West Metropolitan Health Service, Chile

- ***Increased access to patient information***
- ***Reduced record duplication***
- ***Reduced redundant lab and pharmacy requests***



Santiago's West Metropolitan Health Service Improves Care Delivery for 1.2 Million People With TrakCare

West Metropolitan Health Service (Sistema de Salud Metropolitano Occidente – SSMOc), part of Chile's National Health Service, operates 20 facilities responsible for the health and well-being of 1.2 million people in the western area of Santiago. As part of Chile's effort to reform a public healthcare system that was becoming increasingly inefficient and costly, the government passed laws (Acceso Universal con Garantias Explicitas – AUGE) guaranteeing healthcare service levels for all citizens, financial protection for people with certain acute or chronic conditions, and a focus on prevention.

To comply with the new laws, SSMOc began a search for software to automate healthcare processes and drive improvements across the entire continuum of care. SSMOc chose InterSystems TrakCare™ because of the system's many successful deployments, InterSystems' deep experience in healthcare, and because TrakCare clinical and administrative modules could be easily configured to fit the Chilean healthcare system and the individual work styles of its healthcare professionals.

SSMOc is deploying TrakCare in its seven hospitals, plus primary care health centers, a centralized Health Referral System, and in seven diagnostic laboratories. When the rollout is complete, TrakCare will handle the data generated from more than 3 million patient encounters a year, and store it all in its high-performance Caché database. Record duplication and redundant laboratory and pharmacy requests will be drastically reduced. Clinicians will have access to every patient's Electronic Patient Record and a complete picture of patient health and medical history, including lab results, no matter which facility a patient visits. In addition, TrakCare is giving SSMOc the administrative capabilities needed to improve scheduling and reduce wait time for services, and to manage bed utilization, laboratories, pharmacies, and pharmaceutical stock.

> ***"InterSystems' technology gives us the power to deliver the care our clients expect."***
>
> *Dr. Enrique Ayarza, Director, SSMOc*

"With access to comprehensive, up-to-date patient information, InterSystems' technology gives us the power to deliver the care our clients expect, and this makes TrakCare useful to SSMOc and throughout Chile," says Dr. Enrique Ayarza, Director, SSMOc.

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