

FEDERAL MINISTRY OF HEALTH AND WOMEN (AUSTRIA)



“THE USER-FRIENDLINESS OF THE COGNOS SOLUTIONS AND THE BROAD ANALYSIS AND APPLICATION POTENTIAL OF THE SYSTEM WERE CENTRAL TO OUR DECISION TO CHOOSE THIS SUPPLIER.”

– HAROLD GAUGG, SECTION CHIEF, FEDERAL MINISTRY OF HEALTH AND WOMEN, AUSTRIA

Increased efficiency, service to the citizen, and the reduction of operating costs are central issues in public administration. For Austria’s Federal Ministry of Health and Women, this meant investing in a new system for reporting and analysis featuring Cognos PowerPlay®.

DIAG, the Austrian Health Services Analytical Documentation and Information System, is the culmination of a 20-year project to unify healthcare information. In April of 2000, the Ministry’s Organizational Policy Branch commissioned a new, unified system for efficiently and transparently managing and analyzing comprehensive and complex data from many sources. Unifying these diverse systems and providing an effective platform for reporting and analysis were an essential deliverable of this important initiative.

THE CHALLENGE

- A common database for regulations.
- User self-service for reporting and analysis.
- Web access to data.

The abundance of data within the existing system at the Ministry seriously restricted the staff’s ability to evaluate it. It could only be processed in small portions. In addition, several manual intermediate steps were necessary, creating a bottleneck for time-sensitive reporting and analysis. It was a situation characterized by expense and frequently missed deadlines.

STRATEGY FOLLOWED

- System specification created by CSC AUSTRIA and sent to tender.
- Cognos products suggested for reporting and analysis.
- DAIG system launched in 2000, followed by a DAIG Extranet in 2003.

CSC AUSTRIA, a subsidiary of Computer Sciences Corporation, was commissioned to assist the Ministry in the analysis of requirements, the preparation of the target specifications, the evaluation of the applicable software landscape, and the selection of the service providers who would execute the solution.

According to the specifications of the CSC, the solution had to possess several key components. First, the masses of data to be transmitted to the Ministry, for compliance with the Federal Health Care Documentation Act and its implementing regulations, had to be stored and managed in a common database. Second, for long-term comparisons, old data had to be imported into the new system. Finally, for development of new applications, Web technology based on standard Java was required.



THE NEXT LEVEL OF PERFORMANCE™

The project was put out to tender in 1999, and the contract was awarded to Mummert & Partners, who developed a tailor-made solution. After careful consideration of several business intelligence platforms, the company proposed Cognos PowerPlay and software for reporting off the data warehouse. After intensive analysis, development, and prototyping, the DIAG system was run for the first time in April 2000 on the standard PC workstations.

After a new statement of requirements was formulated in 2002, a second project phase followed, including a direct linkage of provinces and Social Insurance using Internet technology. Leveraging Cognos PowerPlay Web, the DIAG Extranet was launched at the end of 2003. By providing SSL encryption and client certificates to the highest security standard, PowerPlay Web guarantees that the Ministry's sensitive data remains protected.

BENEFITS REALIZED

- Reduced IT workload due to user self-service for reporting and analysis.
- Faster report generation due to quicker processing times.
- Improved access to information for the public, key stakeholders, government officials, and others via the DAIG Extranet.

After brief instruction, users were soon able to create their own reports. Initial user experiences with the new system have been very positive. "The user-friendliness of the Cognos solutions and the broad analysis and application potential of the system were central to our decision to choose this supplier," says the Federal Ministry of Health and Women's Section Chief Harold Gaugg.

Today, staff at the Organizational Policy Branch are able to prepare their own ad hoc evaluations and new reports in a very short time. The new evaluation capabilities have made it possible to reformat evaluations in the old system and create completely new information links. This considerably shortened the cycle for processing the data submitted by Austrian hospitals.

With fast, reliable information, better access to data, and a reduction of requests to IT, the Federal Ministry of Health and Women has been impressed with their return on investment with Cognos. The Ministry, the hospitals they support, and the government agencies they report to need no longer be patient for critical healthcare information.

WHY COGNOS?

Only Cognos delivers a complete range of integrated, scalable software for corporate performance management. Cognos products let organizations drive performance with enterprise planning and budgeting, monitor it with scorecarding, and understand it with business intelligence reporting and analysis. Founded in 1969, Cognos now serves more than 23,000 customers in over 135 countries.



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