

# Servicio Andaluz de Salud Provides Best Health Care To Its Citizens



*High performance. Delivered.*

Accenture's Global Health Industry Practice

"Accenture has helped us deliver better quality health care services to the people of Andalusia by creating a more efficient and effective delivery system through CEGES. This results in our ability to deliver the best health care service we can to our citizenry."

Antonio Llergo  
CIO, SAS

## Business Challenge

The Andalusian Health Service (SAS) in Spain delivers public health service to 7.4 million citizens. SAS has a complex health network made of 33 hospitals, more than 1,400 primary health centers, and over 100 specialized health centers employing nearly 80,000 people.

SAS created a vision to deliver the best care to the citizens of the region. To deliver on the vision, SAS aimed to establish patient-centered health care services that would provide 24/7 availability without delays and more personalized treatment. To make this possible, SAS needed to significantly upgrade its information technology (IT) systems; consolidating the planning, development and implementation of key IT elements.

## How Accenture Helped

SAS turned to Accenture because of its experience delivering large-scale change efficiently and effectively for public health services in Spain and other countries around the world. SAS also considered Accenture's significant local presence in Andalusia where more than 400 of Accenture's professionals work in a delivery center dedicated to outsourced services in Malaga.

Accenture began the work by collaborating in the design of a corporate model of IT systems. The model created a common database accessible across the entire SAS network; efficiently supported with a centralized strategy.

The foundation of the model was the development of the "Citizen's Digital Health Record" which aimed to bring together all health information for each citizen under one integrated health record. This provides a seamless view of all patient information—resulting in better service delivered. This ensured that administrative and clinical data was accessible for all professionals, anytime, anywhere. Data was standardized, integrated and understandable for all professionals. Through the new approach, prescriptions can be dispensed electronically through SAS pharmacies, and the system created a centralized service for handling doctors' appointments and other care.

A key element of the model is the Systems and Technologies Management Center of the Andalusian Health Service (CEGES), an outsourced facility operated by Accenture. The vision of CEGES is to deliver round-the-clock services to manage the technological infrastructure of corporate projects. Another key to the vision: to provide support to SAS

professionals so that IT becomes the means to simplify delivery of the best care to the citizens of Andalusia. Areas of business support covered by CEGES include:

- User care and incident management
- Systems management and register of digital assets
- Communications network management
- Health care systems integration and global IT support.

CEGES is also supported by a web portal (webCEGES). Through the portal, SAS professionals can access vital information for day-to-day work activities, and contact other professionals.

### High Performance Delivered

Accenture's work has helped SAS achieve its goal of using IT as a tool to serve and facilitate the global action strategy by implementing a corporate model of systems and technologies, with great benefits for all the care activities and citizens.

Benefits from the CEGES include:

- 24/7 full support for system users and professionals by using phone, mail, chat or Internet channels
- More than 126,000 calls handled in 2003 (calls received have doubled over the past four years since the project started)
- More than 50,000 incidents resolved which have affected 75,000 users

- Global management of the SAS communications network: Capillarity (1,500 sites), Security (health data), Availability (24/7), Capacity Accessibility (Internet), Inter-operability and Quality
- Efficient systems management that provides remote, proactive management services of distributed servers. Of 50,000 incidents coming into the CEGES center, more than 9,000 problems were resolved before they affected professionals' inventory control (12,000 computers) and standardization of equipment
- Task automation and decrease in operating costs. Now it only takes 70 man-hours to electronically distribute authorized medicines to 1,000 Primary Health Centers, compared to 2,000 man hours before the project began
- E-learning to support doctors using new applications
- And the most important: up to four percent more of doctors' time available to help patients - thanks to the new technology

The system has also fostered the standardization of care, and made administrative processes more efficient. According to Antonio Llergo, CIO at SAS, "Accenture has helped us deliver better quality health care services to the people of Andalusia by creating a more efficient and effective delivery system through CEGES. This results in our ability to deliver the best health care service we can to our citizenry."

### About Accenture

Accenture is a global management consulting, technology services and outsourcing company. Combining unparalleled experience, comprehensive capabilities across all industries and business functions, and extensive research on the world's most successful companies, Accenture collaborates with clients to help them become high-performance businesses and governments. With approximately 177,000 people serving clients in more than 120 countries, the company generated net revenues of US\$21.58 billion for the fiscal year ended Aug. 31, 2009. Its home page is [www.accenture.com](http://www.accenture.com).

### About Accenture's Health Industry Practice

Accenture's health service group provides innovative solutions to both the private and public sectors of the health care industry, including integrated health care providers, health insurers, managed care organizations and public health organizations. The company has thousands of resources dedicated to helping organizations in the health industry achieve and sustain high performance.

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