

*Una manera de hacer Europa*



# BUENAS PRÁCTICAS

## Actuaciones Cofinanciadas

Í l 6 ñ 5 Î 'dfc ^YWhZf 'h Y'UWëi ]g]hcb'UbX'ja d'Ya YbHjcb'cZU  
dUjYbhUbX'a cV]Y'Yei ]da Ybh'cWUjcb'grghYa 'jb'h Y'9a Yf[ YbWni  
GYfj jW'cZH Y'<cgd]HU'7 ca d'Yl 'cZBUj UffU

'BUj UffYgY'<YUH 'GYfj jW!CgUgi bV]XYU

# Programa Operativo de Navarra

Año 2020

## Fondo Europeo de Desarrollo Regional



**Good practice of the Navarrese Health Service-Osasunbidea. “UBIKA” project for the acquisition and implementation of a patient and mobile equipment location system in the Emergency Service of the Hospital Complex of Navarra.**

**December 2020**

**Presentation**

The Navarre Hospital Complex, managed by the Navarrese Health Service, is the reference hospital center in the Navarra Foral Community; it consists of several integrated centers, one of them, the emergency building, where annually around 115,000 people are attended.

The UBIKA project, which is presented as a good practice of the Navarre Health Service, aims to develop a new system for locating patients and equipment. Its implementation will allow health personnel to know the location of patients and mobile equipment, in real time, during the entire time they remain in the emergency building.

The system is based on a bracelet, placed by the nursing staff after performing the initial assessment, which will lead people treated in the emergency building while they remain in it.

The development and implementation of this system has involved the collaborative work of different sections of the General Directorate of Informatics, Telecommunications and Public Innovation of the Government of Navarre and the Navarre Health Service, in addition to the participation of various companies, which have provided to the Hospital Complex of Navarra the elements necessary for its implementation.

The project has involved a total cost of 121,000 euros with an ERDF grant of 60,500 euros.

It should be noted that thanks to this project, the management processes of the Emergency Service at the Navarre Hospital Complex have notably improved, which has had a direct impact on improving the quality of patient care.

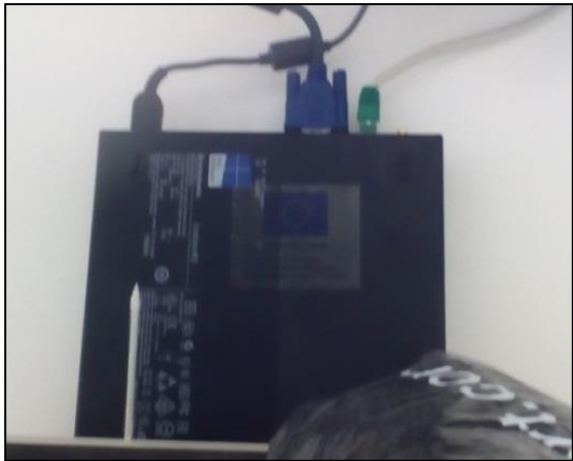
From March 2019 to September 30, 2020, a total of 119,408 wristband records are counted. If these records are grouped by patient, it is possible to speak of a total of 80,152 different patients to whom the bracelet has been placed.

This action is considered a Good Practice because it meets the following criteria:

**1. Action has been appropriately disseminated among beneficiaries, potential beneficiaries and the general public.**

The Navarre Health Service has carried out various communication actions that have favored the dissemination among citizens of the role played by the European Union through its ERDF Funds. The most relevant ones are listed below.

Labeled at various points in the Emergency Service, as well as on equipment and computers, visible to all healthcare personnel and to all those who come to be treated at this Service. Below are two pictures as an example.



Posters: a poster with reference to the ERDF has been placed at the main entrance to the General Emergency Service of the Navarre Hospital Complex



