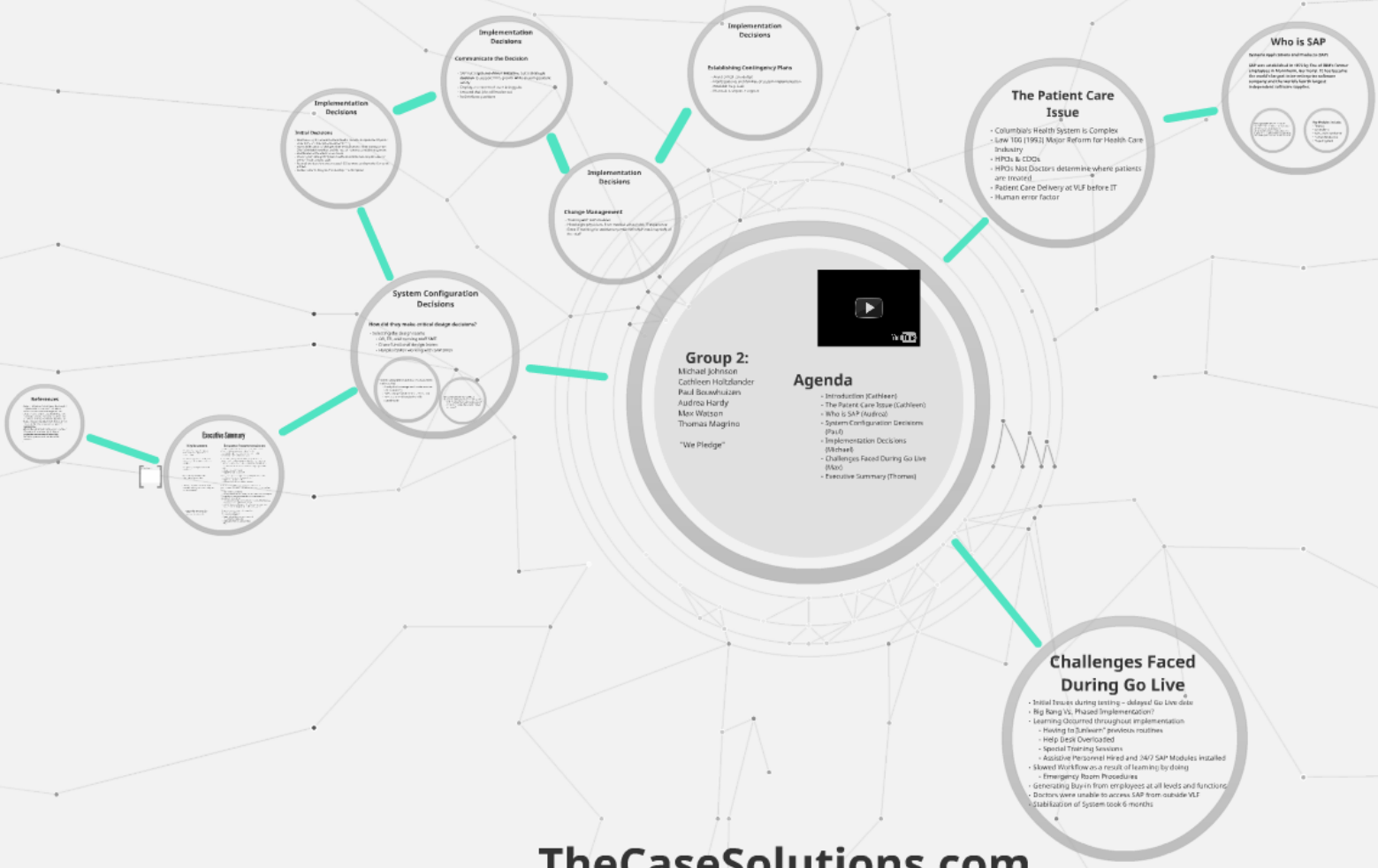
Surviving SAP Implementation in a Hospital Harvard Case Solution & Analysis



