

# GEIDE MSS /IGSS

The electronic document management system shared by the Luxembourg Social Security Ministry and IGSS

Introduction:

# The administrative context

- IGSS missions
  - Legal and international affairs
  - Policy analysis (statistics, actuary and social programs)
  - Audit of social security institutions
  - Audit of supplementary pension schemes
  - Long term care assessment
- MSS
  - Chancery work

Introduction:

# Looking back

- Inhouse paper circulation
- Various information sources
- Archiving
- Sharing information with different staff units

Working out the solution:

## the aims

- Enhance paper flow
- Better knowledge sharing
- Increase visibility of and collaboration on affairs
- Promote communication
- More efficient use of resources

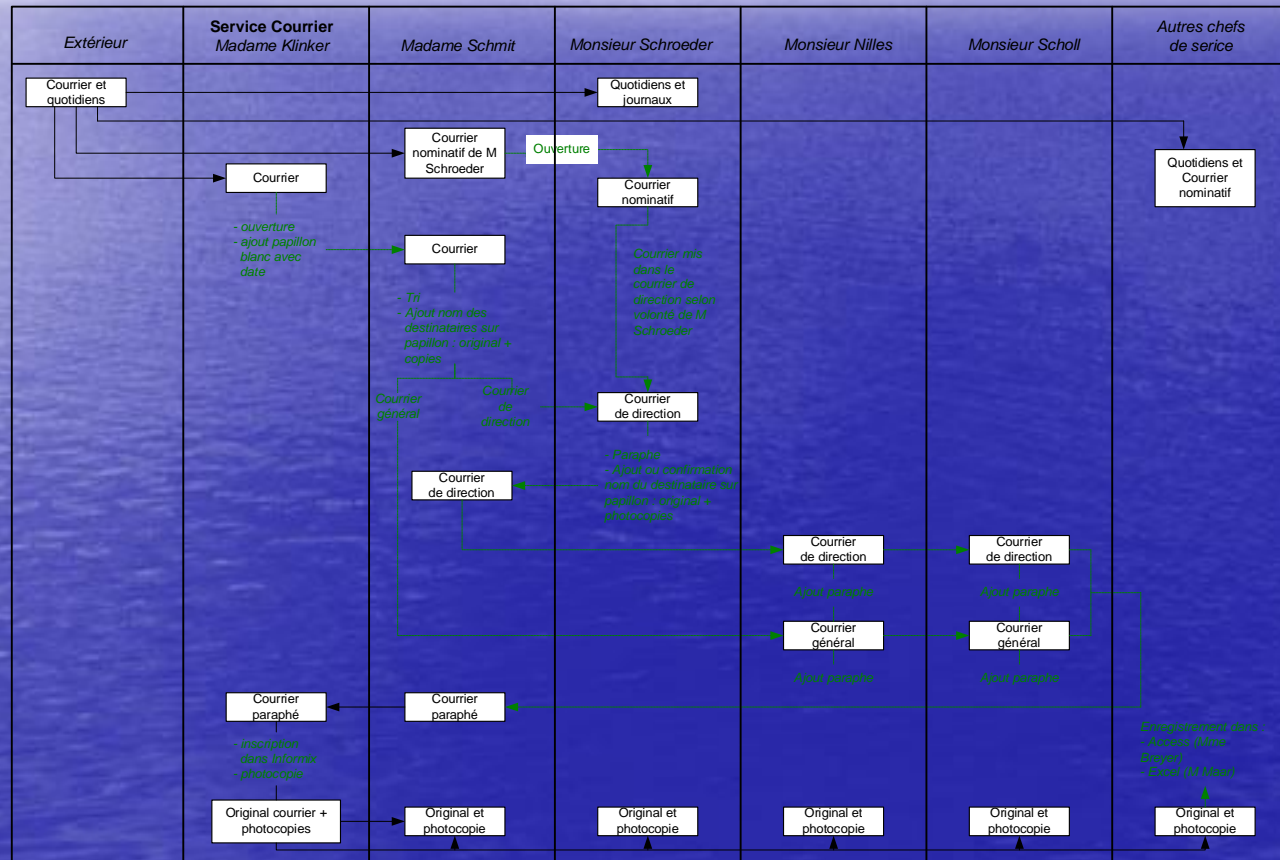
Working out the solution:

