

Topolčany is a hospital with 14 wards with basic joint examinational and therapeutic units and provides medical care in the district of Topolčany. In certain activities it also services the district of Partizánske and partially to the district of Bánovce and Bebravou.

Patients from a wide area seek medical treatment here because of the extra services provided and certain wards of the hospital treat patients from all over Slovakia. By improving quality, the hospital plans to attract more patients from neighboring districts and through managing quality and achieving European-scale comparability of hospital environment, also attract patients from outside the country.

Hospital in Topolčany Has Mapped Processes Using QPR ProcessGuide

CUSTOMER CASE:



"It is at the discretion of each user, how intensively he or she will use QPR software. It is possible to drill down the process map only and leave documents in paper form, but that would be to the detriment of the organization. QPR ProcessGuide allows linking of all documents or records in a simple way. It does not require years of computer experience."

*Mgr. Linda Mikeskova,
Quality Manager*

Process map created in QPR ProcessGuide comprises the basic element of our quality management system.

It helped the hospital in Topolčany to acquire quality certificate ISO 9001:2000.

Original Goals

In 2003, the hospital faced the decision about how to re-engineer its operations.

With highly unprofitable operations on one hand, partially renewed equipment and an implemented information system on the other hand – The Managing Director of the hospital faced a decision about how to sustain the hospital in the long term and how to improve its performance.

Within the scope of the diagnostics performed in late 2003 by the QPR's local Partner EMARK, the hospital

planned the necessary steps towards these goals.

In 2004, the hospital started the process of change in its operations.

QPR ProcessGuide utilization

Detailed mapping of the existing processes in the hospital was a crucial step towards improving work efficiency and managing quality. While mapping the processes, EMARK used QPR ProcessGuide.

Activities

In order to cut costs and to attract new patients to the quality of services at the same time, the following steps were taken:

- We performed an optimization analysis of selected hospital wards and administration.
- We improved the operation efficiency by moving several wards and thus saving significant space.
- We organized seminars for supervisors/executives, shifting responsibility for managing wards.
- We elaborated on other requirements for ISO 9001:2000 standard certification.
- We prepared the hospital for transformation to business profit organization.

We decided to use QPR ProcessGuide for several reasons:

- Visualization, accessibility and the ease of review.
- Medical, non-medical personnel and average computer users are able to review the process model, which is published on the hospital intranet, by simple mouse clicks.
- Comprehensiveness.
- The model contains various lists: process lists, organization structure, documentation lists and others. Moreover, all activities are linked to the relevant documents and/or forms. This allows easy access to documentation and prevents obsolete or out of date documents from circulation.

- Easy to use Customer Friendliness.
- Drawing and modifying processes in the software is easy and the program is designed for the average user. The Quality Manager does not need to be a programmer to export the model to the hospital's intranet. Graphical Design.
- Very easy to distinguish different flows (patient flow or material flow for example) by using various colors and styles.
- Financial reasonability.
- The price of the Software in comparison to other Process Management Tools is exceptionally reasonable.

Achieving solutions with Emark

Because of the complexity of the project, Hospital management used the services of the consulting company EMARK.

Their solution of using QPR ProcessGuide in the process mapping helped the hospital to understand and control its processes, which showed where the space for improvement was.

Future actions

Using QPR ProcessGuide, we are gradually improving activity after activity.

In the future we plan to put up the pressure to increase the quality of our services and strengthen the position of our hospital in the health care sector.

Clear orientation in our operations its deficiencies will help in our transformation efforts.