



A Steria Healthcare overview

# Optimising efficiency in Healthcare

Connected healthcare solutions for improved patient outcomes



## Did you know...



→ Steria has more than 20 years' experience helping governments and healthcare providers across the world provide efficient health services

→ Our revolutionary 50:50 joint venture with the UK Department of Health has set the benchmark for Business Process as a service with more than 25 million people served by our NHS clients



→ The population databases and resource optimisation systems we implement in Spain are the de facto solutions in this market, serving a population in excess of 21 million

→ We manage the electronic health records for a population of 3.1 million for one client alone

→ We make it possible for 300,000 health compensation payment message transactions to pass between regional health departments in Spain



→ In France we help to process over 400,000 electronic medical expense claim forms per day for 6.3 million combined policy holders

→ We are ranked in the top ten IT and BPO services and consulting providers throughout the UK, France, Spain and Germany

→ We work with both national and regional health providers, including: NHS in the UK, AP-HP in France, Spanish Ministry of Health, Postbeamtenkrankenkasse in Germany, Helse Sør-Øst in Norway and Region Midtjylland in Denmark.

“Steria solutions help medical professionals make properly informed decisions and we see it as our mission to empower our clients to save lives. That’s something we are really proud of because the quality of a society’s healthcare is a fundamental indicator of its overall state of wellbeing.”

# Improved health and health economic outcomes

How do you meet the demand for patient-centric health services in the face of relentlessly squeezed budgets?



Steria can help. We are uniquely placed to support healthcare providers, payers and agencies as they respond to diverse business and technology challenges. With more than 20 years' experience in health, Steria has developed an in-depth understanding of how efficient business processes and effective IT can help health organisations efficiently manage resources and provide continuity of care in the face of ever-increasing budget restraints.

With more than 2,000 professionals working for the healthcare industry and operating in 11 countries, we reach over 60 million people in Europe with our solutions. But it isn't just our scale that gives our 250+ loyal healthcare clients confidence: it is the knowledge that we understand the sensitivity of working in their industry.

## Innovation and technology

Our health sector clients depend on us day in, day out to run their IT infrastructures and systems and help them successfully implement strategic and organisational change. But that's not all. We also deliver cost savings, total quality of service and agreed outcomes that meet their needs in the five core areas of: Business Process as a Service (BPaaS), Enterprise Master Person Index (EMPI) and health resources optimisation, Electronic Health Record (EHR), Health ERP and interoperability.

With a combination of innovative approaches to delivering services and powerful technology that is changing the face of healthcare, we offer crucial benefits, including:

- Continuous improvement in the quality and cost of healthcare
- More effective medical decision-making and treatment plans for patients
- Optimised resources based on detailed knowledge of the population served
- Improved health outcomes where each patient receives the best available treatment
- Optimised healthcare processes in patient management, medical and nursing documentation and patient accounting
- Enhanced communication between all players – interoperability between disparate IT systems, healthcare jurisdictions and hospitals.

We have a proven reputation for delivery excellence and for building long-term partnerships with our clients. Indeed, 95% of our clients renew their contracts with us. Isn't it time you took a closer look at Steria?

# Adding value with improved performance

One of the biggest challenges facing the health sector is how to achieve more with less: what can you do to meet the spiralling demand for health services, while managing increasingly stringent budgets?

Steria leads the world in the provision of business support services to the health sector that will help you achieve these objectives. Our complete portfolio of IT-enabled Business Process Outsourcing (BPO) services includes Finance and Accounting, HR (including Payroll & Employee Benefits), Family Health Services, Commercial Procurement solutions and IT Service Desk. They can deliver up to 40% cost savings depending on the outsourcing model you opt for.

Our Business Process as a Service (BPaaS) model is the next evolution in BPO. It is a mature IT-enabled Public Private Partnership (PPP) model incorporating our integrated offshore-onshore-onsite delivery approach. BPaaS frees up government health agencies and health payers from back office services using a standardised solution that can be paid for on a transactional basis.

As our truly pioneering joint venture with the Department of Health in the UK demonstrates (see right), this next-generation outsourcing model can help you transform ways of working in order to address your business efficiency and cost challenges. It's a task at which we excel.

**Did you know...** Steria has been ranked number 1 in multi-process F&A services to the UK for the third year running and is ranked number 2 for Purchase to Pay in EMEA. (Nelson Hall Global BPO Market Forecast: 2010-2014, updated June 2011).

