massive operation that will support it in evolving towards becoming a zero-paper organization, within the context of a global move towards optimization and security along the course of care.

explains Francis Breuille, Director of Information Systems for CH de Saint-Lô and CH de Coutances.



*“Led by our director Thierry Lugbull, who took up his functions in 2008, this program was launched soon after his arrival, with the priority of computerizing the patient record.”*

After an audit in 2009 the blueprint was created in 2010, and the project began in 2011 with the global implementation of ORBIS, which was selected thanks to its unique *“agility”*. This was a fundamental criterion, as the objective of the project was to achieve a single, global and shared patient record for the two hospitals and all of the specialties. The project was both ambitious – as it was to be implemented in only 4 years – and innovative. *“Two options we selected stand out: touchscreens, which enhance the users’ acceptance and adoption, and ‘zero paper’, which avoids the continuation of a paper file in parallel to the EMR,”* continues Francis Breuille.

*“Modernizing the regional network of Saint-Lô and Coutances required modernizing its information system,”*

**FRANCIS BREUILLE**

*“With the extension of the ORBIS project, the patients’ terminals, installed at their bedsides, serve a triple purpose: firstly, entertainment, with Video on Demand, internet and even audio books. Secondly, informative, with both contextualized and medical information, because the medical staff can check or enter data in the patient record via the terminal. Thirdly, as ‘front-line’ communication between the medical team and the patient.”*

**FRANCIS BREUILLE**

When the ORBIS EMR was selected in 2011, the HYDMEDIA archiving solution was also chosen. The digitization of the patient file is a global, multifaceted project, and evolving towards zero paper is a key success factor. *“Since the beginning, we asked ourselves how best to handle the digitization of the paper archives, because all of the files – whether old or new – must be in the same format. We can’t have a ‘double-archive’ of both paper and digital documents,”* highlights Dr. Pierre Balouet, Director of the TACTILIS project. *“What’s more, inputting information twice creates double work and increases the risk of error, which can cause serious problems of divergence in information. With well-structured files, information only needs to be entered once.”* At the same time, reducing the physical access to the paper archives that remain stocked in the basement of Saint-Lô provides a considerable time saving. This *“fossilization”* of the physical archives is the key principle of the project:

the clearly identified goal is that paper archives no longer go upstairs, even if the physical archive is preserved. New files are digitized from the start. This way of working lightens the workload of the administrative staff, but also of the doctors who can immediately find the information they need with only a few clicks, wherever it may be. Moreover, the patient records must remain accessible and HYDMEDIA provides the necessary backup capability. *“This is why the archive, an integral part of the EMR project, is a fundamental axis, the red thread. And why we have carried out this project in parallel with the implementation of the EMR project,”* summarizes Francis Breuille.



## Meticulous Preparation

Marc Voisin, Deputy Director of CH de Coutances, and responsible for the ORBIS digitization project, carried out the dematerialization for the hospital network.

*“As I had experience working on an archive digitization project for the AP-HP hospitals in Paris, I was given this responsibility. It was quickly obvious that it would not be possible to digitize everything, i.e. all 4 linear km of archives (300 meters per year): too much information kills the information! With the internal project team, the OPER group, which includes operational staff, a set of specifications was established with the preferences.”*

**MARC VOISIN**



The start of operations began with a *‘housecleaning’* phase, carried out by the archive unit, during which 33 tons of documents were destroyed, which made it possible to gain a clear overview of the situation and avoid duplication. The items that needed to be digitized for the 300,000 active files were identified and indexed using a barcode system. A strict naming system was put in place. *“Two processes were defined,”* explains Marc Voisin. *“Mass digitization for the archives and ongoing documentation, which is entered by the administrative staff into the EMR when a patient arrives with documents.”*

A mass digitization workshop was set up in the archives of each hospital. The technical equipment (6 scanners at Saint-Lô and 4 at Coutances), tested and validated by the staff, was used by dedicated teams of 13 archive assistants at CH de Saint-Lô and 7 at Coutances. On each site, the work was carried out under the supervision of an archivist (1.5 FTE at Saint-Lô and 0.5 FTE at Coutances) who verified the digitization and indexed each file in HYDMEDIA. *“It was a painstaking work with heavy responsibilities for these teams which have a real medical record culture,”* adds Francis Breuille.

## Hydmedia: a safety net for information access

Before 2012, 250 files were sent back down to the archives every day at Saint-Lô; that number has now dropped to 150. Buildup has been progressive, with the digitizing of about 200 files per day on average, with the objective of reducing the digitization workload to the bare minimum in 2015.

