RAFAELA™ Patient Classification System

Information and communications technologies (ICT) are used in almost all spheres of life.

The system services of the ICT branch of the FCG Finnish Consulting Group Oy combine in-depth IT expertise with substance matter expertise in each line of business. FCG’s systems support the development and changes of operations and services irrespective of the line of business. Our system services provide excellent means and equipment for data entry, utilization and reporting. In addition, our versatile services include system training, data analyses and change management by knowledge management. The key objective is reliable knowledge management which allows decisions to be made according to the appropriate facts.

What is the RAFAELA™ system?
The RAFAELA™ system is a patient classification system owned by the Association of Finnish Local and Regional Authorities. It produces information on patients’ individual nursing care needs, the nursing care input, personnel costs and productivity of the work of nursing staff.
What can be accomplished with RAFAELA™?

The RAFAELA™ system can be used to focus human resources to where the nursing care needs are. The system produces data which gives information concerning the patients’ nursing needs and enables the analysis of the quality, productivity and costs of operational processes. Information from the system can be used in the unit level in an organisation as well as in extensive strategic planning.

How does a RAFAELA™ data collection take place?

All customers registered in a unit are classified with a nursing intensity classification instrument once per nursing intensity period (day/shift). Somatic wards use the OPCq instrument and outpatient clinics use the POLIHOIq instrument. Both of these are based on the Oulu Patient Classification instrument. Psychiatric units use the PPCq instrument (Pitkäniemi Patient Classification) developed at Tampere University Hospital at Pitkäniemi. Radiotherapy units use the SÄDEHOIq instrument developed at the Oulu University Hospital. In addition to nursing intensity classification, an essential part of the data collection is the entry of the resources used for nursing, including the working hours of the nurses involved in patient care. Combining the data concerning patients’ nursing intensity and the resources gives us information on the patients’ nursing intensity per nurse.

Using the PAONCIL method, an optimum nursing intensity level is determined for each unit on the basis of the professional assessment by those engaged in nursing. This optimum nursing intensity measuring method accounts for what the patient would have needed in order to be well cared for. The optimum nursing intensity level combined to the unit’s nursing intensity/nurse produces information concerning the optimum resourcing level for the unit.

Data on, for example, personnel costs, personnel structure and nursing arrangements are collected from the units for the annual comparative report. This comparative data combined with nursing intensity data is gathered into a benchmarking report and delivered to the users of the RAFAELA™ system once a year. The comparative report describes, for example, the patients’ nursing intensity, the human resources and the personnel costs per organisation and special field.

Further information: www.rafaela.fi