

Sucess Case

Hospital Bruno Born, Lajeado-RS

HOSPITAL
Bruno Born
Sua Saúde é Nossa Vida.

 **Interact**
SOLUTIONS

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90

years of history

The Bruno Born Hospital is a philanthropic institution, by law private, with 90 years of operation in Lajeado, Rio Grande do Sul. It is a reference in health in the most various specialties. Its guidelines are aimed at the constant enhancement of your physical, technical and human features. At the end of 2020, won the ONA level 3 accreditation with Excellence (the biggest accreditation in Brazil), making the hospital belong to a select group of seven institutions from the health sector in Rio Grande do Sul that achieved the same certification.

HOSPITAL
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HBB

in numbers:

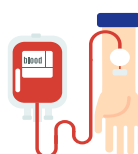
The hospital is equipped for surgical procedures of the most different levels of complexity, from outpatient surgeries to cardiac surgeries and transplants.



1050
employees



24 maternity beds



Blood Bank



Medical residencies (11)



Neuropsychiatry Center



Outpatient Surgical Center



24-hour service and emergency



Radiotherapy and Chemotherapy Units



Human reproduction center



2 Surgical Centers:

performs 600 to 900 surgeries monthly



Teaching and research center



Intensive treatment unit



The path to ONA 3

The achievement of ONA level 3 accreditation with Excellence went a long and detailed way until Hospital Bruno Born reached the podium of quality of services and management. In this journey, which began in 2018, its partnership with Interact served as fuel to make the institution's gears turn towards the improvement of its processes and, consequently, the desired title of excellence.

According to Samantha Vanzin, coordinator of the Quality Sector at HBB,

star to using a management software such as Suite Sa, developed by Interact, was decisive for achieving the accreditation.

"By establishing that we would, in fact, seek ONA certification, we realized that we would not be able to do it without a management tool to control documents, qualities and action plans. Among other benefits, the software has enabled us to evaluate and demand from managers and employees whether the actions were really being effective", reminds.



"Interact contributed excellently with all modules"

Rodrigo Panitz
HBB Quality Analyst





Fabiana Brugmann

Interacts Client Projects
Supervisor

“ Each project is accompanied by many challenges, with its particularities, objectives and, above all, seeking to meet the expectations of stakeholders. Even before the implementation starts, the Interact team assigned to work on the project has already started to prepare themselves, knowing who the client is, what he does and what would be covered within the scope of this work. In the implementation of Suite SA at the Hospital Bruno Born, in addition to all these precautions, it was also our mission to reinforce the knowledge of what the ONA certification advocates with all its requirements. Added to this journey was the importance of conducting this project together with the hospital in our city, knowing up close the value of this achievement for the customer. It was very gratifying to have been part of this valuable moment at the Hospital Bruno Born!”

Project timeline

The Suite SA system implementation project started in October 2018 and ended in December 2019, with the deliveries of the project scope divided into modules, according to the schedule shared in this timeline.

2018

2019





“We are a hospital located in a region far from the capital, but we are also recognized for innovations”



Efficient Management

The HBB accreditation process was a major focus to seek improvements. When starting this new phase, hospital managers realized that the processes were still too manual, which made it difficult to control them and, consequently, to continuously improve. “We know that as technologies improve, they will also expand our horizons. So we concluded that today we need the system to control our activities, which facilitates, for example, quick access to information.

