



# Implementing information technology at the University Children's Hospital

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CASE STUDY

## Implementing information technology at the University Children's Hospital

University Children's Hospital (UCLH) in Ljubljana is a vital component of the University Medical Centre Ljubljana (UMCL), one of Europe's largest medical facilities. Specialising in severe pediatric illnesses, UCLH annually caters to 60,000 outpatients and 6,000 inpatients across 10 specialities.



### Challenges

The hospital relocated to modern premises in 2009, centralising pediatric care. The hospital leadership sought an IT solution and a reliable partner for digital transformation to alleviate the burden on medical teams and facilitate improvements in medication management, patient care, and outcomes.

**Better was chosen to guide the hospital through the digital transformation and implement the modular Clinical portal, supporting the digitalisation of all clinical processes.**

As part of the digital transformation, Better implemented the following modules:

- Closed-loop medication management solution
- Clinical noting
- Order comms
- Discharge planning
- eObservations
- Hospital at night



# The approach

Before 2009, UHCL's clinical and administrative processes were predominantly paper-based. Tasked with digitalising the system, Better collaborated closely with the hospital's leadership, staff, and other IT vendors to establish a comprehensive, secure, user-friendly system that met the identified hospital requirements.

Digital Transformation extended through four key stages:



## ORGANISING

- ✓ Detailed organisation and task prioritisation were crucial for the extensive digitisation of the hospital's clinical processes. Three working groups —medical (including pharmacy), nursing, and administration — were established to streamline the process.



## PLANNING

- ✓ Ahead of the system's launch, a dedicated team of power users was trained, and all staff received proper education to ensure effective utilisation. Well-prepared departments facilitated a smoother transition for others.



## IMPLEMENTING

- ✓ Better adopted a modular approach, digitally transforming individual areas (labs, medicines, documentation, nursing) one at a time. Implementation started in one department within each area. Only after successful completion in one department would the digital transformation be extended to all other departments in the respective area.



## FEEDBACK AND ENGAGEMENT

- ✓ Implementing and refining clinical information systems is an ongoing learning process, with user input playing a crucial role. Actively seeking feedback from UHCL staff shaped the system's implementation.



## Benefits

At the end of the implementation process, the hospital's digital transformation resulted in 90% paperless processes and achieved HIMSS Stage 6 level. The transformation is providing crucial time savings for both nurses and doctors and the UCHL hospital reports numerous and varied benefits since introducing the system:

- A **30% time saving** for nurses in preparing medicines at PICU.
- A **25% increase in nursing capacity** in the ICU.
- **More time for patient care** through digitised processes and proactive alerting.
- **Reduced time from prescription** to drug administration, eliminating medication errors.
- **60,000 EUR annually saved** in food management.
- **Efficient discharges** supported by Discharge Planning.
- **Elimination of paper postal communication costs** for discharged patients.
- **Time is saved** accessing patient information through a single clinical portal.
- **Multidisciplinary access to data**, eliminating the need for repeated bedside visits by staff.



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*Better's gradual approach was realistic and pragmatic. It aligned very well with our expectations and demands, and we made a good team.*

**Gorazd Kalan**

*MD, MSc, former director of PICU Paediatric Surgical Department, UMCL*

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