

IMPROVING COMMUNICATION AND EFFICIENCY IN THE WOUND MANAGEMENT PROCESS

THE ASKLEPIOS EXPERIENCE

THE NEW DIGITAL TRANSFORMATION PROCESS AT THE ASKLEPIOS HOSPITAL IN LANGEN

Asklepios Kliniken GmbH & Co KGaA, comprising over 100 clinics and healthcare facilities, is one of the largest clinical operators in Germany. In this context, an alliance was established between the Asklepios Group and Dedalus – a partnership aiming to deploy the clinical software ‘ORBIS U’ on the ASK Langen site, a specialised care clinic.

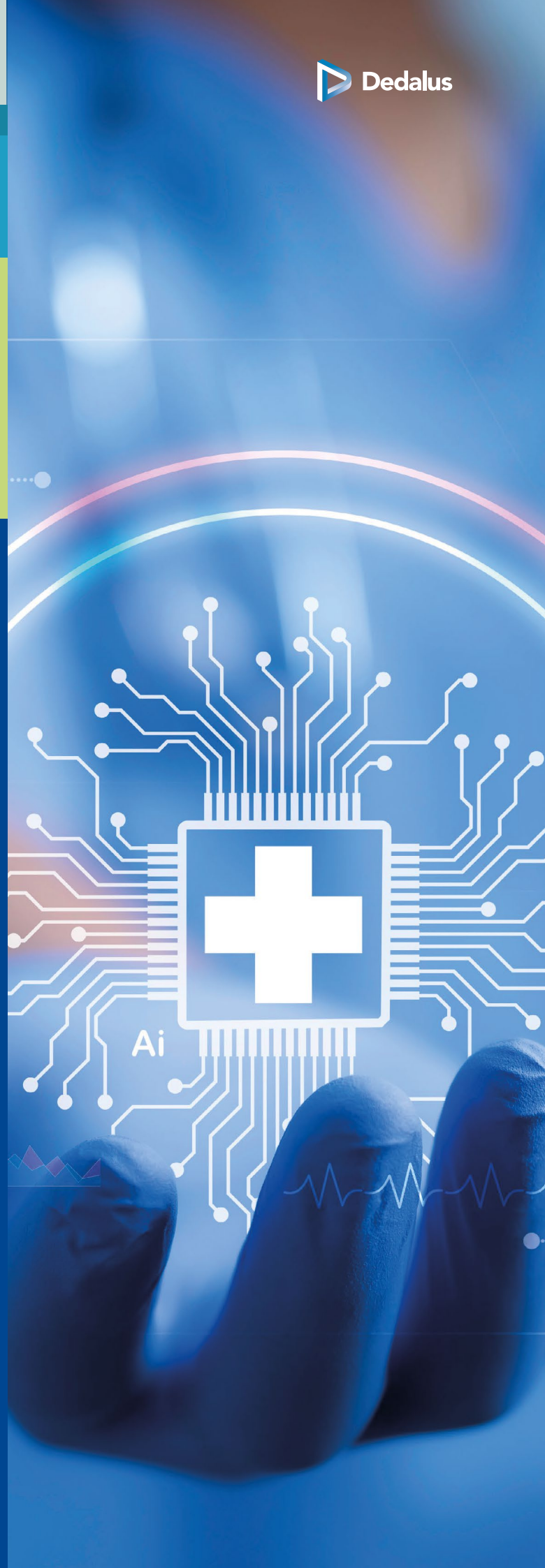
THE JOURNEY BEGINS

In 2022, through a process involving all institutional stakeholders and the solution provider, a complete Business Blueprint was defined in order to improve communication between doctors, nurses and wound managers in relation to patient treatments. The first step of this transformation, aiming to rethink and redesign the overall processes, looked at the Wound Management process.



CONTEXT

To manage wounds appropriately, doctors and nurses usually need to take several essential photos in some contexts, such as emergency evaluations, burn and wound care, after surgery, and so on. This process is however highly time-consuming, since these professionals must then take the time to download, save and archive the pictures and connect them to the related wound documentation in the patient's record.





NEEDS AND CHALLENGES

With 50% of visits at the Asklepios Outpatient Clinical Department related to wound treatment, it is essential that the software solution is smooth, effective and able to update information in real time. In this way the physician visiting the patient knows they are accessing the very latest data (information and images) relating to the right stage, and can potentially ask for clarifications from the Wound Manager if need be. Thanks to the new ORBIS U solution, images and reports are saved in real time in the patient record and the wounds management process flows smoothly and effectively.

METHODS

To demonstrate whether ORBIS U created value within the healthcare organisation, both in the short and the long-term, Dedalus considered the healthcare organisation's context and implemented a methodology based on SMART KPIs designed specifically for Wound Management processes.