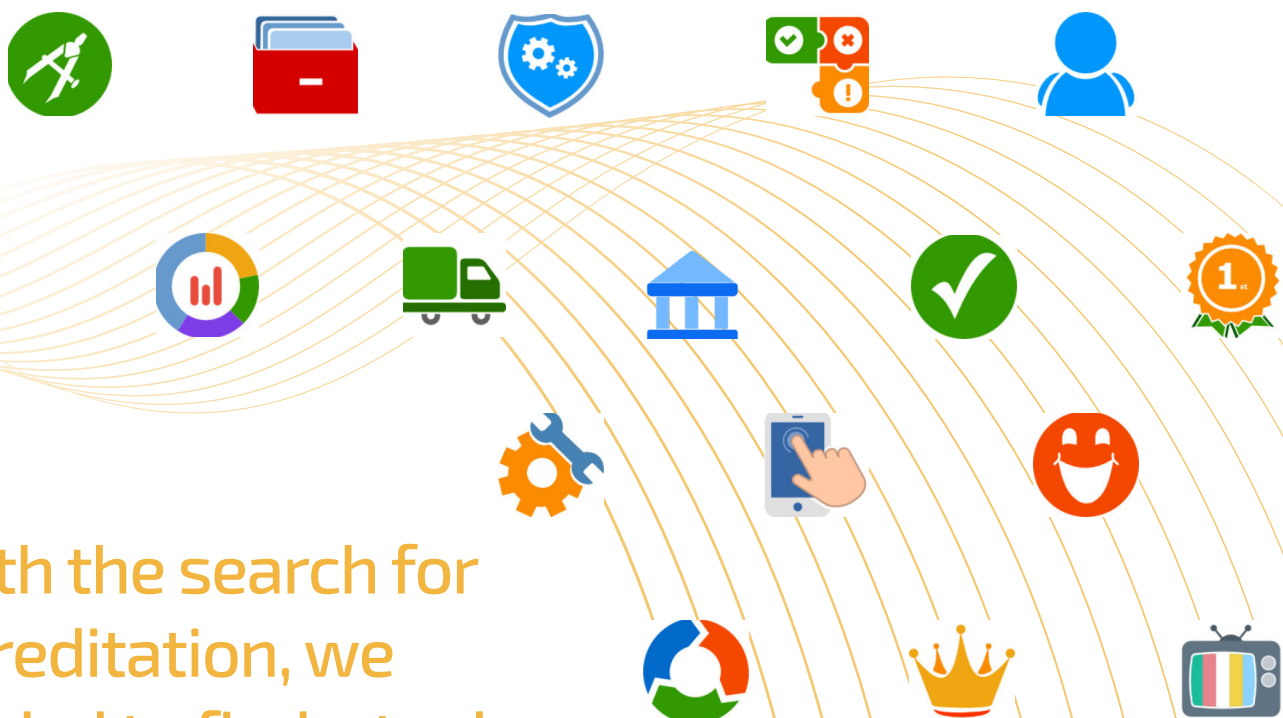
Considered one of the largest companies in Lajeado, HBB's motto is to guarantee a safe, fair and the best possible quality service. "This also shows that we are concerned about maintaining progress in ma-

nagement and improvements. We are very proud to have this journey within the institution", shares Samanta. Along the same line, Rodrigo Panitz, Quality Analyst at HBB, concludes that the pursuit of accreditation

is clearly about process improvement and transparency. "It is to ensure that we are carrying out procedures safely for patients. The certification reinforces that we are always working towards this", he says.

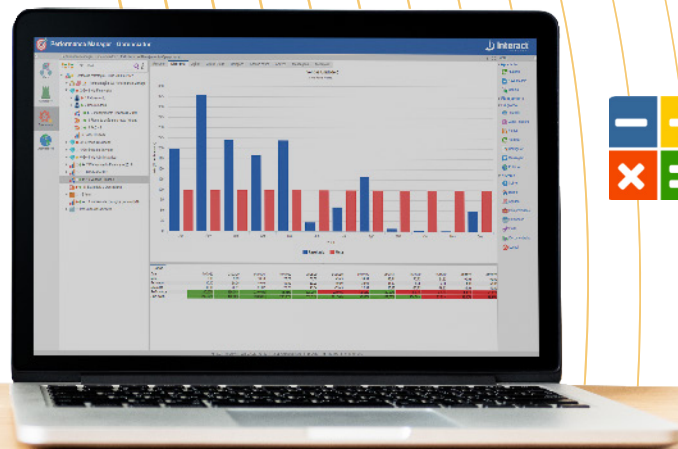
Uso of Suite SA

HBB has contracted all 15 modules of the Suite SA



"With the search for accreditation, we needed to find a tool that would give us this support"

Rodrigo Panitz
HBB Quality Analyst



SA Governance Manager

According to Samantha, critical analysis is a tool that HBB teams use a lot. "It is one of our great decision-making drivers. We use the SA Governance Manager a lot, one of the great modules of Suite SA, and I don't see how we were able to centralize this information before, since it ended up being too much in the heads of

each managers and coordinators", she says. Currently, HBB has a platform that unifies this information and allows analyzing observations from other fronts of the institution, what is the line of thought of each manager or what is the future planning to change a certain indicator. "Today I don't see how we would go back, for exam-

ple, thinking about the previous process. And I don't think we will stop there! We ended up suggesting improvements and, based on our needs, we seek to improve the partnership with Interact, in the sense of creating new features, types of analysis or strengthening some development with the tool", she observes.