## Publications in the press and social networks



**Noticias de Navarra**

Navarra Osasuna **Actualidad** Economía Deportes Cultura Opinión

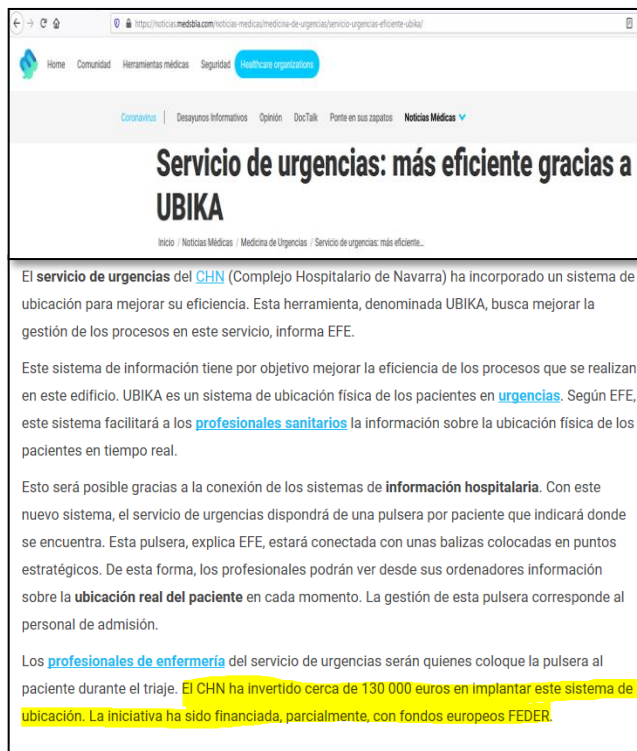
Política Sociedad Sucesos Unión Europea Mundo

Diario de Noticias de Navarra » Actualidad » Sociedad

### El CHN optimiza la atención con un nuevo sistema de localización

LOS PROFESIONALES DE URGENCIAS PUEDEN SABER DÓNDE ESTÁ EL PACIENTE Y MEJORA EL TIEMPO DE RESPUESTA

**PUESTA EN MARCHA** La inversión realizada por el CHN para su implantación está cerca de los 130.000 euros y está financiada de forma parcial con fondos europeos FEDER. Para la puesta en marcha de este sistema, que funciona a través de la conexión de los sistemas de información hospitalaria con nuevos elementos IoT (Internet of Things), se requirió del trabajo coordinado de varios departamentos de la Dirección General de Informática Telecomunicaciones e Innovación Pública (DGITIP) y del Servicio Navarro de Salud-Osasunbidea (SNS-O). En el proyecto colaboraron también las compañías Telefónica y MySphera, quienes dotaron al centro de los elementos técnicos.



Home Comunidad Herramientas médicas Seguridad **Asociación de Organizaciones**

Coronavirus Desayunos Informativos Opinión DocTalk Ponte en sus zapatos **Noticias Médicas**

### Servicio de urgencias: más eficiente gracias a UBIKA

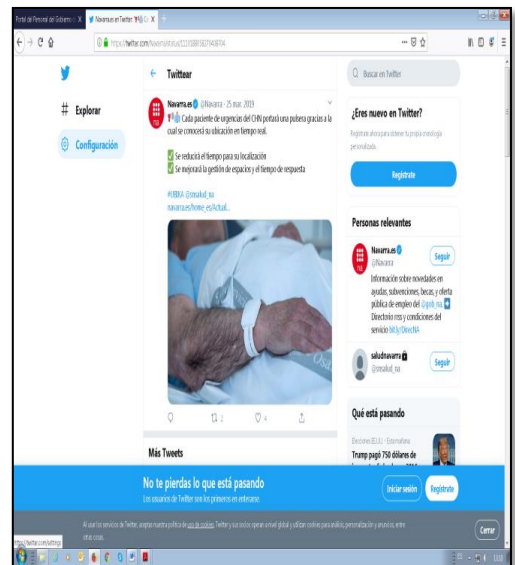
Inicio / Noticias Médicas / Medicina de Urgencias / Servicio de urgencias: más eficiente.

El **servicio de urgencias** del **CHN** (Complejo Hospitalario de Navarra) ha incorporado un sistema de ubicación para mejorar su eficiencia. Esta herramienta, denominada UBIKA, busca mejorar la gestión de los procesos en este servicio, informa EFE.

Este sistema de información tiene por objetivo mejorar la eficiencia de los procesos que se realizan en este edificio. UBIKA es un sistema de ubicación física de los pacientes en **urgencias**. Según EFE, este sistema facilitará a los **profesionales sanitarios** la información sobre la ubicación física de los pacientes en tiempo real.

Esto será posible gracias a la conexión de los sistemas de **información hospitalaria**. Con este nuevo sistema, el servicio de urgencias dispondrá de una pulsera por paciente que indicará donde se encuentra. Esta pulsera, explica EFE, estará conectada con unas balizas colocadas en puntos estratégicos. De esta forma, los profesionales podrán ver desde sus ordenadores información sobre la **ubicación real del paciente** en cada momento. La gestión de esta pulsera corresponde al personal de admisión.

