

# Case study

## Kyoto Prefecture – Health Initiative

»I believe that this new secure home convalescence system will be part of a process of evolution from now on. One of the advantages of Fujitsu’s system is the way it can continue to evolve into the future.«

**Mr. Hiroshi Yamaguchi, Director, Health and Welfare Department, Kyoto Prefecture**



### The customer

Japan has three levels of government: national, prefectural and local. There are 47 prefectures in the country, with an average population of roughly 2.5 million in each prefecture. In that sense, Kyoto Prefecture has a fairly typical population profile, with most of its 2.6 million residents living in Kyoto City – Japan’s ancient capital. However, Kyoto lies within the greater Osaka urban area, which is home to more than 16 million people, and ranks second only to the greater Tokyo urban area’s 30 million-plus population. Proximity to such a large metropolitan conglomeration presents both challenges and opportunities when dealing with healthcare for the elderly.

### The challenge

Japan is heading into uncharted territory in global terms regarding the rapid aging of its population. There are many medical, nursing and welfare obstacles to overcome before an end-to-end support structure can be created that will allow the elderly to continue to receive medical and aged care while living securely in familiar surroundings. Establishing such a network is usually the responsibility of local government entities (city, town or village councils). However, there are many agencies involved in this society-wide issue that would usually be left out of such a framework because they are outside the scope of local government agencies. For this reason, a new inclusive structure was created at prefectural level.

### The solution

Kyoto Prefecture aims to create a comprehensive Kyoto-style care system that will provide 24x7 support to elderly residents in their home locality, even when nursing care or convalescence is required. A task force is driving the unprecedented linkage of all involved agencies – covering the medical, nursing care, welfare and administrative sectors. As a first step, the Secure Home Convalescence Hospital Registration System has been built on FUJITSU Enterprise Application CRMate. Elderly patients convalescing at home can register their preferred hospitals with their doctor via this system. If failing health forces them to be hospitalized, the recorded information allows for rapid treatment, smooth hospital admission and early discharge with the support of a home-care team. This is the first comprehensive system in Japan that allows home convalescence with peace of mind following discharge from hospital.

### The customer

Country: Japan  
Industry: Local Government  
Population: 2,626,535 (Jan 1, 2013)  
Households: 1,136,899 (Jan 1, 2013)  
Website: <http://www.pref.kyoto.jp/en>

### The challenge

Due to its super aging population and rapidly increasing healthcare costs, the Kyoto Prefectural Government recognized the need to find a solution that would address these issues by providing its elderly residents with cost-effective and comprehensive medical support services.

### The solution

Fujitsu used its CRMate cloud service to develop the Secure Home Convalescence Hospital Registration System. This is the first system in Japan that provides an end-to-end support service to enable elderly residents to remain in their local communities for as long as possible.

### The benefit

- Ensures information security without the need for owning servers and other IT assets
- Flexible enough for users to modify the system as requirements evolve in a rapidly changing environment
- Allows rapid system development
- Very economically priced

### The benefit

The customer needed a way of allowing many organizations to share information, but the system had to be inexpensive and capable of being built quickly while also securely protecting personal data. The answer to these seemingly contradictory requirements was Fujitsu's CRMate Saas-based cloud service.

Because CRMate is a cloud based application, there is no need to purchase hardware or software. Furthermore, Kyoto Prefectural staff were very impressed by the self-customization function that allows users to make simple screen layout changes and to add screens as required.

*"I had a strong conviction that this system should not be simply created, installed and then left unchanged. The system needed to evolve in line with changing trends and requirements. That is why we considered the system's flexibility to be such an enormous advantage."*

Mr. Hiroshi Yamaguchi, Director, Health and Welfare Department, Kyoto Prefecture

One of the key reasons for selecting Fujitsu's CRMate was its robust security, particularly as confidential personal information was to be accessed by multiple organizations. Concerns about sharing such sensitive data in a public cloud environment were allayed after reviewing Fujitsu's detailed plan for ID and password authentication combined with SSL encryption for web-based communication. In addition, individual permission levels can be set to restrict access to certain information. The Kyoto Prefectural staff were also reassured by Fujitsu's solid track record, including the deployment of a system for the Ministry of Health, Labour and Welfare that tracked details of pandemic influenza outbreaks as well as a system developed for Miyazaki Prefecture that assisted in managing the recent incidence of foot-and-mouth disease in that region.

### Products and services

- FUJITSU Enterprise Application CRMate (Software as a Service)

### Conclusion

As at August 2012, 95% of hospitals in Kyoto Prefecture were using the new Secure Home Convalescence Hospital Registration System. Approximately 4,000 senior citizens had been registered in the system. The aim is to have 30,000 registrants, which is equivalent to one-third of all elderly locals undergoing home-based convalescence.

*"The system has only been operating for a short time and we haven't conducted extensive surveys, but the doctors and patients seem to be comfortable with it. Based on our records, it became clear that a majority of those elderly patients who registered with the system were admitted to hospital during the past six months. I believe we have created something worthwhile indeed. The aging population will continue to accelerate and both the number of seniors living alone and the incidence of dementia will keep rising. I believe there are many possibilities for systems that will protect the elderly and assist with emergency care. Our effort to create an end-to-end support structure is only in its infancy. It is our mission to expand the scope of this work to ensure we build a framework that will provide real benefit for decades to come."*

Mr. Kenichi Takano, Deputy Secretariat Chief, Comprehensive Kyoto Regional Care Task Force

New social systems and regional frameworks are emerging to allow seniors to live happy, healthy lives in familiar surroundings – without feeling isolated. Fujitsu is supporting Kyoto Prefecture with this objective and helping to lead the way with its CRMate cloud solution.

### About Fujitsu

Fujitsu is the leading Japanese information and communication technology (ICT) company offering a full range of technology products, solutions and services. Approximately 170,000 Fujitsu people support customers in more than 100 countries. We use our experience and the power of ICT to shape the future of society with our customers. For more information, please see <http://www.fujitsu.com>.

### Contact

Fujitsu Limited  
Global Marketing Unit  
Address: Shiodome City Center, 5-2, Higashi-Shimbashi  
1-Chome, Minato-ku, Tokyo 105-7123, Japan  
Website: [www.fujitsu.com](http://www.fujitsu.com)  
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