



Process Simplification at CHLC

The Central Lisbon Hospital was established on March 1, 2007 by merging the Hospital of San Jose, Santa Marta, San Antonio dos Capuchos and Dona Estefania making it one of the largest organizations in the country.

The creation of the CHLC aims is to facilitate / contribute to the conversion of those hospitals to a new and modern hospital – the All Saints Hospital.

It is intended among other things that CHLC creates conditions for the operation of modern medicine in accordance with the best clinical practice and clinical governance in a logical, patient well-being focused, and satisfaction and development of its employees. It is also an organization with university education and postgraduate training, with high differentiation scientific, technical and technological, as recognized by clinical excellence, being a reference institution for its effectiveness and efficiency.

The management culture in this new structure of CHLC is based on decentralization and accountability of management bodies, and given the spread between the four hospitals, it is necessary to reorganize the level of procedures and processes in order to streamline internal administration and management, notably in the development and automation of new working methods and new technology-based services.





In order to support these processes, an Integrated Human Resource Management has been developed at CHLC, operating different computer applications in interaction (RHV, sisqual maxpro-hr and paperless sisqual PeopleNet).

This reorganization began with the implementation of the application sisqual maxpro-hr in order to automate the time planning of team members at the CHLC.

Following this project and in order to continue to both reduce bureaucracy and simplify processes and procedures, the board of CHLC moved forward to implement sisqual paperless –hr tool.

This application allows easy and intuitive access to decentralize information, whether for team members or for managers at the hospital. Access to this tool is provided by intranet and internet environment. Team members can comfortably and without any time restrictions, choose their vacation plan, carry out change requests, or view the full scale plan of his team for a particular month. Furthermore, other options are available, including the justification for requesting absences.





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The implementation of sisqual paperless-hr at the level of employees was preceded by internal information of changes, and after it became online, several training sessions were held. At the level of leadership implementation and training are still ongoing given the size of the institution and the number of managers involved in the process. Still, the expected timing for the project (one month) since the first meeting until the entry into production, involving approximately 6,200 employees of the CHLC was completed. The result was that the vacation planning for this year 2009 was done via intranet or internet channels, thus saving significant time both to Human Resources.

sisqual paperless-hr impacts the organization as following:

- Improves the quality of service provided to enable team members to view or change their data without time restrictions;
- Reduces the time and number of visits in person to Human Resources;
- Decreases the number of hours spent by managers checking and registering data;
- Decreases a significant part of internal physical documents (vacation requests / changes, requests for schedule changes, requests for justification of absences). The extinction of paper and very significant gains in avoiding long hours spent on low return, are examples that the organization as a whole will have a higher quality of service and therefore an increase in productivity.

Mr. Daniel Ferro: Member of the CHLC Board of Directors

Source: Innovation & Technology, Express Newspaper, 2009

