Meander Medical Center unites physical and digital healing environments

IBM Digital Experience software helps deliver web portal and mobile access to healthcare services

Overview

The need
Seeking inventive ways to better serve patients, Meander Medical Center needed a portal platform and solution implementation partner to help deliver on its vision for a digital healing environment.

The solution
Meander contracted with IBM Premier Business Partner Funatic to design and deploy an interactive patient portal and mobile apps built on IBM Digital Experience software.

The benefit
As the number of registered patient portal and mobile app users grows, Meander is moving forward on delivering new digital services and enhancing care coordination by deploying collaborative intranet and extranet capabilities.

Headquartered in the Netherlands, Meander Medical Center serves approximately 320,000 people in a region that includes Amersfoort, Baarn, Barneveld and Nijkerk. It employs more than 3,000 professional staff and 200 medical specialists who handle over 500,000 clinical visits annually, providing care in consultation with general practitioners, nursing homes and health insurers.

Extending the healing environment
Meander is known for offering patient-friendly, knowledgeable and trustworthy care. As part of this commitment, Meander wanted to offer a personalized, interactive patient portal to extend support for the healing process beyond the walls of its new medical facilities. For example, after login, a patient researching knee surgery could see relevant personal content from various Meander systems, such as insurance information, medical records, required online forms, scheduled appointments, medications, available doctors and individualized treatment plan.

One of the first healthcare providers in the Netherlands to deploy an interactive patient portal, Meander Medical Center focuses on expanding service reach and quality of care. "Building on IBM Digital Experience software, we can extend our physical healing environment into a virtual environment with a portal strategy that goes beyond simple access to personal health records," says Frank de Reij, CEO of Meander Medical Center.

"The IBM platform provides the level of flexibility and security we need and, with Funatic, we found a partner we trust to support alignment of our digital strategy initiatives over the long term."

— Vincent van Luling, director of digital and ICT, Meander Medical Center

Setting the technical foundation for growth

Meander engaged IBM Premier Business Partner Funatic to design and implement a website with integrated patient portal and mobile app, accompanied by a social intranet. A key deciding factor was Funatic's knowledge of the industry and its ready-to-use portal healthcare applications built on security-rich IBM® WebSphere® Portal, IBM Web Content Manager, IBM Forms Experience Builder and IBM Connections software. The Funatic team built the solution to integrate with Meander's hospital information systems and electronic patient records (EPR) provider's web service. The resulting solution has rich content and social alignment, and it is responsive to most devices. "We were impressed by the combination of Funatic expertise and IBM technology," says Vincent van Luling, director of digital and information and communication technology (ICT) for Meander.

Meander envisions a digital healing environment that integrates the organization's website, patient portal, intranet and extranet to provide a comprehensive personalized experience for people seeking information and services specific to their conditions and concerns. It enables Meander to make the relationship with its patients personal and interactive.

With Phase 1's completion, people already experience the difference. Today, when registered portal patients log in to the Meander website, they see their own information. They see their appointments and can make changes or schedule new ones. They can modify personal and insurance information. They can also interact with their doctors directly by completing questionnaires built with IBM Forms Experience Builder software to integrate directly with Meander's medical records system. "Also, we provide all of those services on a native mobile app," says van Luling. "People in the Netherlands are not yet used to services like that. But, for Meander, this is just the beginning."

Solution Components

Software

- IBM Digital Experience
    - IBM® WebSphere® Portal Server V8.5
    - IBM Web Content Manager V8
    - IBM Watson™ Analytics
    - IBM Forms Experience Builder
    - IBM Connections V5

IBM Premier Business Partner

- Funatic

Envisioning a new level of patient service

Meander and Funatic are moving forward on initiatives to deliver additional patient portal services and enhance care coordination by deploying collaborative intranet capabilities based on Connections software. "It's our vision that the patient portal and website will provide much more than just information residing in our medical records systems," says van Luling. "For example, we are considering such services as access to social communities for patients suffering from the same diseases and providing transportation to and from the hospital. It's about hospitality services, but it's also about increasing our market share. If we have a very effective treatment that could help a person living an hour's drive away from Meander Medical Center, we can provide transportation options or perhaps offer online consultations for interactions that do not require physical contact."

In addition, Meander is evaluating further uses of the IBM Watson™ Analytics technology capabilities bundled with Funatic's solution, which currently provide personalized content on the patient portal by searching Meander medical content in context. For example, a patient looking for information about knee surgery would see his insurance information, medical records, required forms, available doctors and other relevant content available to the patient from Meander systems. In the future, the scope of the search could include additional sources internal and external to the organization, such as medical journals. "We're at the entry level of learning about the opportunities Watson offers," says van Luling.

For more information

To learn more about the IBM Digital Experience software suite, please contact your IBM marketing representative or IBM Business Partner, or visit the following website:
ibm.com/digitalexperience

For information about Funatic solutions, go to:
www.funatic.nl

For more information about Meander Medical Center, access:
www.meandermc.nl