



## Hospital Santa Rita Automates Processes and Earns Hospital Accreditation with SoftExpert Solutions

The concern that Hospital Santa Rita has with serving its patients safely has been a constant throughout its 42-year history. It was this concern that prompted the hospital to purchase SoftExpert Excellence Suite, with aims of continuously improving its processes and earning the ONA and ISO 9001:2008 Hospital Accreditation certifications.

"The most important item for hospital accreditation is precisely how we practice patient care safely. Our performance indicators, initiatives and processes allow us to achieve this greater objective", said Andrea Fernanda Ribeiro, IT Supervisor at Hospital Santa Rita.

SoftExpert, through its integrated systems, helped the hospital automate its processes, achieving its objectives concerning its patients and quality, while boosting the team's productivity. As a result, in 2007 it received Full Accreditation granted from Brazil's National Accreditation Organization (ONA), which certifies the quality of health services, demonstrating all employees' commitment to ensuring the excellence of the assistance provided. In 2009, Hospital Santa Rita received the ISO 9001:2008, which uses international standards to evaluate quality.

"With SE Suite, we were able to effectively apply regulation requirements to our daily practice, directly benefiting the patients and our entire team. Furthermore, the SoftExpert team keeps its products continuously updated in terms of the changes in the requirements and standards imposed by existing hospital accreditation standards", said Ribeiro.

### **About Hospital Santa Rita**

Founded on August 30, 1967, to assist the low income population of Contagem, Minas Gerais, Hospital Santa Rita is currently one of the main health care centers in the Greater Belo Horizonte area. In 2007, it received Full Accreditation from Brazil's National Accreditation Organization (ONA), which certifies the quality of health services. In 2009, the hospital received the ISO 9001:2008 certification, a standard that establishes a quality management model for organizations as a whole.

### **About SoftExpert**

SoftExpert is the leading global provider of software solutions for compliance and business excellence. The company is present in over 25 countries on the five continents, and has a portfolio of more than 1,700 customers. The SoftExpert Excellence Suite (SE Suite) offers a set of multilingual modules that are natively integrated and fully Web-based to automate the processes required to improve and optimize the different business areas at organizations, boosting quality of management, cutting operating costs and facilitating compliance with the main market standards and regulations. SE Suite also complements and optimizes Enterprise Resource Planning systems. The suite is integrated with the main ERP systems on the market through already available connectors, or through customized connectors developed based on the client's specific needs.