

Hirslanden: Improving Patient Well-Being Through Business Process Transformation

Hirslanden Group, a leading Swiss medical company, has 17 private hospitals and more than 2,000 doctors overseeing the health of 100,000-plus patients across various disciplines. With an aging global population, healthcare providers are facing huge challenges such as overstretched national systems, spiraling costs, deteriorating health, and burdensome regulations.

The goal is to reduce costs without decreasing the quality of patient care by using new technologies to balance price and quality against efficiency. Hirslanden wished to **optimize its operational processes** by seeking an innovative business process management technology suitable for a healthcare setting and for combining with accepted “clinical pathway” care plans.



Deploying Innovative and Collaborative Process Management with SAP® Signavio® Solutions



Before: Challenges and Opportunities

- Significant challenges facing international healthcare providers, including manual or only partially automated operational processes and sophisticated policy and regulations
- Unnecessary hospital referrals due to a lack of connectivity between healthcare providers and the need for improved care-record sharing
- Patients expecting high-quality, on-demand, and increasingly online healthcare services

Why SAP

- Collaborative approach to business process management for modernizing core processes and systems to support new clinical practices, regulatory standards, and cost reimbursement methods
- SAP® Signavio® Process Manager solution to document, standardize, and tailor processes
- SAP Signavio Process Collaboration Hub as a knowledge and communication base

After: Value-Driven Results

- Process optimization by centralizing process information in one place, better equipping employees
- Intuitive process modeling and enhanced communication and knowledge sharing
- Increased business understanding through collaborative functions
- Statistical data for monitoring and improving patient care and solving ad hoc problems in real time
- Ability to reduce time to implement change (“adapt”), provide visibility and governance across the decision-management lifecycle (“align”), and sense and respond to actionable situations (“act”)
- Support for delivering and refining health services through self-service and improved case management while keeping pace with policy changes

“The modeled processes serve as a knowledge base and a basis for **promoting digitalization and continuously improving internal processes**. With business process transformation, we have a tool that supports us today while capably securing the company against future challenges.”

Thomas Kuhn, Head of Center of Excellence for Business Process Management, Hirslanden Group

>500,000

Nursing days using standardized internal processes

Zero

Risk when calculating scenarios for clinical pathways due to simulation capability

