



Sector_ **Health Care**
Title_ **AP Madrid Deployment Office**

The Ministry of Health of the Community of Madrid is driving many strategic initiatives with the common goal of modernizing health care.

One of its most important initiatives is its deployment of a new centralized Health Care Information System for Primary Care: AP-Madrid. The implementation will bring major benefits:

- For Health Practitioners: new features and integration with other systems, less administrative burden, Shared Medical Record, e-Prescription, collaborative environment, etc.
- For the Manager: centralized information operation, one-stop regional-level vision, streamlined processes, etc.
- For the People of Madrid: facilitates mobility and continuity of care, promoting free choice, and so on.

However, we can consider the proposed AP-Madrid deployment project as a major transformation project if we take into account some of its most important features:

- Mission Critical System
- Tens of thousands of users
- High functional complexity
- Great need for integration with other Information Systems
- High workplace capillarity
- Difficult Change Management issues

everis is currently participating in the large-scale deployment of AP-Madrid in more than 400 health centers and clinics of

the Community of Madrid. The deployment is scheduled for completion in 2010. In the approach proposed by **everis**, the deployment of AP-Madrid is based on setting in motion a set of technical and consulting services, coordinated centrally.

The expected outcomes of the project are:

- Implementation Strategy and Deployment Plan
- Provision of hardware and software infrastructure for training
- Implementation of eLearning systems and collaborative environments
- Logistics management and training coordination
- In-person support at the Health Centers
- Change Management, focusing on the Communication Plan to raise awareness of the various agents involved in the new application and facilitate its implementation
- Monitoring the quality of service as perceived by users and launch of continuous improvement actions
- Contingency Plan, to ensure adequate work in Health Centers in the case of unforeseen problems

The services provided by **everis health care** are aimed at care providers as well as all parties involved in the value chain, such as health authorities, the pharmaceutical and medical equipment industry, insurance agencies, research centers, etc.