



Better data for better health and well being

People are living longer with more complex diseases that require co-ordinated health and social care. The distinction between health care and social care is being eroded by these changing needs and new ways of meeting them. Apotti is the first information system in the world that combines social and health care services.

About the customer

Apotti Oy was born to create the first electronic client and patient record and ERP system in the world combining social care and health care. Equality in social care and health care services requires a strong commitment to digitalisation and improving operational routines.



Industry: **Healthcare**



Location: **Finland**



People: **400+ employees**



Web: **apotti.fi/en/**



“Trust is crucial. We are dealing with people’s health care and social care information so our customers need to trust us as a vendor and we must trust our vendors like Fujitsu 100%.”

Välimäki Hannu, CEO, Apotti

Challenge

It is estimated that up to a third of doctors’ time is wasted due to systems not working or communicating with one another.

Solution

With Apotti, social and healthcare professionals have access to a single, uniform customer and patient record system. This allows them to have access to all customer and patient records allowed by law in real time, regardless of the service and treatment location.

Outcomes

- Enhanced co-operation between different operators, allowing for better development of operations and services.
- Continuous measurement of data means continuous learning and development.
- Employees provide better quality and more efficient services as information is easy to access in one common system.

Combining health and social care for better well being

There were tens of different data systems in use in the Helsinki Metropolitan Area. These systems could not communicate efficiently with one another. Apotti needed to implement a high availability system, which was compliant with national legislation and security requirements, that brought together new regional electronic health and social care record system for different organisations and hospitals in a reliable, scalable and secure manner.

Using data to transform patient outcomes

Apotti was looking for partner who is not only responsible of delivering agreed solutions but also innovating new effective solutions and services together with Apotti. Apotti worked with Fujitsu to replace several legacy systems with one new centralised hosting service.

Fujitsu brought together a combination of its own and its partners’ products. Key Technology Partners include: ServiceNow, Citrix, Cisco, and Intersystems. Fujitsu was able to demonstrate its experience in managing demanding environments and was able to package services so that they could be priced on a service-based fees. For example, hardware costs were allocated for the contract period of 60 months so no large one-time investments were required of Apotti. As Apotti CEO Välimäki Hannu, explains: “Fujitsu’s solution consists of several technologies and we wanted to have a partner who is able to bring them together, and provide them as a service for us.”

A data-driven transformation making healthcare more efficient

Workflows that follow customer and patient processes are now built in Apotti, which reduces professionals needing to rely on memory. The system will provide a reminder, for example, if a procedure was not completed.

Using analytics and different types of risk indicators, the Apotti system is also able to identify high-risk patients and provide self care optionality like patient portals and self care guidelines.

The Apotti system has already provided clear benefits, including enhanced co-operation between different operators, allowing for better development of operations and services. Although it takes time to see measurable benefits, an increase in e.g. patient safety is already clear. An additional benefit is the clear operating model where Fujitsu is responsible for service performance versus multi-vendor management.

But the biggest difference has been seen by patients and physicians. As Tinja Lääveri, Doctor, Specialised Healthcare Lead, Apotti explains: “Apotti has been built to prevent human mistakes. So for instance in medication workflows Apotti guides the nurses to give the medications to the right patients at the right time and we have already seen reductions in medication errors.”

“We provide an integrated tool for the physicians and nurses and social welfare professionals, so that they can see all necessary patient and client data when needed. This is particularly important in cases like intensive care and emergency departments where all information needs to be available without any delay. The benefit for the patient is that their information is available no matter where they are being treated.”