



Keiju Integrated Healthcare Service

-Cooperation of Integrated Health Records and Human interface-

Keiju Healthcare System, Japan
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Noto Peninsula
Japan



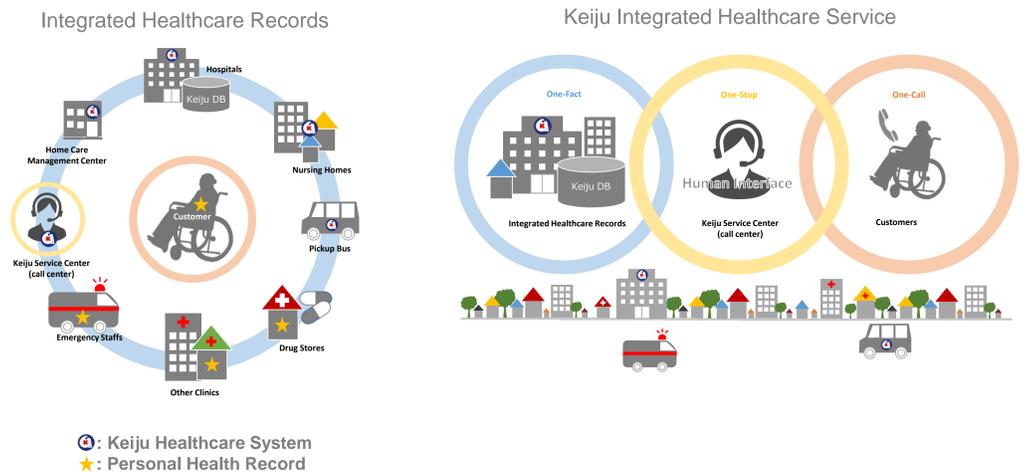
Old aged ratio: Over 34%
Population: 200,000 persons

Keiju Healthcare System is a community that consists of 2 hospitals, 4 clinics, 25 care facilities and 5 healthcare-related facilities in Noto Peninsula. This region has a particularly high aging rate (34%). 70% of hospitalized patients are older than 65 years old. It is commonly known that the elderly patients often need subsequent care even after discharge. However, in Japan, the health care is composed of two systems: the medical and the care system. The problem is that these two systems exist independently. Therefore, when elderly patients want to receive care service after their discharge from hospital, they must find them by themselves and explain their history from the beginning at the new facility. It is a heavy burden for anybody but especially for elderly. This is the reason why that we established "Keiju Integrated Healthcare Service" system.

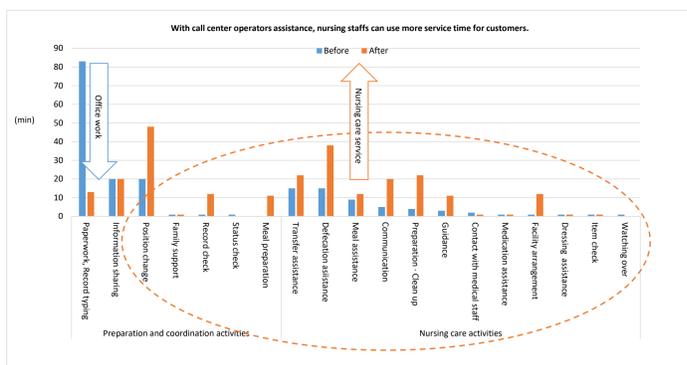


We started out from managing reservation and consultation task at first. Next, we tried to integrate various records and data through all our facilities by establishing "One ID for One Patient" network. Based on the integrated information, we have established a call center, named "Keiju Service Center" that can respond to contacts from patients and staff with a human interface.

Then we built a private cloud virtualization environment by IT network so that we can share customer' information instantaneously by all the professions in all facilities of our group. We believe "more data we share and less time to approach them" makes our service become more reliable.



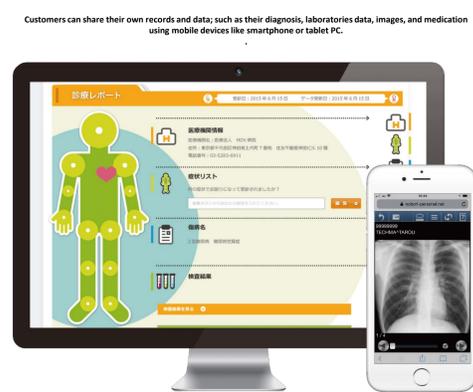
Activity time difference of nursing staffs



Our call center operators perform various tasks using our system, such as making reservations for the next visit and pickup bus (GPS) or even they covered nursing staffs' paperwork and record typing.

As a result, nursing staffs have more time that they can use for customers (additional one hour on average). With our system, we are now able to provide a variety of services without boundaries. This means that it is possible to receive appropriate services such as nursing care and home service immediately after discharge. If customers need to be hospitalized again, we know their status and history even before they put their foot on our entrance.

"Personal Health Record for customers"



We would like to introduce our new project. We call it "Personal Health Record for customers". It is a service that not only us, medical staffs, but also customers can share their own records and data; such as their diagnosis, laboratories data, images, and medication using their mobile devices. We think that visualization of own health problems in their hands plays a positive role in the treatment by making them feel like a member of our medical team. Hopefully, it will lead our customers to participate in their own treatment even more aggressively.

In Japan, the integration of a variety of services, such as hospitals, clinics, medical care and nursing has been an issue. It is called "medical cooperation network" and is being tried all over the Japan. However, we believe that our system is the only one that achieve "no boundaries" when a customer crosses multiple facility. All they need is just one phone call to our call center.