

# Operating in the middle of efficient service provisioning and strict legislation

**mcl**

■ medisch centrum  
leeuwarden



**Medical Center Leeuwarden (MCL) has been working with Provisor since 2010. Partially to comply with the strict legislation regarding the Electronic Health Record (EHR) and to make patient data quickly available to doctors and nurses. Wout de Vries is process manager within the Medical and Information Technology (MIT) department of the hospital and explains the reasons for using Provisor as the backbone of the ICT services.**

The MIT department within the MCL is responsible for medical facility support such as the buildings, the medical equipment and the ICT infrastructure of the Frisian hospital, De Vries explains. "That includes the functional management of all healthcare applications and the EHR." The MIT department mainly serves the hospital staff, but the MCL also has an elderly care section that is seen as a separate 'customer'. Besides, patients are requesting more and more support since they are increasingly available online, also within the hospital.

## **500 EHR function roles**

"The MCL primarily uses Provisor as a portal for requesting various services," De Vries explains. "Besides, it also has a function in the medical process. This means that we make the requests for function roles in Provisor after which all settings are automatically transferred to Epic, our EHR system." According to De Vries, this works as follows: "A new employee enters the staff system. With

*Wout de Vries, process manager of the Medical and Information Technology department*





Provisor, we have placed responsibilities where they belong within the organization. In the past, the IT department was asked to provide a new employee with the rights that most other new employees got. We do this differently now: a new employee is added to the staff system and his or her manager will be informed by e-mail which contains a link to Provisor. In case the manager works with a personal template, he or she can request rights and all requests are sent at once. Without a template, he or she can request rights in Provisor based on the role that the new employee will fulfill. For example, a nurse of department C, or a medical specialist in neurology. After validation by our department, this is automatically converted to an account in Epic. Thereafter, the account has the rights that are assigned to that specific function role. Applications for accounts made in the morning are operational by noon at the latest. In total, the MCL has more than 500 function roles in the care process, and within the EHR we have as many as 300 (sub)templates and 184 departments to which someone does or does not have access, plus 75 specific fields for care providers. That gives a huge diversity of possible account settings.”

## 1.000 combinations

According to De Vries, Provisor has tackled a number of problems. First of all, speed. Previously, up to 1.000 possible combinations had to be set manually. Now, a few clicks and less than one FTE are sufficient. Furthermore, Many rights were

|                     |               |
|---------------------|---------------|
| Requests per month  | 3.000         |
| Function roles      | 500           |
| Templates           | 300           |
| Departments         | 184           |
| Specific fields     | 75            |
| <hr/>               |               |
| <b>Required FTE</b> | <b>&lt; 1</b> |

simply copied while not every nurse should have the same rights. Now there is much more insight. Copying of rights now only happens on defined function roles using authorization matrices. But in addition to these complex requests, according to De Vries, Provisor is also very suitable for simple workflow automation.



Another example of how Provisor is used is for requesting a key or for a repro order. There is much more insight now (also on special and management rights) which is not only good for auditing but also for adjustments. De Vries: “For example, we had to set up a new Corona department at lightning speed. With Provisor we could easily add roles and rights and assign them to the right people right away.” According to De Vries, Provisor's greatest benefit is that, on the one hand, it helps the hospital to comply with the extremely strict requirements and legislation regarding EHRs and privacy, but on the other hand it offers the necessary information to doctors and nurses in an efficient way. “That is a difficult position that hospitals find themselves in. We were one of the first hospitals that made patient data quickly accessible to doctors – even at 2 a.m. if necessary – while still complying with these strict regulations.” But also the huge amount of work that Provisor saves should be mentioned, according to the process manager:

*“We process up to 3.000 requests per month. That could be done manually, but even better with Provisor with which as much as possible is automated.”*

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Would you like to know more about this case and/or Provisor? Please contact us!

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