

Optimised Logistics and Administrative Processes in the Hospital

The Cantonal Hospital St. Gallen and the hospital associations work efficiently in the pandemic thanks to strong partners and products



Objective

The mobile solution used at the KSSG for internal logistics processes and warehouse management in the SAP ERP environment was based on Windows 10 (Mobile). Microsoft ended support from December 2019 resulting in the need to migrate the solution to another mobile operating system.

Approach

Replacing the obsolete handheld hardware with new Android™-based "mobile rugged devices". Finding a reliable and experienced partner for delivery, service, and repair.

The Cantonal Hospital St. Gallen (Kantonsspital St. Gallen, KSSG) is the main hospital of Eastern Switzerland. Around 800 beds are available in various specialist disciplines. Almost 6,000 employees ensure round-the-clock operation. As one of the largest hospitals in Switzerland, the KSSG not only provides basic care for the population of the city of St. Gallen, but also specialised and central care for the inhabitants of the entire canton of St. Gallen and neighbouring regions.

In hospitals, data processing is a key component in all medical, nursing, and administrative activities along the patient and necessary support processes. In the area of IT services and solutions, the KSSG and further hospital associations are looked after by a joint service centre for IT solutions: the Shared Service Center IT (SSC-IT), based in St. Gallen. The SSC-IT creates the conditions to ensure that the right information is always available at the right time and in the right place.

Within the hospital, many different operators use the mobile computers for data processing: Ward staff, supply assistants, warehouse and transport staff, support staff and pharmacists. The "rugged" mobile computer therefore had to meet the diverse needs of these user groups. The criteria for selecting the right hardware

Requirements

- Future-proof Android solution
- Robust data collection device
- Central management of devices
- Dual SIM function
- Good price-performance ratio

Solution

- Memor 10: a rugged Android full-touch PDA
- Wireless charging system for reliable contactless charging
- Dual SIM function
- LTE Advanced
- ID-Systems AG as an experienced and reliable supplier and partner

also included simple staging, central administration of the mobile computers, an SAP connection and high security standards in the healthcare sector.

SSC-IT also defined future cooperation with a reliable and experienced provider for delivery, service, and repair as one of the main selection criteria during the procurement process.

With the Memor 10 mobile computer from Datalogic, the required hardware was quickly found. The Android-based Memor 10 is ergonomic and compact like a smartphone, but at the same time very robust. The inductive charging technology ensures reliable contactless charging. The 5-inch capacitive multi-touch HD display provides a large display area and good operability. In addition, the chemically resistant plastic housing withstands daily cleaning with harsh disinfectants in a hospital environment.

As a long-standing Platinum Partner of Datalogic, ID-Systems AG operates a service and repair centre in Switzerland. In this way, fast and effective service for the KSSG is always guaranteed.

The KSSG is one of the largest and most important customers in the healthcare sector for ID-Systems AG and Datalogic in the DACH region. To date, ID-Systems AG has delivered more than 330 Memor 10 PDAs to the Kantonsspital St. Gallen as well as to partner clinics in the hospital network.



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