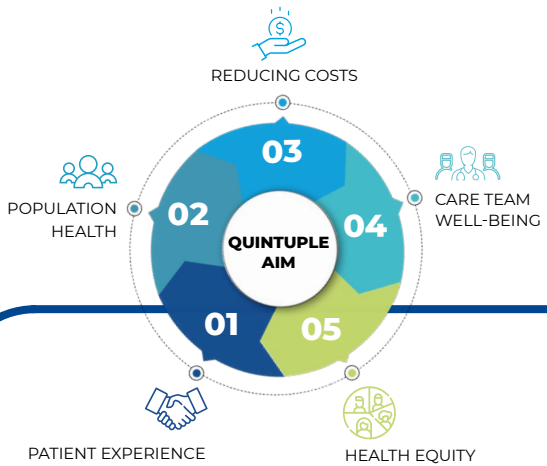
3 metrics were selected for this first phase of the project, with targets measured both before the implementation of ORBIS U and regularly afterwards, in close collaboration with the healthcare organisation and data analysts.

STATISTICAL ANALYSIS

A mixed team worked jointly at the Asklepios Langen Clinic, observing and measuring the activity of doctors, each supported by a Wound Manager. The same patient use cases (clinical conditions) were compared, both before and after implementing the new software solution ORBIS U.

In recent years, a number of [studies](#) have shown that the achievement of the three initial goals of the Triple Aim: patient satisfaction, cost efficiency and health equity, should first consider the well-being of professionals. Our research wants to highlights important outcomes for both professionals and patients.

IMPROVE CARE TEAM SATISFACTION



IMPROVE CARE TEAM SATISFACTION

Metrics



Time per patient spent by the Wound Manager to write notes and save images in EMR at the clinical Department. An average of 400 patients per month

Before



Time per patient: 7 minutes (an average of 3 minutes to write the notes in the notebook and then in the system) plus 4 minutes to download and upload the photos into the EMR)

After



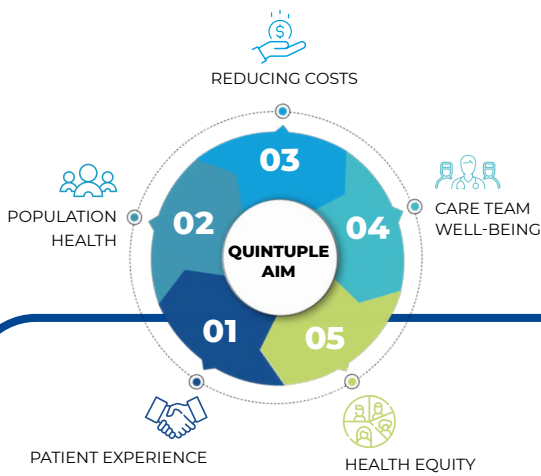
Time per patient: 1.5 minutes (no rewrite time, no download or upload time)

Value measured



2H GAINED PER DAY

ENHANCE CARE TEAM COLLABORATION



ENHANCE CARE TEAM COLLABORATION

Metrics



Elapsed time for the doctor to receive the needed information

Before



The doctor requests a wound management activity. The wound manager takes photos with a camera, treats the wound and makes notes on a paper notebook, then register the process and the photos in the patient's medical record. (The photos were uploaded separately and the notes were written down as a report). The doctor waited for 1 day before having the needed information.

After



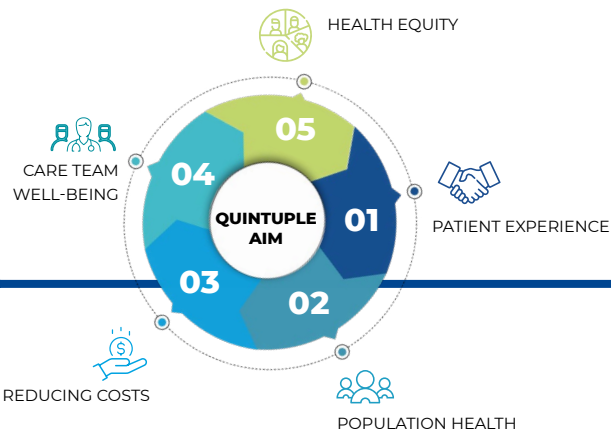
The doctor requests a wound management activity. The wound manager takes photos with a mobile device on which ORBIS U Woundmanagement is installed and synchronized with the Patient's medical record.

Value measured



1 DAY GAINED PER
affected patient

BETTER CARE EXPERIENCE



BETTER CARE EXPERIENCE

Metrics



Number of patients with a complete nursing dossier for ongoing treatment in the outpatient clinical department

Before



In the previous phase all the patients with wounds didn't have in real time images for a better treatment.

After



Thanks to the new solution on mobile devices all patients with wounds have in real time their dossier updated.

Value measured



ALL PATIENTS in Outpatient Departments with wound have in real time a complete dossier



Dedalus

Life flows through our software

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 7,500 private and public hospitals across 40 countries, through more than 8,000 highly specialised resources, of which 2,900 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.

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