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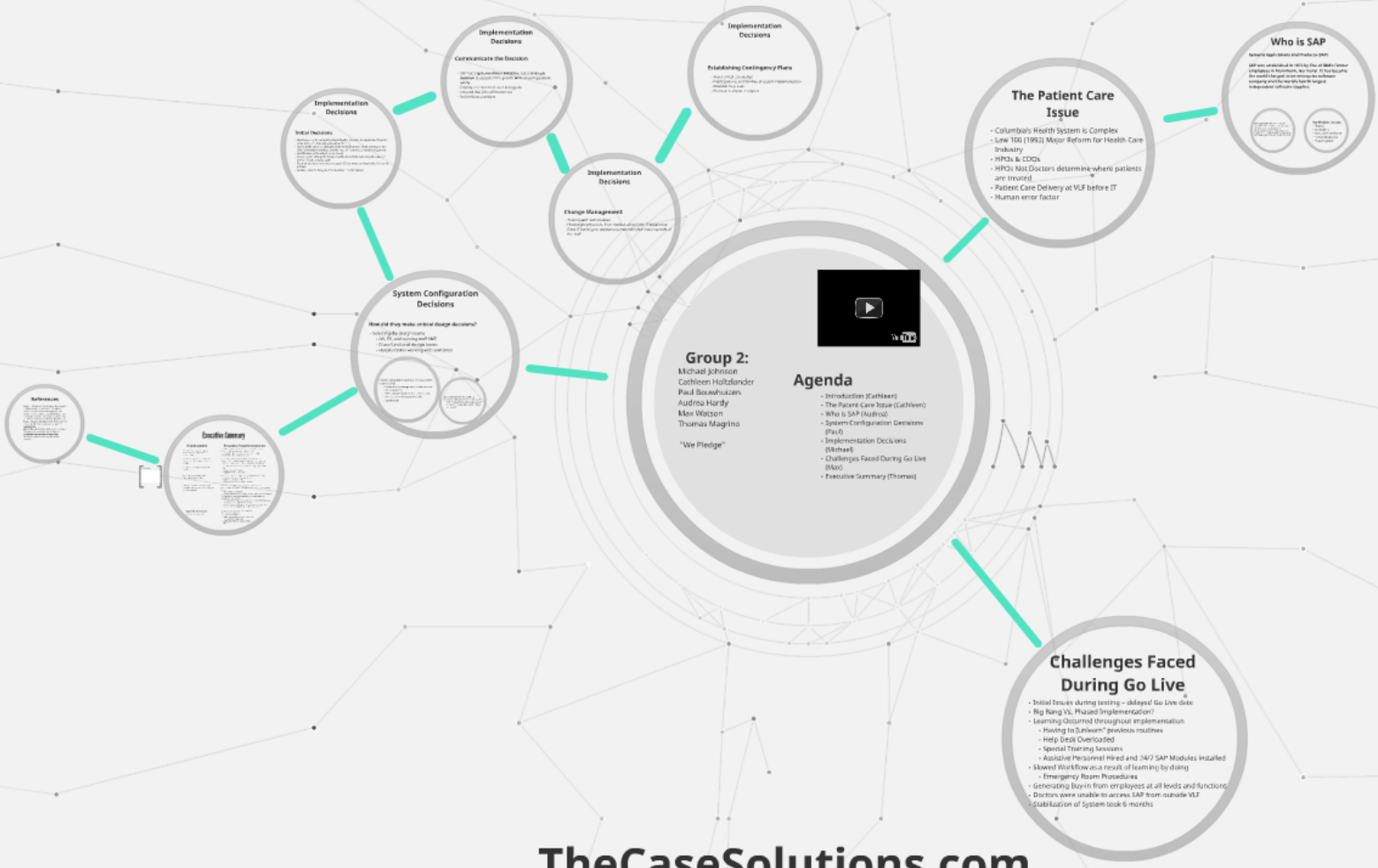

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- Training with SAP modules
- Hired eight physicians from medical school with IT experience
- Extra IT training for assistance personnel which made up 60% of the staff

Group 2:

Michael Johnson
Cathleen Holtzlander
Paul Bouwhuizen
Audrea Hardy
Max Watson
Thomas Magrino

"We Pledge"

Agenda

- Introduction (Cathleen)
- The Patent Care Issue (Cathleen)
- Who is SAP (Audrea)
- System Configuration Decisions (Paul)
- Implementation Decisions (Michael)
- Challenges Faced During Go Live (Max)
- Executive Summary (Thomas)

