

Press release

Madrid, Tuesday 7 February 2023

Relyens deploys the Caresyntax platform in Murcia, Spain, to improve patient safety in the operating room

- **Some 30 operating rooms at the Virgen de la Arrixaca University Hospital will be equipped with Caresyntax, a technology platform for the monitoring and optimisation of operating room procedures.**
- **Relyens' mission is to reduce risks and adverse events in the operating room, thereby improving patient safety.**

15/12/2022, Madrid – Relyens has agreed with Murcia's Health Department (SMS) to roll out the technology developed by Caresyntax to 30 operating rooms at the Virgen de la Arrixaca University Hospital. The platform collects, analyses and automates data available in and around the operating room to minimise existing risks. The insights delivered by this digitisation of the surgical environment make it possible to measure variability, interpret needs and make appropriate clinical decisions at any time in accordance with established medical protocols. Through this agreement, SMS aims to optimise operating room monitoring at the Virgen de la Arrixaca University Hospital so as to improve patient safety.

According to a recent study published by the French Foundation for Research, Teaching and Innovation in Patient Safety (*Fondation pour la Recherche, l'Enseignement et l'Innovation en matière de Sécurité du Patient* – FIDISP) in collaboration with Relyens, 35% of adverse events occur in the operating room and 60% of them could be avoided. These figures demonstrate the importance of improving surgical procedures and protocols, as well as communication and training for professionals working in the field.

"Our Group has set itself the mission "to *act and innovate alongside those who work for the common good to build a world of trust*", in order to contribute to improving patient care by delivering concrete innovative solutions", explains Dominique Godet, CEO of Relyens. "To set improvement processes in motion, we must provide hospitals and health facilities with the necessary tools and this is precisely what we're going to do at the Virgen de la Arrixaca Hospital in Murcia". To this end, Relyens is offering its 360° view of the management of health-related risks and making the Caresyntax platform available to the hospital.

A digital platform to optimise procedures

By integrating this technology, the Virgen de la Arrixaca University Hospital will be able to monitor and control what happens in the operating room, thanks to its ability to interpret parameters and needs and adapt them to existing surgical protocols. In other words, the platform collects all the available surgical data, analyses it and transforms it into insights that can be used by health professionals to assess the performance of surgical procedures and define possible improvements and ways to correct errors.

In practice, Caresyntax is deployed in the operating room via a screen with an intuitive user interface to facilitate the monitoring of patient data (quality controls, medical records, information relevant to the surgery, etc.). In addition, checklists can be integrated on the same screen before the surgery takes place, and if an incident occurs alerts are issued, enabling it to be assessed and rectified in real time.

At the same time, the Caresyntax platform allows the surgical team to record the entire procedure on video, so that all the data and information obtained during the surgery can then be shared with other healthcare

professionals. The platform can also be used to make calls and connect with health professionals in other facilities in order to consult them during the surgery, and it enables the immediate reporting of any adverse events that occur during a procedure.

Each procedure monitored by the Caresyntax platform is saved so that it can be reviewed later for patient monitoring purposes and to improve research and training for future health professionals.

Committed to reducing risks in the operating room

Relyens is a key player in the European healthcare sector thanks to its suite of insurance, civil liability and technology solutions that aim to reduce healthcare-related risks, minimise the number of adverse incidents and claims, and improve patient safety.

As part of this risk prevention approach, the Group offers hospitals and health facilities solutions such as Caresyntax for the operating room and Clew for intensive care, which use technology to make these settings safer and thereby take Relyens' commitment to patient safety one step further.

About Relyens

Relyens is the leading European mutual group specialising in insurance and risk management services for health professionals and local authorities. To safeguard their operations and ensure that their high-quality services are delivered to patients and citizens, Relyens supports these professionals in managing the risks associated with the provision of care, human capital management and cybersecurity. It applies a unique end-to-end approach blending risk management, risk prevention and insurance solutions. The Group is developing its business in France, Spain, Italy and Germany. It has 1,100 employees and reported €952 million in premiums collected and €521 million in revenue in 2021. Founded in Lyon nearly 100 years ago by and for hospital directors, Relyens is a mission-driven company since 2021. Its purpose is to "Act and innovate, alongside those who work for the common good, to build a world of trust."

Relyens supports 2,040 public health facilities, 1,650 private health facilities, 3,080 healthcare centres, 59,300 health professionals, 4,280 social and medical social facilities, and 133 out of 136 regional hospital groups.

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