Los **profesionales de enfermería** del servicio de urgencias serán quienes coloquen la pulsera al paciente durante el triaje. **El CHN ha invertido cerca de 130 000 euros en implantar este sistema de ubicación. La iniciativa ha sido financiada, parcialmente, con fondos europeos FEDER.**



Twitter

Navarra (@navarra) · 25 mar. 2019

📍 Cada paciente de urgencias del CHN portará una pulsera gracias a la cual se conocerá su ubicación en tiempo real.

📍 Se reduce el tiempo para su localización

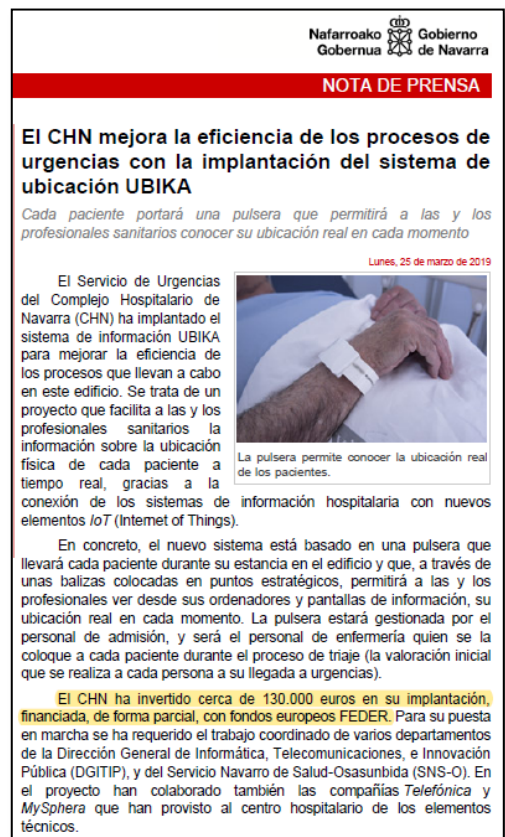
📍 Se mejora la gestión de espacios y el tiempo de respuesta

📍 #UBIKA: Simulador de navegación por el edificio.

Más Tweets

No te pierdas lo que está pasando

Los usuarios de Twitter son los primeros en enterarse.



Nafarroako Gobernua Gobierno de Navarra

### NOTA DE PRENSA

### El CHN mejora la eficiencia de los procesos de urgencias con la implantación del sistema de ubicación UBIKA

Cada paciente portará una pulsera que permitirá a las y los profesionales sanitarios conocer su ubicación real en cada momento

Lunes, 25 de marzo de 2019

El Servicio de Urgencias del Complejo Hospitalario de Navarra (CHN) ha implantado el sistema de información UBIKA para mejorar la eficiencia de los procesos que llevan a cabo en este edificio. Se trata de un proyecto que facilita a las y los profesionales sanitarios la información sobre la ubicación física de cada paciente a tiempo real, gracias a la conexión de los sistemas de información hospitalaria con nuevos elementos IoT (Internet of Things).

En concreto, el nuevo sistema está basado en una pulsera que llevará cada paciente durante su estancia en el edificio y que, a través de unas balizas colocadas en puntos estratégicos, permitirá a las y los profesionales ver desde sus ordenadores y pantallas de información, su ubicación real en cada momento. La pulsera estará gestionada por el personal de admisión, y será el personal de enfermería quien se la coloque a cada paciente durante el proceso de triaje (la valoración inicial que se realiza a cada persona a su llegada a urgencias).

**El CHN ha invertido cerca de 130.000 euros en su implantación, financiada, de forma parcial, con fondos europeos FEDER.** Para su puesta en marcha se ha requerido el trabajo coordinado de varios departamentos de la Dirección General de Informática, Telecomunicaciones, e Innovación Pública (DGITIP), y del Servicio Navarro de Salud-Osasunbidea (SNS-O). En el proyecto han colaborado también las compañías Telefónica y MySphera que han provisto al centro hospitalario de los elementos técnicos.

## Web pages of the intermediate organization and the Navarrese Health Service.



## 2. The action incorporates innovative elements

The “UBIKA” project involves the application of digital solutions to improve the quality of health care and efficiency in service provision. In addition, very innovative elements are incorporated that make it possible to connect hospital information systems.

Each patient, during their stay in the Emergency Room of the Navarre Hospital Complex, will wear a bracelet with a locator. This bracelet is similar in appearance to the one that was previously worn on patients for identification, but now also contains a small integrated device.

In addition, beacons have been placed at strategic points in the hospital that detect these devices so that health professionals can, from their computers and information screens, locate patients and equipment in real time.

