# TCG|||
## ENABLE THE DIGITAL ENTERPRISE

# A hospital group goes digital

## Summary:

The Insel Gruppe, the largest and leading medical care system in Switzerland, captures, digitizes, manages and archives several million pages annually with DocProStar, from TCG Process. Digitization has enabled the Insel Gruppe to achieve significant savings in the administrative and medical areas.

## Background:

The Insel Gruppe is confronted with enormous volumes of documents in its day-to-day hospital operations. Since many different types of documents are involved, such as incoming invoices in paper form, personnel documents, report and invoice requests, administrative documents with a patient context and delivery bills, the documents are first sorted centrally at Inselspital and then distributed to six different locations.

## Challenges:

In addition to the large number of different document types, digitization is an important issue. The documents are scanned and processed in the respective hospitals via multifunction devices (MFP) and workplace scanners. The contents must be captured and classified so that they can be forwarded to the appropriate departments.

## ||| INSEL GRUPPE

**Industry:** Healthcare

**Highlights:**

▶ Capture, digitization, management and archiving of several million pages per year with DocProStar (DPS)
▶ A large number of document types are captured at different locations
▶ Use of many capture processes on one scalable platform
▶ High degree of automation

"It was important for us to use a central platform for digitizing, extracting and validating information and preparing documents for all locations.

DocProStar is the ideal platform for our complex system landscape."

*Sabine Herbel,*
*Head of Administrative Business Services*
*Insel Gruppe*

## Realization and collaboration:

The Insel Gruppe began optimizing and digitizing processes at an early stage. The targeted use of suitable tools for capturing (digitizing), managing and archiving documents made it possible to manage the flood of paper at the various hospital locations. DocProStar, the scalable platform from TCG Process, is particularly suitable for intelligently automating a complex landscape with many different digitization processes and touchpoints.

The following processes have been implemented on the platform:

**Decentralized scanning:** medical documents are scanned and processed decentrally via MFPs and workstation scanners. Each device is connected to the Active Directory (user authorization) and the DocProStar platform. The application is very user-friendly and at the same time has a very high level of automation in processing, assigning and archiving documents in the patient dossier. Ninety-five percent of the documents are processed in the dark, which means they are automatically archived in the right patient record and with the right quality, without the need for human validation.

During implementation, Insel Gruppe was able to draw on experience from an earlier analog process. The solution was built using an agile approach (Scrum) and the process was configured and piloted based on a previously created concept. The dissemination in the organization is done in a rollout process. The rollout in a department includes the analysis of the document types, the creation of the templates with the information about the document types and the training of the users. With the rollout of the solution to the departments, new requirements arose in some cases. These were successively (agilely) incorporated into the solution from interaction to interaction.

**Accounts payable scanning:** Incoming paper invoices are scanned and forwarded to the DocProStar platform via e-mail. Within DocProStar, all data relevant to accounting is extracted from the invoices and validated. After processing and transfer to a downstream workflow system, the invoices are posted and archived.

**HR Dossier:** This process enables the digitization, classification and attribution of personnel-related documents. Not only scanned documents, but also office documents such as form letters or e-mails are included in the processing. These are imported, classified, attributed, validated and automatically archived in the correct personnel file.

**Report and invoice requests:** This process mainly deals with the processing of invoices for which queries have been received from insurance companies, among others. In addition to extracting all relevant attributes, DocProStar supports routing based on document content. Between scanning and validation, DocProStar searches the entire document for specific keywords or text modules. The keywords found are transferred to the SAP system via web service. This system reports back a corresponding processing code if the found keywords point to a unique processing code. The document, together with the extracted attributes and the determined processing codes, is transferred to the BPM (Business Process Management) system and is required there in the process for further case triage in specific group pots.

**Patient management:** This is where further administrative documents with a patient context are processed. These are primarily cost approvals or rejections from insurance companies. Here, too, it is the task of DocProStar to extract the relevant data from the documents, classify them, and assign them to the correct patient and case.

**Logistics processes:** This category includes processes in the central warehouse, in the main delivery department and in the hospital pharmacy for digitizing and archiving delivery bills.

"Due to the high proportion of straight-through processing and the high degree of automation, the recording and archiving of many processes runs almost without manual intervention, so that the workload on staff has been reduced."

*Micha Schweizer,*
*Head of Clinic Applications*
*Insel Gruppe*

## Realization and results:

The DocProStar infrastructure comprises three environments: the development environment, the consolidation (test) environment and the production environment. The following systems are connected via interfaces to exchange data and documents: SAP, ARTS, synedra, mail server, MFP (Ricoh), Active Directory, workplace scanner.

The Insel Gruppe now processes its documents with DocProStar. In addition to significant cost savings, the process optimization has also significantly increased the transparency of the workflows. Thanks to the high proportion of straight-through processing and the high level of automation, many processes are captured and archived with virtually no manual intervention, thus reducing the workload on staff. The capture of invoices enables fast and smooth payment, thus avoiding reminder fees. Personnel and patient-related documents are automatically assigned to the correct file. For report and invoice requests, automatic matching with the SAP system enables automated process control. Documents are assigned to the right archiving system and the right record with verified attributes.

## About Insel Gruppe:

The Insel Gruppe is the largest and leading medical care system in Switzerland. The following sites belong to the Insel Gruppe:

▶ Inselspital, Universitätsspital Bern
▶ Stadtspital Tiefenau
▶ Landspitäler Belp, Riggisberg, Münsingen und Aarberg

Every year, the Insel Gruppe treats more than 900,000 outpatients from a wide range of nations and provides acute inpatient care for around 62,000. The Insel Gruppe stands for the highest quality of treatment. The core of its service offering is the tiered care model, in which patients receive the optimal treatment for them at the best location and in the shortest possible time. With its approximately 12,000 employees, the Inselgruppe is one of the largest employers in the Bern region.

Further information at www.inselgruppe.ch