SA Governance Manager provides a better efficiency and systematization in the strategic and operational planning process of organizations

SA Document Manager

The implementation of electronic document management in HBB was a step towards storing them in a more practical, secure and easier to find way. According to Rodrigo Panitz, the adoption of the SA Document Manager module allowed greater control over patient data and the institution as a whole. "One of the most relevant points for us was the control of access to documents and, of course, the ease and speed of consulting each one of them when necessary", he says.



SA Occurrence Manager

Interact's occurrence and non-compliance management system identifies incident concentrations and, thus, allowed them to be transformed into opportunities for improvement. In a hospital environment, the SA Occurrence Manager module provides more effectiveness in identifying failures and occurrences, allowing for a more assertive planning to mitigate risks and, therefore, reduce their rates, increasing patient safety.



HBB Oncology Center



SA Risk Manager

Mapping risks was one of the fundamental pillars for improving HBB's processes. Through SA Risk Manager, it was possible to detect the possible weaknesses of the hospital and, in this way, create controls, map risk factors, register impact categories and, consequently, create action plans to minimize and mitigate such occurrences.





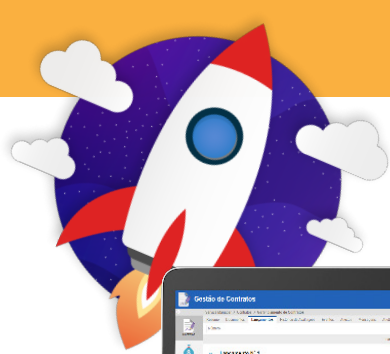
SA Audit Manager

The SA Audit Manager module system allows you to plan and manage all audit steps through a dynamic workflow. At HBB, this resource was important for the assessment and diagnosis of the quality of the hospital's services, carried out by the Brazilian Institute for Excellence in Health (IBES), one of the Brazilian accreditation bodies of the National Accreditation Organization (ONA).



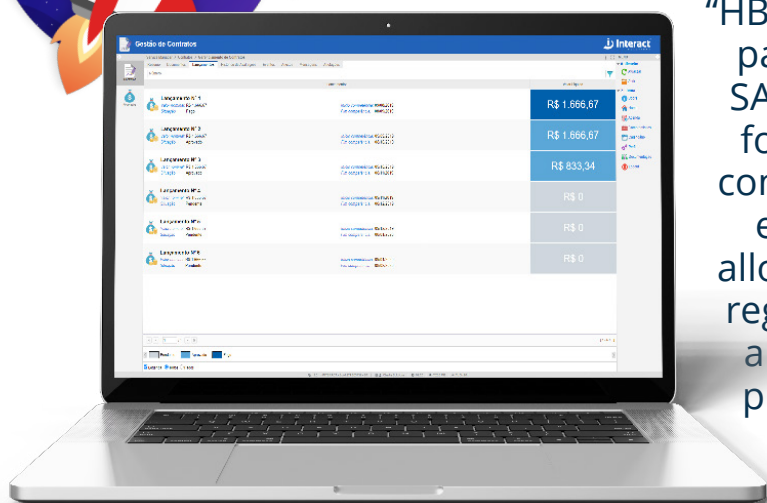
SA Project Manager

Spot management starts with good planning and monitoring of projects according to their life cycles. The SA Project Manager module provided the hospital with a more complete supervision, from beginning to end, of all stages of the project management processes, as was the case of the "ONA Accreditation" project, which was all structured within the module, in the format of tasks to fulfill the requirements.



SA Service Manager

“HBB has more than 1,500 registered companies in its list of suppliers. The use of SA Service Manager has been important for us to create more controls over the companies with which we sign contracts”, explains Panitz. This Suite SA module allows, among other features, a complete registration with purchase requirements and periodic evaluations of the service provider. Such data are compiled by the system, which creates a ranking of the institution’s best suppliers.



SA Competence Manager

An institution like HBB, with more than 1,000 employees, needs tools that facilitate people management. Thus, the use of the SA Competence Manager module provided an integrated and more practical management. Before the tool, the hospital performed this management of almost a thousand people via Excel spreadsheets, which discouraged leaders from feeding the competency indicators. Today, work is digital and sends reminders for better organization and evaluation.



Software implementation to HBB's new organizational culture

As in any institution with 90 years of history, HBB has a very diverse team, with very different generations and cultures. Taking into consideration the profile of employees, meticulous work was necessary for the inclusion of the software in the daily life of the hospital to be successful.

For Samanta, the



challenge - when it comes to organizational culture - was precisely in those people who were already used to the processes carried out only with the help

of paper and pen. "We had to say, look, this won't just be restricted to your workspace anymore, now we'll need to put this in a online tool," reminds.



