Case Study

KSA



Kantonsspital Aarau digitizes internship planning in the ambulance service

Company Profile

Kantonsspital Aarau (KSA) is one of the largest hospitals in Switzerland and provides around 400,000 patients a year with a broad range of medical services beyond its region. In addition to inpatient and outpatient care, KSA operates its own rescue service and plays an important role in healthcare as well as in the education and training of specialists.

Challenge

- Efficiently plan and coordinate more than 150 internship days every year
- Fully manual management of applications, internship days, and communication
- High time investment due to emails, phone calls, and individual document creation
- Strong dependency on individual employees and limited transparency in the process

Solution

- Digitalization of the entire internship process, from application to documentation
- Central management of all applications and internship days
- Automation of recurring communication and administrative tasks
- Standardized processes and consistent documents

Benefit

- Around 50% less administrative effort in internship coordination
- Greater transparency across applications, dates, and processing status
- Standardized communication and automated document creation
- Better distribution of tasks within the team

Technologies

#SharePoint
#Teams
#Power Apps
#Power Automate

Greater transparency for a central training process

As part of Kantonsspital Aarau, the rescue service organizes numerous internship assignments for aspiring emergency medical professionals every year. Before the new solution was introduced, applications, appointment coordination, and the creation and management of relevant documents were handled entirely manually. Large parts of the overall organization depended on individual employees. Because administrative tasks had to be managed alongside regular rescue and training operations, the workload was correspondingly high. At the same time, there was often no central overview of applications, available internship places, and the current processing status.

Together with novaCapta, KSA developed a solution that brings together applications, planning, and the administration of internship days in one central system. The aim was to reduce the high administrative workload, increase transparency, and make the organization of internships more efficient and easier to plan.

Digital processes based on existing Microsoft technologies

To digitalize the entire internship process, Kantonsspital Aarau relies on the Microsoft 365 technologies it already had in place. Applications are received via KSA's online portal, information is managed centrally in SharePoint Online, and process control is supported by Power Apps and Power Automate. Microsoft Teams also enables efficient collaboration within the training team.

A key advantage was that the solution could be implemented entirely on the basis of existing Microsoft 365 licenses. At the same time, important topics such as permissions, data protection, and governance were considered from the outset. This created not only a digital internship management solution, but also a foundation for future digitalization initiatives within KSA. As one of the hospital's first Power Platform projects, the initiative also provided valuable experience for the broader use of Microsoft technologies.

Noticeable relief in day-to-day work

With the new solution, the administrative effort involved in organizing internship days was reduced by around 50%. Applications, planning, and information are now managed centrally and can be transparently tracked by everyone involved at any time.

> **Digitalizing the end-to-end internship process has helped us reduce administrative effort by around 50%. All relevant information is now available in one central place, giving us much greater transparency in our daily work.**



Dominik Marti
Head of Education and Training,
Ambulance Service at Kantonsspital Aarau

The better distribution of tasks within the team is particularly valuable. While coordination was previously strongly tied to individual people, several employees can now access the same information and work on processes together. This significantly simplifies the organization of more than 150 internship days per year and provides lasting relief in day-to-day work.
Digitalization also ensures more consistent workflows and greater transparency across the entire process. Internships can now be planned, processed, and documented more efficiently. The close collaboration between KSA's rescue service, Application Management, and novaCapta played a key role in translating day-to-day requirements into a practical solution.

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