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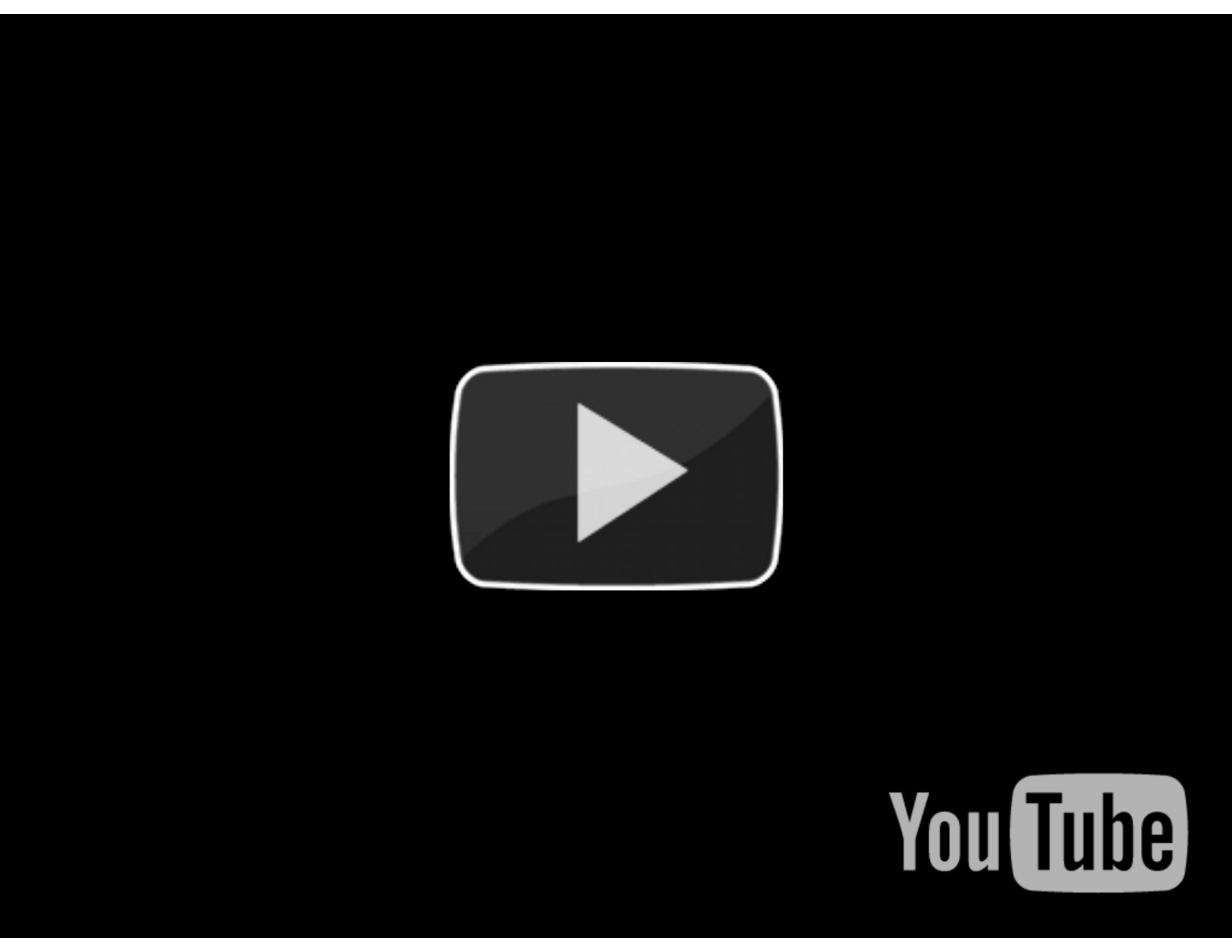
YouTube

The Patient Care Issue

- Columbia's Health System is Complex
- Law 100 (1993) Major Reform for Health Care Industry
- HPOs & CDOs
- HPOs Not Doctors determine where patients are treated
- Patient Care Delivery at VLF before IT
- Human error factor

Who is SAP

Systems Applications and Products (SAP)

SAP was established in 1972 by five of IBM's former employees in Mannheim, Germany. It has become the world's largest inter-enterprise software company and the world's fourth largest independent software supplier.

The original SAP idea was to provide customers with the ability to interact with a common corporate database for comprehensive range of applications. This application is used to run many corporations such as IBM, Microsoft and now in Hospitals.

Key Modules include:

- Finance
- Controlling
- Sales and Distribution
- Human Resources
- Project System