At Region Nord hunches become facts

When the medical secretary at the oncology department of Aalborg University Hospital starts filling in and sending patient calls to numerous patients every Tuesday morning, the system is always slow. Or so it feels, anyway. When you are busy, you often get the impression that everything else is almost standing still - especially IT systems. But is this actually true? 'Region Nordjylland' (Region of Northern Jutland) has taken the consequences of this uncertainty and now measures response times of the systems.

In Region Nord the hospital staff often complained about long response times when using the region's EPJ system (electrontronic patient recording). "We had to take the bull by the horns and resolve the situation. Among other things, we needed the exact response times to know whether we should change them, "says Brian Heinrich Pedersen, IT-operations manager at Region Nord. "When you are busy, you easily become impatient and feel that the system works slowly, even if the response is actually the same as usual".

Measurements reveal bottlenecks
Since 2007, Region Nord has monitored the network performance, but not the precise response times seen from a user's perspective. "We previously had a monitoring solution measuring network times in general. Now we wanted precise measurements of the response times experienced by the users. Our current method was to use a stopwatch which is far too time consuming and inconvenient. We were pretty sure that we had problems with delays and long response times. So, in order to address this issue, we needed a new and modern monitoring solution. A solution that could provide os with the exact response times and also could generate a report, documenting the improvements we gained.

The report should also reveal whether there were fluctuations in response times at certain times of the day, e.g. in periods of extra load on the systems" says Brian Heinrich Pedersen.

The highest common denominator
Region Nord started looking for a monitoring solution that could fulfil their requirements and provide more detailed and exact measurements than the existing solution. "We discussed our needs with CapMon and they gave a presentation of their ResponseView solution installed at Region Hovedstaden who had used the system for some years.
We realised that ResponseView was exactly what we were looking for. The system provides an exact measurement of all response times in the network - also the response times experienced by the users. Now we can measure if the response time is 3 or 3.2 seconds, which is a very important parameter for us.

We enter into SLA agreements with the subcontractors, and the price is, among other tings, based on various predefined response times, which the contractors promise to meet. Therefore, it is important to know if we get what we pay for. It is also important that we can compare the response times over a longer period. This way, we can see if there are times when network congestion nessesitates adjustment in order to provide the desired response times, "says Brian Heinrich Pedersen.

Region Nord uses one single common EPJ system in all hospitals in the region. ResponseView monitors this EPJ system.

The monitoring of the entire system makes it possible to compare the various groups and see, if there are crucial differences. The quickest and slowest

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FACTS ABOUT THE SOLUTON

Region Nord is responsible for the EPS system at all the region's hospitals.

Since the beginning of 2014, the region has used CapMon's ResponseView solution to measure response times of the system, i.e. both network response times and the response times experienced by the users.

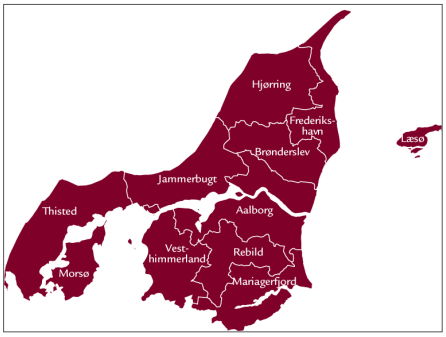
ResponseView measures the response times experienced by e.g. login, search, print and provides a userfriendly graphical overview of the results.

The monitoring of Region Nord's EPJ system is divided into 13 groups. With ResponseView you have the possibility of comparing response times across the groups and make adjustments to ensure the optimum response times.

response times are identified, and which factors come in play. Thus, you can make adjustments according to the highest common demoninator and gain the optimum response times for the entire system.

Possible extension of measurements
It has been very valuable for Brian Heinrich Pedersen to view and document both response times and variations in these. "Many people here rely on the system's performance. Therefore it is important that we have accurate measurements of response times. It is not satisfactory to any party if there are delays and long response times. "

Brian Heinrich Pedersen sees many opportunities in CapMons ResponseView. ”I could easily imagine that we used ResponseView monitoring of our other clinical systems, e.g. Telemedicine systems. The more data we have, the better basis for comparison we get. We can find the fastest response times and use them as a yardstick in order to provide users with the fastest response times, "says Brian Heinrich Pedersen.
Another thing that we have to address,



Region Nordjylland provides public service to 11 municipalities and solves a variety of tasks in cooperation with the municipalities.

according to Brian Heinrich Pedersen, is the increasing number of mobile solutions and apps used everyday in the hospitals. They are not monitored yet, but should be included in order to get a complete picture.

Three advanges

Brian Heinrich Pedersen highlights three major benefits of having implemented the CapMon ResponseView solution:

1 **Precise response time measurements**
”Accurate measurement means that we can act on facts rather than users' hunches. We can now perform proactive troubleshooting and optimize response times.”

2 **Improved control of SLA agreements**
”Now we know if we get the performance we have agreed on and that we pay for, according to the SLA agreements signed with our subcontractors."

3 **Comparison of 13 groups**
”We can now collect and compare data from the 13 measurements made across the region's hospitals, thus being able to reveil slowest and quickest response times and perform optimization of all groups.”

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