

Qmatic Success Story

Admiraal de Ruyter
healthcare sector



How Admiraal de Ruyter became a patient-friendly hospital with optimized flows.

Like many of its peer hospitals, the Admiraal de Ruyter hospital faced the need for renovation. This exceptional structure resulted in a **patient-friendly hospital with optimized patient flows.**

Natasja Mariman, Program Director, says “I’m totally convinced that is not the size of a building that is its saving grace. A building is not an end in itself, but a means of supporting processes – in our case, the patient process. We “wrap” that process up in a building and support it with digitalization and professionals. In other words, bricks, bytes and behavior are what you can use to fine-tune the desired changes.”

The customer-journey technology implemented by Qmatic has interfaces to all three dimensions. “A patient journey is first of all, of course, a physical process: patients move within a building (bricks). The route they take, however, is partly determined by smart algorithms (bytes). This is where technology comes into play. It is also important, naturally, for hospital staff to be able to work effectively with the customer-journey platform

(behavior).”

One of the new features Qmatic has introduced is calling in patients from a decentralized waiting room.

“Qmatic was also able to optimize the clinical patient flow”

Natasja Mariman, Program Director



“When patients arrive, they go to the Qmatic kiosk. After entering the purpose of their visit, they are invited to take a seat in the central waiting area, then to the decentralized area. The last call is to go to the consultation room. This automated process also provides the opportunity to **gather management information**, for example on waiting times. But it is also useful for patients themselves.”

For example: “Suppose a new doctor has started working in the hospital. You may expect that doctor to need more time for each patient – to introduce themselves, ask more questions, and so on. Because we can now monitor this type of information, we are **better able to manage patients’ expectations**, for example, by communicating how much longer they need to wait.

Although we don’t do that yet, it is definitely near the top of our wish list.” Another benefit of the Qmatic platform is that **doctors can see which patients are in which consultation room at a given time**. “This is essential, since we no longer work with “fixed” consultation rooms. Because we have less floor space, we have to use our resources more effectively, and this includes the consultation rooms.

In the past we used to have empty consultation rooms, for example, if a doctor was on vacation or had a day off. We can use this capacity to manage the patient flow smartly. Doctors are now “working flexibly” in the consultation rooms, and our calling system helps with that process. The appointment itself is recorded at the individual patient level. An added advantage of this is that you never have the wrong patient records.

The Admiraal De Ruyter hospital has chosen to optimize all patient flows, including the clinical ones. We have now opted to admit these people to an OR lounge. They check in at the Qmatic kiosk and are invited to go to the OR lounge, where the admission takes place and they can

change clothes. Then they walk to the bed in the holding area themselves.

“Qmatic makes it possible to guide patients to the OR in a pleasant, “human” and cost-effective way. I’ve had this idea in my head for a while, and now I’ve turned it into reality with Qmatic. **The patients themselves are extremely happy with this new procedure, and it also saves them time and frustration.** Take people who need a cardioversion, for example. They used to have to undress and lie down in bed. But if their blood test was not good,

“Qmatic makes possible to guide patients in a *human* and cost-effective way”

Natasja Mariman, Program Director Admiraal de Ruyter

they would have to get dressed again and leave.

With Qmatic, we were able to change that procedure. Now they first go through a variant of the outpatient route. Only when all systems are go – the patient has not eaten, their blood test is good – do they proceed to the OR lounge. And if anything is not in order, they can go home again quickly.”

OVERVIEW

Admiraal de Ruyter

An important hospital of the Zeeland area (named after Michiel de Ruyter, a famous admiral born in Vlissingen)

Area: Healthcare Sector

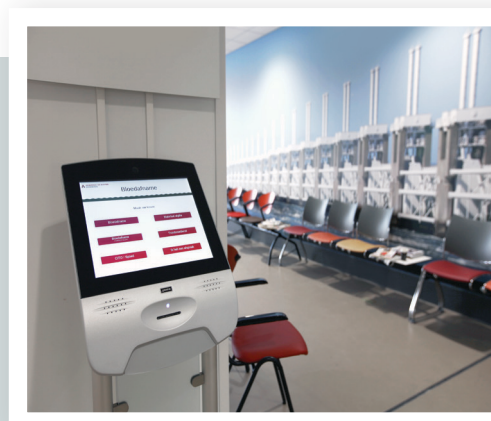
Region: The Netherlands

The challenges

- Improve Patient Experience
- Reduce waiting time
- Use consultations room in a smarter way
- Provide updated information to patients

The advantages

- Happier Patients
- Doctors working flexibility
- Improved and more efficient patient journey
- Information about patient flow in real time



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