## Changing the rules

NHS Shared Business Services is our ground-breaking 50-50 joint venture with the UK Department of Health. It is the market leader in business support services for the National Health Service (NHS), providing Finance & Accounting, Payroll & HR, Family Health Services and Commercial Procurement Solutions to more than 170 NHS Trusts. This pioneering partnership has been accredited 'world class' by Hackett global benchmark for operational excellence. With its new procurement service NHS SBS could deliver substantial savings for the NHS over the next five years. Through its shared services BPO model, it is already delivering operational efficiency, real cash releasing savings and added value services to more than 40% of the NHS.



**"I know that I can rely on NHS SBS to provide a financial processing service whilst maintaining quality. It allows us to concentrate on the things that are important to us and not to have to worry about transactional processes as well."**

**Guy Musson, Director of Performance and Finance,  
Leeds Partnerships NHS Foundation Trust**

# Right resources, right place to save lives

Changing demographics are having a significant impact on the health sector. An ageing population combined with an increase in chronic disease is placing enormous pressure on scarce resources and budgets.

Healthcare providers will need to effectively manage resources for the actual population, not projections or estimates. Steria is already making this a reality. We offer extensive expertise in Enterprise Master Person Index (EMPI) solutions that enable the accurate identification of individuals and link patient data across diverse healthcare outlets.

Created and delivered by Steria in Spain, Civitas® is a cutting edge example of our EMPI capabilities, taking them a significant step further by providing a 'rest of the system' view. A complete health resource planning solution, Civitas has transformed the way public health agencies are able to provide services. It offers a wide range of functionality that improves health management, such as a 'health map' to assist in locating resources according to the population served.

Civitas is the backbone of eHealth. It supports the identification of health professionals and medical resources needed to provide continuity of care across all public healthcare end providers. In Spain Civitas is already supporting 12 out of 17 regions covering more than 21 million publicly insured people. As a highly sophisticated analytical tool it enables the accurate identification of each individual and links patient data across every healthcare outlet.

**Did you know...** Steria is a partner in an exciting development from technology giant Microsoft? We have developed the First-Line Doctor-Patient Demonstrator solution optimising communications between doctor and patient and currently hosted in the new Microsoft Cloud and Interoperability Center.

Health card systems are one of the components of our Civitas solution. We offer them either as standalone entities or to complement our broader EMPI offering. Vice versa, if a client already has a health card system in place, we can accommodate this within Civitas. In Spain we implemented a system for the Health Card of Castilla-La Mancha Health Care Service (SESCAM) that enables citizens to access health services within the region. Using Civitas, the region's health authorities can plan and optimise their health services in line with the population served.

On a strategic level, the ability to analyse the distribution of the population to optimise resource distribution has the potential to be a genuine life saver.



# Secure health data management

Duplication of effort across different agencies is both a drain on the public sector purse and an irritation for citizens who have to provide the same information time and again.

With the fusion of health services through joined up record management systems, you can seize control of your data management and put an end to duplicated effort. Our Electronic Health Record (EHR) solutions provide access to time-critical, patient clinical histories when they're needed. We also offer solutions for securing access to patient data and other restricted information on the part of healthcare professionals.

We work in partnership with clients and specialist technology partners to bring a dynamic approach to managing your administrative data that takes you far beyond the static, stale data of the past. For example, working collaboratively with Osakidetza, the Basque Country Health Service, we created the Osabide application for managing clinical histories.

Our EHR solution will provide you with broad and varied information including a patient's basic medical history, active and past prescriptions, allergies, radiological tests, lab results, medical evolution report and more. By electronically registering each encounter with the patient inside the health network, we can provide your health professionals with all the health information they need to offer the best care to their patients enterprise wide.

Undoubtedly, the security of personal information is a key concern for patients and employees alike and this too presents healthcare providers with a challenge. Health providers need accurate and accessible patient data, yet unconnected data records pose a serious threat to the secure sharing of information. As you would expect from a company with our proven health sector experience, we operate within strict security and governance parameters. We clearly demonstrate our security strength in the identity access solution for our Danish health client Region Midtjylland (see below).

We believe that innovative thinking and smart technology solutions will continue to be vital in helping the health sector maintain and improve quality and value in the coming years. For example, as seamless and secure information exchange becomes a mainstay of delivering personalised care and patient engagement in their health, we are moving health information into the Cloud to give citizens health information at their fingertips. Are you ready to join us on the journey?

## Secure identity management

Steria worked in partnership with technology firm Novell to design and implement an identity and security management solution based on the Novell Identity Manager product, for Region Midtjylland in Denmark. This solution includes custom-built role-based provisioning workflows and offers both automation and self-service features. It unifies a previously disparate organisational structure, accelerates the provisioning of new users, simplifies application sign-on, improves security and auditability and frees up thousands of man-hours per year.