## the project

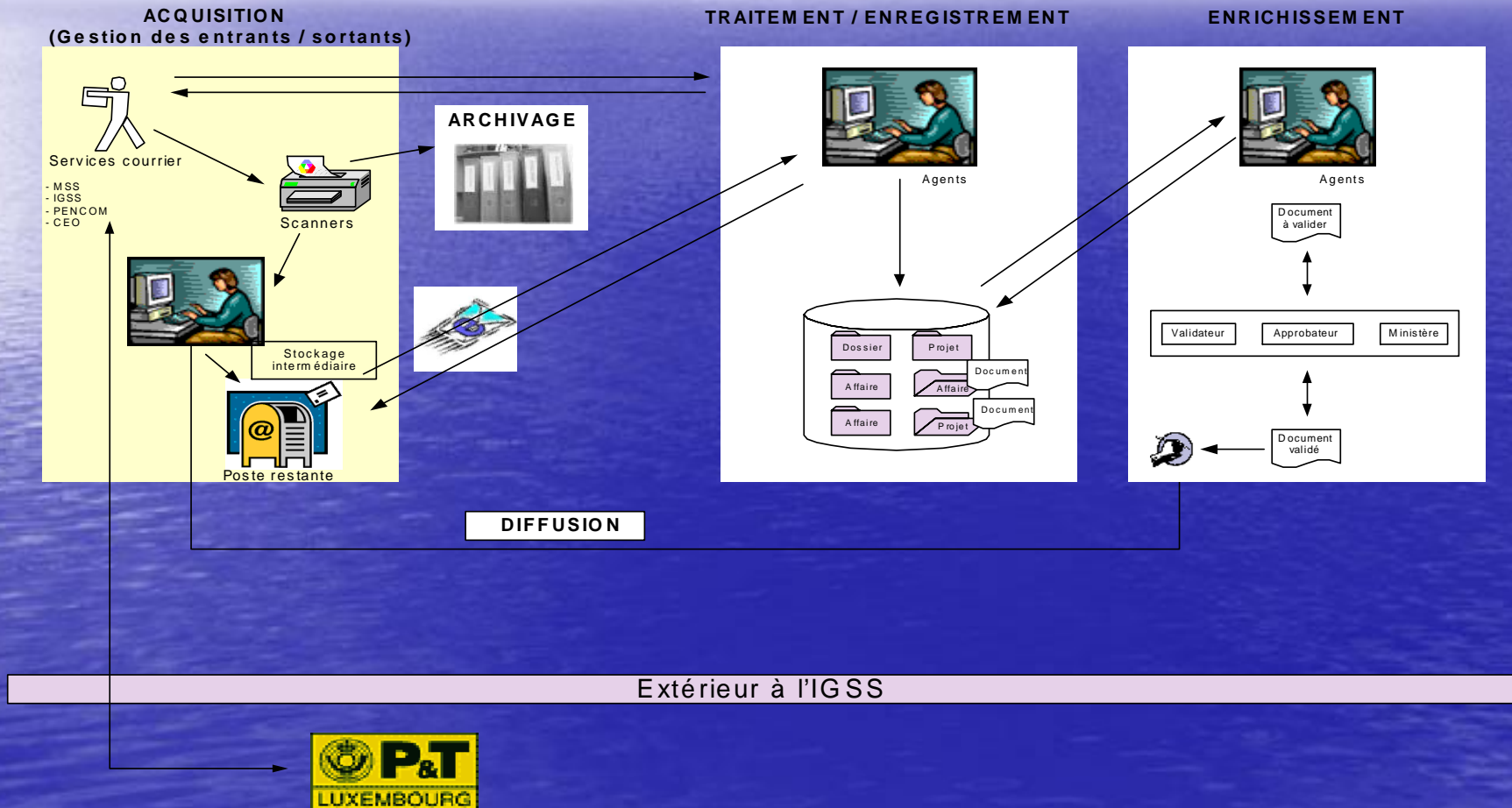
- Financed and steered by 3 ministries
- Divided project management : internal + consultant
- Involvement of key users from all departments
- Timeframe : 1999 - 2002
- Costs: 850.000 €

The GEIDE solution:

# Initial Paperflow



# The GEIDE solution: [Paper]flow



The GEIDE solution:

# Electronic Archives

The screenshot displays the GEIDE Electronic Archives interface. On the left, a tree view titled 'Plan de classement' shows a hierarchy starting with 'GEIDE' and including categories like 'Assurance accidents', 'Assurance maladie-maternité', and 'Assurance pension'. The right pane shows the selected path: 'Assurance maladie-maternité > Groupes et réunions'. Below this, a list of folders is shown, including 'A\_GT statut hôpitaux communaux 2004/00104' and 'A\_Stratégie assurance maladie 2004/00624'. A second pane below shows the details for 'A\_Stratégie assurance maladie > E-Health', including a tabbed interface with 'Informations générales' selected, and fields for 'Titre du sous-dossier', 'Numéro', 'Dossier parent', and 'Personne(s) à informer'.

