



OPPORTUNITY

To enable seamless data sharing across Dutch healthcare, eliminating inefficiency and fragmentation.

INNOVATION

KPN's innovative solution unifies data, making it accessible across applications and providers, including GPs, hospitals, and mental health facilities.

SOLUTION

KPN Health Exchange uses InterSystems HealthShare Unified Care Record to standardize and centralize healthcare data, enabling secure sharing across the Dutch health system and Europe. Built-in AI simplifies interpretation of large, complex datasets.

IMPACT

KPN Health Exchange ensures that healthcare professionals, staff, and researchers can now access and utilize comprehensive patient and client data with unparalleled efficiency, overcoming past barriers and fragmentation.

KPN Health Exchange: Revolutionizing Healthcare Data Sharing for Better Patient Outcomes

KPN Health Exchange is an innovative platform that has transformed healthcare in the Netherlands by providing a secure, fast, and compliant infrastructure for health data exchange. Thanks to advanced data standardization and structure, and bridging the gaps in a fragmented healthcare landscape, the cutting-edge KPN Health Exchange fosters seamless collaboration and improved decision-making, leading to significant social and economic benefits. The platform has already saved millions of euros and thousands of working hours, while improving patient care through comprehensive health information. With ambitious plans to expand data access and align with the European Health Data Space, KPN Health Exchange is set to redefine the healthcare industry, making it more efficient, patient-centric, and data-driven.

Comprehensive Data Access and Standardization Overcome Fragmentation and Redundancy

Recognizing the challenges of data silos, redundancy, and inefficiency, KPN leveraged its extensive technical and telecommunications infrastructure and **InterSystems HealthShare Unified Care Record®** (UCR) to create a standardized data layer that could facilitate seamless data sharing across the healthcare sector.

The impact of KPN's Health Exchange initiative on Dutch healthcare has been profound. By standardizing and centralizing healthcare data, the project has significantly reduced redundant and erroneous data, leading to improved healthcare decision-making and processes. This has not only enhanced the quality of care but also streamlined operations, making healthcare more efficient and effective. The most compelling evidence of impact is seen in the Limburg region, where the initiative saved about 74.5 million euros and 60,000 working hours over three years. These savings come from reducing unnecessary care and improving healthcare operations, a particularly critical need in a subsidized healthcare system with limited resources.

“The goal is to standardize and federate this data, making it accessible across different applications, eventually a general societal utility, while each participant retains ownership of its own data.”

KPN Health Team

What KPN Health Exchange Accomplishes for Participants

Provides a secure infrastructure for making healthcare data available and shareable without changing ownership, ensuring that all healthcare professionals can work compliantly and quickly with necessary patient and client data.

Promotes patient involvement by providing them with essential information and offering a friendly interface for healthcare providers to access and manage data efficiently. **Leverages AI** to enhance data accessibility, decision-making, and effective navigation of vast amounts of data.

Addresses challenges from integrating legacy systems that lack standardized data sharing. With no legislative mandate for specific standards, KPN instead collaborated closely with healthcare providers and electronic health record (EHR) vendors to integrate and standardize data. KPN worked with customers to inventory and align the data with key business rules, overcoming the prevalence of unstructured data in many healthcare records.

Envisions collaborative integration with the European Health Data Space and provide global data access, aligning with mandates for data availability and integration across Europe. Patients can ensure consistent and informed care by sharing their data, even while traveling.

Promises future inclusion of research databases and protocols and offers scalability and adaptability to facilitate widespread adoption, and further improve the effectiveness of healthcare.

About the Winner: KPN Health

KPN is the largest IT and telecommunications provider in the Netherlands, with a vast network of fiber optics currently covering approximately 65% of the country, soon to rise to eighty percent. Originally a government department and later privatized, KPN is committed to serving the people of the Netherlands by providing essential services and pioneering innovative solutions in the healthcare sector. The KPN Health Exchange project is a testament to this commitment, aiming to standardize and facilitate the flow of patient data across various healthcare providers to improve patient care and outcomes.

About the InterSystems Impact Awards, Selected by an MIT Panel

Each year, select client organizations are recognized at the InterSystems READY conference for projects driving positive change. Nominations are evaluated by independent judges from MIT on three criteria:

- **Makes a significant difference**
- **Breaks new ground**
- **Sets an example**

To learn more about the InterSystems Impact Awards visit

<https://www.intersystems.com/intersystems-impact-awards/>.

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