QPR for healthcare
Optimize care processes

QPR solution for healthcare is geared towards usage by all healthcare professionals and organizations regardless their size and complexity or sector. By integrating process information with performance metrics these solutions enable healthcare organizations quickly to improve and optimize efficiency of their care processes by focusing on the key improvement areas. The process focus of QPR solution for healthcare leads to patient satisfaction – not least as patient focus becomes the central aspect of everyone's job. QPR solutions for healthcare include two components: the QPR software product on which the solutions are running and the service component for making the solution. The latter is provided by QPR local partners outside of our home markets.

With QPR solution for healthcare you:

- ▶ Improve patient satisfaction as your systems are geared towards better serving the patient needs;
- ▶ Get better quality thanks to less errors, as your processes are well understood by everyone;
- ▶ Obtain better motivated staff, as it is actively involved in process improvement and understand its role; and
- ▶ Obtain higher efficiency and lower costs thanks to optimized resources allocation.

Excellence in Healthcare Pathways!

The 21st century healthcare faces new challenges through many changes in operating environment.

The aging population and rapid development of healthcare technology generate new expectations and needs for healthcare. At the same time the competition over top expertise gets harder and available resources scarcer.

As healthcare organizations are composed of both medical and non-medical staff all management systems must enable all staff groups to collaborate and share information in a commonly understandable way. And not least, many healthcare service providers are run as non-profit organizations where the ideological and charity needs to be combined with harder business aspects.

QPR solution for healthcare is used by healthcare organizations all over the world for managing efficiency, meeting their stakeholders' expectations (not least their patients'), improving operations and performance, restructuring organization and activities, quality management as well as meeting regulatory requirements, process optimization (both administrative and medical processes like CPR), resource and capacity optimization, efficient customer acquisition as well as for strategy implementation.

QPR

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Both public and private hospitals must provide flawless medical services, even if they have limited resources. Thanks to the QPR solution for healthcare our healthcare customers have succeeded in managing both their care and administration processes with QPR solution for healthcare for over two decades. Here are five examples:

Columbus Children's hospital (USA). Quality of care is a key business issue for the U.S. Columbus Children's hospital. The Hospital was seeking to improve its processes to ensure the delivery of exceptional quality in a most efficient manner. It chose balanced scorecard to help focus its employees on realizing the strategic plan and decided QPR Metrics to be most suited for its needs.

Evangelische Heimstiftung GmbH (Germany). The Evangelische Heimstiftung GmbH (the "Evangelical Home Foundation") is the leading provider of elderly care services in Baden-Wuerttemberg. With the help of QPR Metrics it has succeeded in establishing a balance between a non-profit image and the necessity of doing business across all levels of the enterprise boundaries.

Health Inspectorate of the Republic of Latvia (Latvia). Faced with the challenges of restructuring the activities of three inspection bodies into one, the Health Inspectorate of the Republic of Latvia applied the ISO9001 quality management standard, supported by QPR Software's QPR ProcessDesigner process management software to discover, map, plan, implement and improve the new processes of the restructured organization.

Slovak Diagnostic Group (Slovak Republic). The Slovak Diagnostic Group incorporates four modern healthcare facilities focused on magnetic resonance. Progressively orientated management of the group identified the need for managing its facilities – not just on the operative and daily basis – but also with strategic orientation on performance development and efficiency and on the quality of services. To achieve these they chose QPR's performance management software QPR Metrics. Encouraged by the success with it, the group decided to continue to process management and optimization with the help of QPR ProcessDesigner process management software.

Izmit Government Hospital (Turkey). With the help of QPR ProcessDesigner process management software based Quality Management system the Izmit Government Hospital maintains its quality, processes and management on the excellent level.

QPR for healthcare solution is powered by QPR Suite!

QPR for healthcare solution uses the following QPR tools. They help your healthcare organization to become agile and efficient in its operations.

- ▶ **QPR Metrics**
  Meet Your Targets!

- ▶ **QPR EnterpriseArchitect**
  Model all dimensions and layers of enterprise architecture!

- ▶ **QPR ProcessDesigner**
  Improving Process Awareness!

- ▶ **QPR ProcessAnalyzer**
  Gain Insight in Your Processes!

QPR Software Plc

QPR Software is specialized in operational development of private and public sector organizations. Our mission is to help our customers to become agile and efficient in their operations. We offer software and services in areas of enterprise architecture development, process modeling and analysis as well as performance management. We have more than 1,500 customers in over 50 countries and our shares are listed on the NASDAQ OMX Helsinki Ltd.

Tell us how we can help You to manage your healthcare operations!

QPR Software serves its customers as a comprehensive solution provider directly in Finland, Russian Federation and in CIS countries. We co-operate with an extensive network of highly experienced value-added resellers in more than 50 countries.

QPR Software Plc Head Office (Finland):
Tel. +358 290 001 150, www.qpr.com

QPR Moscow Office (Russia):
Tel. +7 495 737-63-03, www.qpronline.ru.

To find a reseller in our own country or region, pls. visit:
www.qpr.com/Partners/reseller-network.htm.

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