

Quality Management with Intrexx

All data under control: Agaplesion clinic group deploys network-wide Quality Management Portal

Agaplesion gAG

Together with participating social welfare companies, Agaplesion gAG forms a network of hospitals and elderly care homes. The goal of the network is to preserve and strengthen social welfare and social facilities in an increasingly strained economic and competitive situation. The network makes management services and centralised services, such as personnel management, PR/marketing management, purchasing, quality management, budget management and IT available to its facilities. This leads to synergy effects and ensures the cost effectiveness of the network.

Requirement

A quality management guide in a large network of facilities of the health service must fulfil special requirements. An uncomplicated data exchange throughout all locations is just as important as being able to find the contents. Agaplesion gAG of Frankfurt/Main had set the goal of creating a Web-capable document management solution that should then be prepared as a QM guide.

Solution

In order to incorporate the existing intranet and be open for additional applications, the Agaplesion gAG decided on the Intrexx Portal software. The network of clinics knows this to be flexible standard software which allows for much more than just document management. In the end, the Portal was implemented in a time span of only three weeks. Today, a total of 28 facilities is linked with the system, including general and specialised hospitals with different areas of expertise, elderly assistance facilities, and an academy for advanced training and continuing education. Apart from documents, processes are stored in the Portal which control the process flow, thereby ensuring revision security: new documents or documents which are in revision are first saved with status "for release". The process reacts to this action and informs the quality management representative of the new document or new version. If the quality management representative sets the status to "released", the current version is updated in the QM guide. Dynamic filters that lend the Portal an interactive nature are used for locating documents, in addition to the classic free text search and chapter tree structure. The employee can select a subject and combine it with an area of application (e.g. department or location).

Benefits

- Increased simplification of processes
- Access from all locations for all participants in the network
- Considerably more flexible than static QM guides
- Stored processes ensure that documents are always current
- Portal system can be enhanced as needed



Company: Agaplesion gAG
www.agaplesion.de

Location: Frankfurt/Main, Germany

Sector: Health care

Market position: Not specified

Annual turnover: 200 million euros

Employees: Approx. 3,500

ERP system: Not specified

Products and services:

Intrexx
eProcurement
United Planet consulting
United Planet reference books

"We aspire to show processes as transparently as possible and to make it easier for employees to quickly access relevant information."

Hannelore Rexroth, Head of the Division for Quality Management, Agaplesion