Below are pictures that show the operation of this system



Sanitary locating a patient



Patient wearing location bracelet

### **3. Adequacy of the results obtained to the established objectives.**

With the implementation of the UBIKA system, the main objective of speeding up the location of patients and medical equipment is achieved, being able to know their location in real time.

Furthermore, after the implantation of the system, there are a series of specific procedures that have improved remarkably; On the one hand, the manual control performed by the orderlies of the location of the patients has been avoided; in this way, time spent in the location is reduced and the management of the available and occupied spaces within the building is improved.

On the other hand, it has been possible to improve the response time of health professionals to different situations since, just as the location of patients is known in real time, mobile critical medical devices are also controlled, which change location according to the needs of the daily service.

Finally, UBIKA allows those responsible for the Emergency Service to make management decisions to improve the quality of patient care, as well as to measure their impact, thanks to the analyzable information that this new system generates on the behavior of patients throughout the length of their stay in the Emergency Service; information that will be analyzed later by the results evaluation systems.

### **4. Contribution to the resolution of a problem or weakness detected in the territorial area of implementation.**

An emergency is a fortuitous health problem that generates an imminent need for attention from the sufferer. When a person goes to the emergency Service usually undergoes a feeling of anguish and ignorance; it is an emergency situation that requires attention as quickly as possible.

More than 115,000 people are attended at the end of the year in the Emergency Service of the Navarre Hospital Complex. This large influx of people often causes delays in consultations that cause discomfort among patients and health personnel.

For this reason, the Navarre Health Service prioritizes the implementation of all those solutions that contribute to the streamlining and simplification of the usual procedures.

The UBIKA project is helping to speed up the response of professionals and facilitating the optimization of resources and space within the hospital center.

### **5. High degree of coverage on the target population**

The implementation of this technology has a direct impact on the group of people who are cared for in the General Emergency Service of the Navarre Hospital Complex and on the different professional levels that intervene in the Emergency Service.

The geolocation of patients and equipment has had a direct impact on the improvement of the Hospital's management processes, since it has been possible to facilitate care work and reduce location downtime.

Such has been the degree of satisfaction with the UBIKA system that it is expected to be extended to Surgical Blocks A and B and the Ubarmin Clinic of the Navarre Hospital Complex during the years 2021 and 2022.

## **6. Consideration of horizontal criteria for equal opportunities and non-discrimination, as well as social responsibility and environmental sustainability**

The Department of Health of the Government of Navarre has been part of the Interdepartmental Technical Roundtable that participated in the elaboration of the "**Program of Equality between women and men of the Administration of the Autonomous Community of Navarre 2019**".

In addition, the Department of Health has work in the context of the Action Plan for the Violence against women Act; progress has been made in gender training and in the knowledge, by health professionals, of the provincial **law 14/2015, of April 10, to act against violence against women**; Also, a small inclusive language guide created in 2017, with the main terms used in the Department is kept updated.

Finally, a follow –up has been carried out on the commissioned research on the approach to violence against women in the public health system of the Autonomous Community and collaboration has been provided in the project to create an Itinerary for equality in companies and organizations, forming part of a network working group between units of the Government of Navarre and the companies with which it works.

Regarding the area of environmental sustainability, the Navarre Hospital Complex Waste Commission approved on May 26, 2015 the Waste Management Plan, which constitutes the basic instrument of the waste prevention and management policy. This Plan is updated annually.

## **7. Synergies with other policies or instruments of public intervention.**

The UBIKA project is in line with the Europe 2020 Strategy for smart, sustainable and inclusive growth, which establishes the promotion of research, technological development and innovation as one of the priority aspects of the European Union. In line with this, an important part of the ERDF resources allocated to Navarra in the 2014-2020 programming period has been used to promote e-health projects.

At the regional level, the project is aligned with the Navarra 2016-2030 Smart Specialization Strategy (S3), which identifies the integration of technologies applied to health as a strategic priority for the development of the Autonomous Community.

In addition , the Science, Technology and Innovation Plan, that aims to position at Navarre among the leading European regions in innovation, dedicates a specific section to the health care sector, as one of the key areas to direct R & D & i to solve the problems and challenges of today's society.

Finally, in the 2014-2020 Navarra Health Plan, drawn up by the Health Department, health research is defined as a “strategic instrument” to address Navarra's health policies in the coming years.



*Una manera de hacer Europa*

**BUENAS PRÁCTICAS**  
**Actuaciones Cofinanciadas**

**Fondo Europeo de Desarrollo Regional**