

CUSTOMER CASE

Dyne Healthcare Analytics

Simplified Patient Administration in the Wil Psychiatric Clinic

To make it easier to collect and administrate patient data, Dynelytics (formerly SPSS Schweiz) has programmed a customized solution.

„The good thing about Case Manager is the direct interface to our existing database. This means that we do not need to enter existing data again.“ *Dr. Urs Braun, leading psychologist and computer scientist*



A quarter of the Swiss population suffers from mental disorders. Over 5,000 mentally ill patients come to the Wil psychiatric clinic or one of the related psychiatric centres in Rorschach, St.Gallen and Wattwil each year. Over 700 people work in the four above-named institutions.

Figures are a learning process for the clinic

Within the framework of medical statistics and quality management, Renate Bernhardsgrütter, psychologist and behavioural biologist, manages statistics from psychiatric services in the canton of St.Gallen. As a behavioural therapist, she also deals with patients with anxiety disorders or depression. She is therefore a reference in clinical work. Quality figures concern patient and employee satisfaction, outcome measures, patient and employee risks as well as sensitive coercive measures in cases where patients are a danger to themselves or others etc. Renate Bernhardsgrütter regularly makes these figures available to colleagues, to be used as grounds for discussions for improvement in quality circles, as well as to senior ma-

nagement. To do this she uses IBM SPSS Statistics software. Renate Bernhardsgrütter: „The institution wants to learn as much as possible so that patients can receive optimal treatment.“

Standard software from SPSS...

For scientific analysis of data, the Wil clinic has been using SPSS standard software for many years. In 2009, it purchased the data collection software „SPSS Data Collection Web Interviews“. After introductory training organised by Dynelytics (formerly SPSS Switzerland), the team at the Wil clinic was able to produce online forms for recording figures itself. Compared with the previous system, data entry is easier and more people can be used for entering data.

Similar solutions from Dynelytics are already being used in a few Swiss hospitals and in medical data collection projects concerning patient and questionnaire administration.

We have been SPSS (Switzerland) for 15 years.



... complemented by tailor-made Case Manager, training and support from Dynelytics

To make data collection easier, Dynelytics programmed a cost-effective, tailor-made administration solution. This Web interface, called Case Manager, covers the following points:

- User administration for online data collection - only authorised persons can enter new data or alter existing data
- Data transfer from the existing patient database (ERP system)
- Administration and call up of personalised surveys and data collection
- Depositing lists, for example lists of diagnoses or postcodes to avoid incorrect entries.

Another very practical feature of Case Manager is that it automatically avoids entering doubles.

Satisfied users...

Dr. Urs Braun, leading psychologist and IT engineer: „The solution is cost-effective and easy to use.“ The main concerns of the Wil clinic were for online forms to be easily adjusted and additional forms to be connected in Case Manager. Urs Braun: „The good thing about Case Manager is the direct interface to our existing database. This means that we do not need to enter existing data again.“

On the subject of the survey software, Urs Braun says: „You need a certain amount of know-how to work with Data Collection Web Interviews. But the solution works really well and is particularly effective thanks to the connection to Case Manager.“ Renate Bernhardsgrütter adds: „The tool is really user-friendly. A medical student, on a traineeship with us, was able to work

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Renate Bernhardsgrütter said:

“Our values are good so far, but we remain vigilant to make sure nothing deteriorates.”

alone without a problem and create forms. When he ran into problems, he simply contacted Dynelytics and received support very quickly, which we really appreciated.“

Renate Bernhardsgrütter and Urs Braun themselves often work, and enjoy working, with SPSS Statistics. The behavioural biologist has been exchanging information with Dynelytics for more than 10 years already: „When it comes to software, there are worlds apart between then and now. Contact with Dynelytics is very good and they are very helpful.“

She is very satisfied with the many software upgrades and facilities that have taken place in past years. The transition from the outdated interactive graphics to new ones is the only aspect she has found laborious because her old routines are not yet up and running. Urs Braun, for his part, considers the many changes the name of the statistic software has undergone in past years a nuisance.

... And satisfied patients

Data entered online are sent to Senior Management for assessment, but they are also used to make comparisons between individual departments – concrete improvement measures can often already be observed in quality circles on the wards. Many improvement measures are based on the outcomes of the figures, for example, greater safety in releasing medication and better patient clarification regarding drugs used. The Wil clinic compares itself regularly with other clinics in order to see where it stands.

„Our values are good so far, but we remain vigilant to make sure nothing deteriorates“, says Renate Bernhardsgrütter.

Data on medical statistics are sent to the Swiss Federal Statistical Office, where validations and controls – also with SPSS Statistics – are then carried out by the psychiatric university clinic of Zurich. ●

MORE INFO

➔ **Healthcare Analytics Solutions**

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