Types de vue ▾

Document ▾ Dossier ▾ Rafraîchir Aide

**Plan de classement**

- GEIDE
  - Assurance accidents
  - Assurance dépendance
  - Assurance maladie-maternité
    - Affaires individuelles
    - Budget Etat
    - Budget interne
    - Comptes financiers
    - Contrôle
    - Divers
    - Dossiers personnel
    - Etudes - statistiques - actuariat
    - Gestion du patrimoine
    - Groupes et réunions
      - Comité quadripartite
      - Commission de nomenclature
      - Commission de surveillance
      - Concertation
      - Conseil scientifique
      - Conseil supérieur CMSS
      - Médiation
    - Lettres circulaires UCM
    - Législation
    - Organes
  - Assurance pension
  - Centre commun de la sécurité sociale
  - CEO Fct interne

**Assurance maladie-maternité > Groupes et réunions**

- Groupes et réunions
  - A\_GT statut hôpitaux communaux 2004/00104
  - A\_Groupe de travail: Produits homéopathiques 2003/00323
  - A\_GT relations assurance maladie avec AMMD 2001 2004/00738
  - A\_Pourparlers MSS/AMDD 2003/00297
  - A\_Rapports activité prescripteurs 2003/02699
  - A\_Stratégie assurance maladie 2004/00624
  - Plate-forme santé mentale et réforme de la psychiatrie 2005/00581
  - P\_Incapacité de travail pour maladie 2003/00665

Document ▾ Sous-Dossier ▾ Rafraîchir Aide

**Assurance maladie-maternité > Groupes et réunions > A\_Stratégie assurance maladie > E-Health**

Fiche | Informations générales | Gestion de dossier | Statut | Liaisons | Historique du document

**Titre du sous-dossier \*:** E-Health  
**Numéro :** 2004/00624/001  
**Dossier parent \*:** A\_Stratégie assurance maladie

**Personne(s) à informer :** Georges Schroeder/IGSS/MSS Marianne Scholl/IGSS/MSS Raymond Wagener/IGSS/MSS Laurer Weber/IGSS/MSS Romain Fehr/MSS

Ces personnes seront informées de la création de ce sous-dossier par e-mail

THE GEIDE solution:

# Opening a file

**Assurance maladie-maternité > Groupes et réunions > A Stratégie assurance maladie**

Fiche | Informations générales | Gestion de dossier | Statut | Liaisons | Historique du document

**Titre du dossier \*:** A\_Stratégie assurance maladie  
**Numéro :** 2004/00624

**Plan de classement \*:**

- Assurance maladie-maternité
  - Groupes et réunions

**Personne(s) à informer :**

Ces personnes seront informées de la création de ce dossier par e-mail

The GEIDE solution:

# Giving access to information

Assurance maladie-maternité > Groupes et réunions > A Stratégie assurance maladie

Fiche | Informations générales | Gestion de dossier | Statut | Liaisons | Historique du document

**Accès en lecture:** Tous  
**Commanditaires:**  
**Responsable \*:** Romain Fehr/MSS  
**Accès en édition:** Individuel  
**Editeurs dossier \*:** g\_JURI g\_DIRECTION Denise Seywert/CEO/IGSS/MSS  
**Intervenants externes:**

The GEIDE solution:

# Results

- After 4 years: 50.000 documents in 9000 files
- Staff satisfied and using the system
- Simplification of internal procedures

The GEIDE solution:

# Results

- Acceleration of mail distribution  
(1-4 hours -> immediate)
- Better communication by use of Intranet
- Archiving space reduced (3 -> 1 room)

è Change of Culture succeeded

Best Practices learned:

# Gather the support of management

- Management has to be convinced of usefulness of project
- Gives support for critical situations
- Disponibility of necessary budget

Best Practices learned:

# Involve Users

Early involvement of users

- Definition of functional needs
- Keep them informed
- 'Force' them to test

Best practices learned:

## Split roles of technical and functional leaders

- Risks of having just one person in charge
- To much emphasize on the technical staff
- Difficulties to sort out functional needs

Best practices learned:

# Get procedures right before starting

- Define processes and their mappings to the electronic system
- Give the appropriate importance to the testing group

Best practices learned:

# Measure your performance

- Implement performance indicators
- Define and collect measures
- Eventually do CAF evaluation to 'feel' correct indicators (done this year)

Best Practices learned:

# Share your knowledge

## Manage Knowledge

- Information on how to classify and index
- Define Change control board accepting changes in classification scheme
- Review periodically the effective content of affairs

Best Practices learned:

# Give the necessary support

- technical support -> availability of system
- functional support -> how to use the system
- best practices how to execute some important procedures
- developing support -> react quickly to change requests



# Thank You