Customer Case: CLÍNICA ANGLO AMERICANA, LIMA, PERU

Business Intelligence raises hospital’s leadership

Peru’s first private hospital to install IMPAX and IMPAX Business Intelligence with novel business intelligence software to further validate its role as nation’s number one clinic

INTERVIEWEES Dr. Ernesto Quevedo, Head of Radiology · Alfredo Cubillas, IT Manager

The concept of personalized, “boutique” medical care is becoming well-known worldwide. At Clínica Anglo Americana in Peru, it is already been practiced for 90 years since opening as The British American Hospital shortly after World War I. At that time, its emphasis was to have a specialized medical corps from the world’s best teaching hospitals offering high quality care.

This principle is still part of the 64-bed hospital’s mission providing diverse services from a modern-day building with the latest medical technology. In 2011, it vaulted to number-one ranking in Peru and 19th in Latin America in “América Economía” magazine’s annual list. The hospital is strategically located in Lima’s San Isidro district, the Peruvian capital’s financial and commercial heart.

So devoted is the hospital to meeting the region’s healthcare needs through high medical standards, it this year applied for accreditation by the US-based Joint Commission International (JCI).

MORE PRIVATE TIME WITH PATIENTS SINCE THE IMPLEMENTATION OF IMPAX
To further foster its near century of leadership, Clínica Anglo Americana became Peru’s first private hospital to implement a complete RIS/PACS integrated with its pre-existing HIS and enhanced by new business intelligence software. After a thorough review of three globally-recognized suppliers, early this year it installed Agfa HealthCare’s IMPAX solution along with IMPAX Business Intelligence, an advanced platform that enables healthcare managers and care providers to compile, organize and manage clinical, quality, financial and administrative data.

No more than three months after installing IMPAX, Dr. Ernesto Quevedo, head of the hospital’s radiology department, says the combined solution has met his expectations, as well as those of his radiology colleagues and the hospital’s technical and administrative staffs. Since implementation, all workflow processes have been optimized which he says expands the time now given to patients as well as patient care.

“The information produced by IMPAX Business Intelligence documents the improvement actions the radiology department takes.”
ALFREDO CUBILLAS, IT Manager
**THE IMPACT OF THE IMPAX SOLUTION IS VISIBLE IN HOW PATIENT WAITING TIMES HAVE DECREASED**

As an example, Dr. Quevedo says X-ray results reports used to take three to eight days to complete, especially if the radiologist was absent due to meetings, travel or illness. “Now, thanks to the dictation features of IMPAX RIS, these reports are ready in one day at most,” he adds. “Radiologists save time by using the voice recognition system as it is no longer necessary to manually transcribe, validate and sign the report.” The result is a highly accurate account promptly dispatched to the attending physician which expedites attention to patient care.

Interestingly, in a hospital known for “boutique” care, it is not just radiologists, clinicians and attending physicians who notice and appreciate this change. Alfredo Cubillas, engineer and IT manager, says the impact of the IMPAX solution is visible in how patient waiting times have decreased. He noticed exam throughput has quickened, from the moment the patient arrives at the radiology department. “The patient registers at the department’s counter and, since all databases are interconnected, the technologist assigned to the exam is instantly notified before the patient completes registration. It is said that now, the technologist has to wait for the patient; not the other way around.”

There are other benefits. “When a father brings his child to our pediatric emergency services, he appreciates that the doctor can view images quickly, make a medical decision, and e-mail a report to a pediatrician or private physician for follow-up,” Dr. Quevedo explains. “Best of all, the IMPAX solution lets the doctor spend more private time with the patient for individual attention, as well as the detailed evaluation of every case. This supports our vision of providing boutique care.”

**IMPAX BUSINESS INTELLIGENCE MANAGES DATA, TRACKS TRENDS, AND AIDS ACCREDITATION QUEST**

Thanks to IMPAX Business Intelligence’s advanced Data Warehouse, a key component of the solution, managers and care providers have access to data that help them identify opportunities as well as potential issues. Trends and cost-saving opportunities are noted, as well as workflow bottlenecks, enabling an increase in efficiency for a high level of patient satisfaction and better understanding of their market. Alfredo Cubillas says the solution is part of the hospital’s JCI accreditation application through the detailed documentation it provides.

He says an important element of the JCI accreditation is patient security. One key component is providing the correct demographic identification that verifies that a procedure is being performed on the right patient. The integration of the HIS with IMPAX RIS/PACS eliminates the risk of error from manually transcribing demographic data. On the other hand, JCI standards also assess the efforts health organizations make in continuous quality improvement. The information produced by IMPAX Business Intelligence documents the improvement actions the radiology department takes. As a result, two issues addressed and assessed by JCI are combined: security, and quality improvement.

A personalized approach is how patients view the care at Clínica Anglo Americana. Thanks to IMPAX and IMPAX Business Intelligence, the hospital now maintains highly detailed databases and procedures customized for each patient, which reinforce its long-held image as a highly specialized, attentive hospital.*

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*Solutions*

**IMPAX 6**
- Optimized workflow for all users
- Allows access to data from local and remote sources
- Simplification of the centralized administration of users, systems and software
- Provides an integrated view on the patients’ data
- Complete integration of RIS/PACS with delivery of reports in the workplace

**IMPAX RIS**
- Complete support of the radiologist’s workflow and integration with management reports
- User profiles in order to increase efficiency
- Includes a series of reports and results
- Integration with the existing IT infrastructure

**IMPAX Business Intelligence**
- Makes medical processes and workflows more transparent and efficient
- Improves the patient’s experience
- Accelerates decision-making processes
- Identifies trends and cost-saving opportunities
- Understands referring physician and patient patterns
- Improves data quality and integrity over time

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**AGFA HEALTHCARE’S CONTRIBUTION**

- IMPAX with business intelligence to enhance workflows for significantly reduced patient waiting times and increased staff productivity.
- Regional knowledge, experience and responsive technical support which is proven at similar facilities in nearby countries such as Chile.

**DID YOU KNOW...**

- Clínica Anglo Americana is growing rapidly with plans to nearly double its bed count in 2013.
- The earthquake of May 24, 1940 severely damaged the original hospital. As a result, it was fully demolished and rebuilt where it stands today.

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*DR. ERNESTO QUEVEDO, Head of Radiology*