



# Virtual Healthcare Puts Patients Center Stage

Azienda Sanitaria dell'Alto Adige (ASDAA) introduced a brand new innovative model for patient treatment. The national Surgical Oncology Certification project is creating local clinical networks with access to healthcare professionals and tumor experts from seven provincial hospitals. Tumorboards and interdisciplinary pathology working groups represent the cornerstone of this best practice, which is underpinned by Cisco TelePresence®.

“Surgery is always performed by professional surgeons, and their experience is shared weekly with other experts thanks to videoconferencing.”

Dr. Luca Armanaschi, Director of clinical and strategical operations,  
Azienda Sanitaria dell'Alto Adige ASDAA

Time is a resource and its use needs to be optimized. Azienda Sanitaria dell'Alto Adige achieves this objective by electronically sharing all clinical information through a medial network of professionals and tumor experts from all seven provincial hospitals.

The Cisco TelePresence solution was chosen to support these weekly meetings. Professionals taking part are verified by the system, which checks digital signatures and collects ECM credits for all tumorboard participants.

Case Study | Azienda Sanitaria dell'Alto Adige -  
Südtiroler Sanitätsbetrieb (SABES)

Size: 9000 employees

Location: Italy

Industry: Healthcare

## Challenges

- Improve clinical assistance
- Minimize the risks for patients whilst adhering to evidence-based medicine
- Find new ways to improve standards of healthcare, such as better use of time and administration activities

Located in the magical Alps, the Italian autonomous province of Bolzano, Alto Adige is home to more than 500,000 citizens. Founded in 2007 Azienda Sanitaria dell'Alto Adige (ASDAA) unified the local health boards of Bolzano, Merano, Bressanone, and Brunico. It counts over 9,000 employees, 1,000 of which are doctors.

Previously, doctors used to speak by phone/fax or met in different hospitals to discuss patients. This type of approach tended to be expensive and difficult to run because of limited resources and the difficulty in sharing the specific clinical experience required from oncologists, doctors, radiotherapists, and pathologists.

The Alto-Adige Surgical Oncology Certification project stresses on the importance of corporatization and introduces the concept of provincial clinical networks linking together all seven hospitals.

Better and appropriate surgery, supported with radiotherapy and oncology healthcare, managed across seven hospitals in the province of Bolzano through weekly tumorboards using videoconferencing.

## Solutions

- Cisco TelePresence and Jabber® technology

### Exchanging ideas for highest quality care

One of the key Surgical Oncology Certification ideas was Tumorboard. Its aim was to use new technology to help surgeons and experts exchange ideas and treatment best practice. This approach pinpoints the most appropriate treatment for each patient, as defined by international guidelines and shared procedural protocols.



“Besides improvements like more timely responses, the tumorboard grants the patient the best overall assessment, following a discussion among all experts from the seven provincial hospitals,” says Dr. Luca Armanaschi, director, ASDAA Strategy and Clinical Operations.

The ASDAA IT team, aided by trusted partner TMS Telemedicine South Tyrol Srl, teamed with seven regional hospitals and the Radiotherapy Department using Cisco TelePresence technology. Each hospital has a video-conferencing suite made of two 52- inch monitors operating over a shared network. Meanwhile, with the Cisco Jabber solution, healthcare professionals can join video calls from their desktops or mobile devices.

### Pooling experience for collaborative treatment

Easy to use, the Cisco TelePresence solution powers weekly Tumorboard meetings. A network of surgeons, oncologists, radiotherapists, pathologists, and nurses has been quickly set up, and represents a huge advantage both for patients and for the organizations.

“Every week specialists from different hospitals check in to the video conference,” says Dr. Haimo Kaiser, partner, ASDAA Strategy and Clinical Operations. “They update each other on patients’ histories, review x-ray results and medication together, and decide the best approach for each individual.”



#### Results

- Collaboration between experts and clinicians is now the norm
- Doctors make faster, better-informed decisions
- Patients get the benefit of multiple expert opinions
- Greater experience and information exchange, resulting in overall improvement of hospitals
- Partners and trade associations are able to more effectively collaborate and support each other





## Complete medical information

A new management system captures outcomes from Tumorboard meetings. “Doctors make faster, better-informed decisions with advice from remote colleagues using patients’ complete medical information,” says Dr. Gabriele Schnapper, partner, ASDAA Strategy and Clinical Operations.

## Transparency for patients and providers

The Surgical Oncology Certification project has sparked positive cultural change across the healthcare system. Now, there’s a greater degree of transparency. Patients undergoing oncological treatments recently received new guidance, listing all certified surgeons and structures for surgical oncology, and providing key information. In addition, ASDAA will shortly launch a website offering patients information about certified and renowned

Results from the first patient survey are expected soon. This will form a benchmark for gauging satisfaction and provide ideas for future improvements. ASDAA is already looking to extend Cisco TelePresence technology to other hospital departments.

## Products & Services

### Collaboration

- Cisco TelePresence infrastructure (Cisco TelePresence MCU, VCS Control, and VCS Expressway)
- Cisco TelePresence Management Suite
- Cisco TelePresence SX Series
- Cisco TelePresence SX20 Quick Set HD video endpoints
- Cisco Jabber solution

## For More Information

To learn more about the solutions featured in this case study, visit [www.cisco.com/go/collaboration](http://www.cisco.com/go/collaboration)

For more information about ASDAA, visit [www.asdaa.it](http://www.asdaa.it)

To learn more about the Surgical Oncology Certification project, visit [www.asdaa.it/it/news.asp?aktuelles\\_action=4&aktuelles\\_article\\_id=514115](http://www.asdaa.it/it/news.asp?aktuelles_action=4&aktuelles_article_id=514115) and [www.asdaa.it/it/news.asp?aktuelles\\_action=4&aktuelles\\_article\\_id=498390](http://www.asdaa.it/it/news.asp?aktuelles_action=4&aktuelles_article_id=498390)



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