*“We had some initial difficulties in terms of access time in consultation mode, but this was resolved when we moved the module to full web. Today, accessing information takes four seconds,”* comments Romain Bernasconi, computer engineer in charge of processes and IT tools. *“It also required compromises in the number of documents included in a file, because too many files complicated access.”*

HYDMEDIA can also be used in the event of degraded operation of the main application: fed by ORBIS in daily production, it contains a copy of the documents and becomes the principle source in case of technical problems or a planned shutdown of ORBIS.

*“The weakness of paper as a storage medium is not always recognized,” adds Francis Breuille. “While the loss of a paper file is accepted, the level of demand rises with an IT solution and the inability to access information is less tolerated. With HYDMEDIA, we have a safety net to ensure access to the patient’s information.”*

**ROMAIN BERNASCONI**



## Hydmedia

- Brings together the patient information in the form of multimedia content
- Accelerates the availability of information via the search tool
- Enhances the security of information
- Provides data recovery in case of disaster
- Reduces the cost of consumables

## Orbis

- Sharing of data from patient records and administrative data
- Enhanced cooperation between care professionals
- Reduced risk of error due to control and validation features
- Migration towards paperless hospital

## Time Savings & Reduce Risk of error

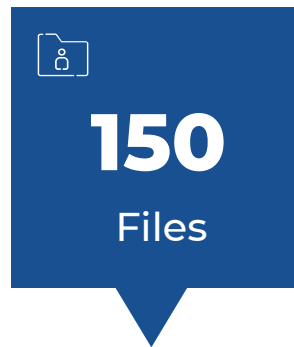
The EMR created around ORBIS/HYDMEDIA has been a clear success for the hospital network and its staff: 90% of the hospital practitioners acknowledge *“a time savings and a truly ergonomic access to information.”* Dr. Pierre Balouet adds, *“Before, in the maternity unit, a midwife would have to write the name of a newborn baby 16 times in 16 different documents, and spend 25 minutes filling in the documents. Today, 3 minutes is enough: that’s time saved and the risk of errors reduced.”* In terms of the archiving and mass digitization with HYDMEDIA, the processes are mature and efficient.

The return on investment is clear: time savings for nurses, limitation of exam duplication, improvement of productivity for the administrative staff, control of paper consumption and rationalization of the printing systems are a few of the examples which lead to a better resource management for the two hospitals. The fossilization is ongoing, and the solution is both playing its primary role and fulfilling its complementary backup mission.

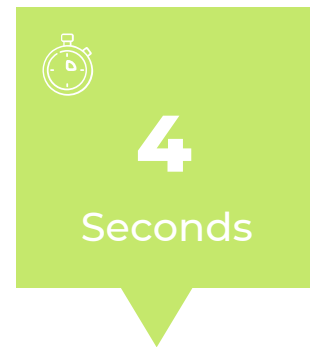
*“HYDMEDIA is to ORBIS what Google is to the internet,”* concludes Dr. Balouet.

*“Archiving is a fundamental axis, the red thread and a key condition for the successful deployment of an EMR. With HYDMEDIA, we will achieve zero paper.”*

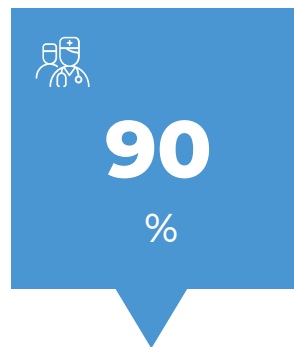
**FRANCIS BREUILLE**  
Director of Information Systems for  
CH de Saint-Lô  
& CH de Coutances



Are sent back down to the archives every day now, **versus 250** before 2012.



Are needed to **access information.**



Of the hospital practitioners acknowledge. A **time savings** and an ergonomic access to information.



Are needed to fill in the documents for a newborn baby, **versus 25** in the past.

### Dedalus' Contribution

Dedalus worked in close collaboration with the CH de Saint-Lô and CH de Coutances to develop ways to adapt its solutions to the hospitals' specifications. Dedalus also trained the hospital's project team in the applications implemented and transferred the knowledge so that the project team could conduct future trainings on-site and create a help cell for the users.





# Healthy People, Healthy Planet



Life flows through our software

[www.dedalus.com](http://www.dedalus.com)

Dedalus Group is the leading healthcare and diagnostic software provider in Europe, supporting the digital transformation of 6300 Healthcare Organisations and 5700 Labs and Diagnostic centres worldwide, processing its solutions for more than 540 millions of population worldwide. Dedalus offer supports the whole continuum of care, offering open standards-based solutions serving each actor of the Healthcare Ecosystem to provide better care in a healthier planet. For more information, visit [www.dedalus.com](http://www.dedalus.com)