**Did you know...** Steria is accredited to the HL7 standard for exchanging information, IGAF Level 2 for information governance and the SAS 70 auditing standard.

“Steria has strong competence in the identity management space, and an open, highly professional approach.”

Henrik Jordt, Enterprise Architect,  
Region Midtjylland, Denmark



# Achieving interoperability for seamless communication

The market demands communication between all players in the health system at all levels. This will require a transformation of systems and interoperability that must transcend national borders, health jurisdictions and hospitals.

Achieving interoperability is a huge task. Disparate IT systems combined with the complexities of local and cross-border healthcare provision often stops interoperability programmes from getting off the ground. It is a challenge being addressed at the highest level of health and government across Europe. For example, Steria is participating in the large scale European pilot Smart Open Services for European Patients (epSOS). As an industry team member since the inception of epSOS, we are fully supportive of its mission to enable the sharing of patient summaries and ePrescriptions.

For our clients, as a strategic partner with considerable strength in interoperability standards, we can help you to move your organisation into a HOA- (Health Oriented Architecture) -based Universal Interoperability Health Hub (UIHH). This will support the seamless exchange of health information and keep all the actors in the health system integrated and engaged. And we're already achieving this with our fully operational Cohesion Funds solutions for the control and management of patient exchange between regional health services in Spain

Moving ahead with an interoperability programme in partnership with Steria will enable you to reinforce co-operation between different health services. We will help you to align your information system with the objectives and needs of the national healthcare system to deliver better patient care.

**Did you know...** the Cohesion Funds solution that we developed in partnership with the Spanish Ministry of Health manages the compensation fund by which payment is made for health services delivered across 17 autonomous regions? The solution smoothes the patient journey across diverse facilities in different communities and is the successful result of a highly complex transition, with all 17 regions previously using different technologies.



# Gaining enterprise-wide visibility for improved financial control

How healthy is the IT system you have invested in to help you support better decision making and improve operational efficiency? Are you able to use it to provide improved patient outcomes or employee satisfaction?

Many organisations are failing to get the most of their investments in enterprise resource planning (ERP) solutions and are looking to replace or upgrade their existing systems. Are you facing the same problem? If the data you need to provide true business insight and accurate patient information is locked away in numerous data silos created by disparate, unconnected systems, then it's time to talk to Steria.

As a specialised SAP partner we have dominant expertise in customising SAP IS-H for use in hospitals to support patient management, medical and nursing documentation and patient accounting. The information system contains evaluations of patient and hospital data that can be used both internally and externally. This industry solution also contains a communication component that enables data transfer both within the hospital and to external parties and has been upgraded to an electronic Case Record (eCR).

The result is improved services with fewer doctors, optimisation of health professionals' time, standardisation of resources using best practice, adaptation of pre-existing resources for customised use and better financial controls.

## Here's how we're helping some of our SAP and other ERP clients:

- In France we have used our expertise as a specialised SAP partner to support best practice use of the SAP ERP system across a large group comprised of hospitals and home care facilities. We provided strategic input, including consultancy and applications transformation, to support our client's information systems evolution.
- Our Health ERP professionals developed WebHospital, a Hospital Information System that has been deployed by 20+ private hospitals in Spain. This is a fully-integrated application that optimises hospital resources, handles purchasing, inventory management and invoicing and provides a record of each patient and their treatment (how, where and when). WebHospital integrates with RIS (Radiology Information System), PACS (Picture Archiving and Communication System), LIS (Laboratory Information System) and Hospital Accounting.
- Steria's SAP specialists in Germany have helped several hospitals to optimise their systems, including human capital management and cost centre accounting, as well as their infrastructure management for SAP operating systems.

**Did you know...** our customised SAP for Health solutions can be tailored to diverse business needs with, for example, the optimisation of claims systems for improved settlement management or the inclusion of an integrated Master Patient Index.

# A modern approach to 21st century health challenges

Always sensitive to the unique character of the health sector, our solutions incorporate new business models, game-changing technologies and proven expertise in business process optimisation.