The intention was to make people understand that the new system works for the common good. "The hospital is a whole, it's a gear. During deployment, we need to make people understand that the tool is good for everyo-

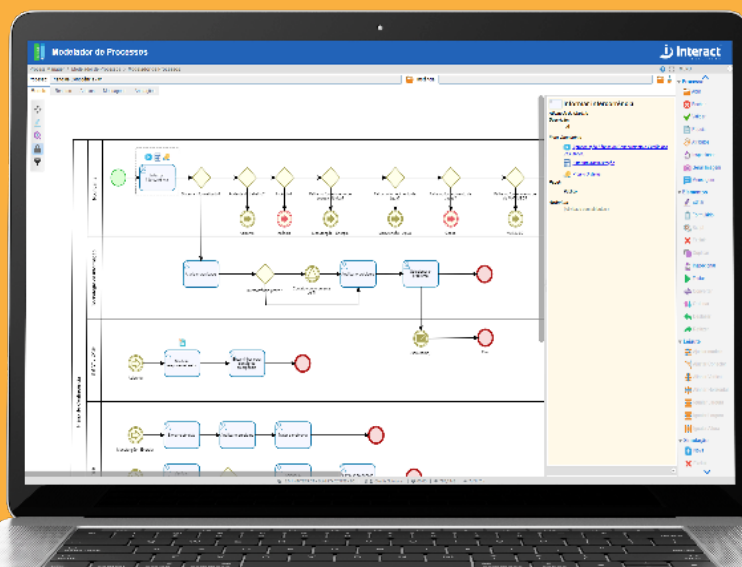
ne. So much so that, today, all employees who have a management position or somehow work in some coordination, use the Suite SA. It is there that they must carry out their analysis and the monitoring of their indicators", she says.

Interact promotes process learning week at HBB

Process automation is also a step that Hospital Bruno Born started in mid 2019. For this purpose, Interact promoted the BPM Week, a five-day course aimed at learning Business Process Management.

Altogether, 12 hospital employees from the administrative, care, human resources, billing, hotel and governance areas participated in the activity.

Interact's BPM Week seeks to link theoretical deepening with practical activities, dynamic exercises and case studies. The actions are related to Interact's Process Management solution, which integrates tools to manage organizational processes, in line with the BPM methodology. The technology solution automates, maps and tracks an organization's execution and results.





Rodrigo Panitz
HBB Quality Analyst

"The software provides many gains in relation to strategic objectives and indicators. Things that were difficult to work in the beginning are now included in the strategic planning, which is known by the entire institution. So now we have more and more activities to bring the support areas closer to the institution's goals."

Integration with other systems

Before the partnership with Interact, HBB already used another platform for managing activities, records and surgeries. For Samanta, the best thing about Suite SA's technology is the possibility of integrating the software with other pre-existing systems.

"The integration is very easy and it happened smoothly. This also helped us with the cultural issue, because many activities that we have today, whether it is evaluation

of notifications, reaction events or even situations that happen to patients, everything is exported to the SA Occurrence Manager. So, for the employees who were used to doing it there, it wasn't such a big break having to change the way of thinking they already knew. Of course, over time, we've shown that they can do it directly in Suite SA. We are still in the process of change, but it is already much easier to understand. People are very familiarized with the tool", he says.



HBB pós Suite SA

Suite SA has brought us many facilities and also helped a lot in the accreditation process. It can show internal analysis. The tool demonstrates every data clear to the evaluator when they are auditing us.

Even though the latest evaluation visits for ONA Level 3 were made remotely, due to the current pandemic situation, this did not prejudice us because Suite SA gave the necessary conditions to demonstrate to the commission the accreditation requirements. In one place we were able to present our results and our analyses. Together with the other management platform, which is integrated with the software developed by Interact, we have successfully been able to highlight the improvements and our ongoing processes.

I believe that one of the main factors in the success of our partnership with Interact was the ease of communication we have with the developer. Whether it's to solve difficulties or solve some problems (that happen), the company is always around to solve.

The partnership with Interact is very good and we can always quickly have the necessary support. We hope that this bond continues for many years! I see no other way to continue to succeed in the accreditation process without the use of Suite SA.

From the moment we learn and develop other modules – because we haven't used all of them yet – we can already see new possibilities that, when shared with Interact, provide the opportunity to further evolve the software. In this way, it becomes increasingly functional and adaptable to everyday life, according to our needs.

Samanta Vanzin
HBB Quality Coordinator



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