Our portfolio of health-focused solutions is transforming healthcare across Europe. We can provide you with both pragmatic and innovative solutions that free up your healthcare teams to focus on delivering improved patient and health economic outcomes. These health-specific solutions are complemented by our proven IT-enabled services and technology solutions that give you the agility you need to make change happen:

- **Consulting:** making the most of our sector expertise to successfully implement strategic and organisational change
- **Application development and system integration:** from solution definition, design and development, to deployment and ultimate benefits realisation. With our help, your IT can become a significant service enabler, unlocking business insight and operational efficiency
- **Testing and quality assurance:** bridging the gap between application development and systems rollout in areas such as innovative mobile device management solutions.
- **Application management:** agile, focused IT services based on guaranteed outputs and outcomes designed to optimise and maintain solutions, such as those governing enterprise asset management and mobility
- **Infrastructure management:** meeting the drive for cost reduction, flexibility, performance improvement and growth
- **BPO:** delivering a step change in business efficiency, agility and performance in functions such as HR and Finance & Accounting
- **Collaborative working:** The power of sharing challenges and opportunities with Steria is bringing new ways of working. Healthcare payers can benefit from our proven business model of co-funded health resources. Our PPP approach, successfully delivering cost savings and process improvements to the UK health sector, is a mature IT-enabled offering drawing on our real knowledge of available resources and population needs. Healthcare agencies are also using our breakthrough IT and process innovations to easily and cost-effectively achieve more, for greater numbers of patients with improved interoperability between other agencies and care delivery organisations. Furthermore, we are ensuring that healthcare providers see an improvement in the level of services they deliver despite fewer doctors by optimising health professionals' time and empowering doctors and nurses to improve their decision-making and speed up treatment.
- **International renown:** Across the entire health sector we're enabling the standardisation of resources using best practice and adapting existing systems and technology to maximize the return on investment. Our efficient and cost effective management of back office services leaves our clients free to stay focused on their business priority of delivering quality care. It's what we are renowned for across Europe.

**Did you know...** our combination of business, IT and specialised health process expertise makes us a one-stop-shop.

"This approach is making a significant difference and as more of our organisations join the partnership with NHS SBS, the more efficient we become."

Paul Baumann, Director of Finance and Performance,  
NHS London Strategic Health Authority

# Steria solutions and services for health

We have developed specific services, solutions and innovations in healthcare:

## Services:

- Application Management & Development
- Change Management
- Consulting Services
- End-to-End Case Management
- End-to-End Testing Management & Governance
- Finance Transformation
- Infrastructure Management
- Operational & IT Outsourcing – Business Process as a Service
- Partner Management
- Programme Management
- TUPE Management

## Solutions:

- Business Intelligence, Dashboards
- Citizen/Patient Relationship Management
- Client Analytics
- Digital Signature
- Electronic Health Record
- Enterprise Content Management
- Enterprise Master Person Index
- Enterprise Solutions (SAP for Health)
- Health Portals and Kiosks
- Health Resource Planning
- Hospital Information System Solutions
- Interoperability – Health Oriented Architecture
- Operational Service Enhancement & BPO
- Procurement Transformation
- Radiology Information System
- Single Sign-On

## Innovation:

- Digital Visioning
- eHealth
- Electronic Health Records and Personal Health Records
- Legacy Enablement & Advance
- Mobile Health Telemedicine – Care at Home
- Technology Insight & Direction



## Find out more

Find out more about Steria's extensive range of healthcare-focused services and solutions and our diverse portfolio of IT-enabled business services by visiting [www.steria.com/your-business/healthcare](http://www.steria.com/your-business/healthcare) or email [corporate\\_health@steria.com](mailto:corporate_health@steria.com)



For further information about our services visit [www.steria.com](http://www.steria.com)

#### About Steria: [www.steria.com](http://www.steria.com)

Steria delivers IT enabled business services which help organisations in the public and private sectors operate more efficiently and profitably. By combining in depth understanding of our clients' businesses with expertise in IT and business process outsourcing, we take on our clients' challenges and develop innovative solutions to address them. Through our highly collaborative consulting style, we work with our clients to transform their business, enabling them to focus on what they do best. Our 20,000 people, working across 16 countries, support the systems, services and processes that make today's world turn, touching the lives of millions around the globe each day.

Founded in 1969, Steria has offices in Europe, India, North Africa and SE Asia and a 2010 revenue of €1.7 billion. 20%\* of Steria's capital is owned by its employees. Headquartered in Paris, Steria is listed on the Euronext Paris market.

\*Including the Employees Shares Trust in the UK

Groupe Steria SCA  
43 - 45 Quai du Président Roosevelt  
F-92130 Issy-les-Moulineaux CEDEX  
France



Steria is committed to supporting a sustainable world and is Certified Carbon Neutral for Flight and Fleet Travel

© Steria GISL\_BCH001/Apr 2012