

AI-Powered Sustainable Community Healthcare

Social Medical Corporation
Genshukai



Transforming Hospital Management for the Future of Community Healthcare

Japan's healthcare sector is facing growing pressure from demographic and regulatory changes. Healthcare providers must balance high-quality patient care, time for patients, and sustainable operations.

Genshukai, a leading healthcare provider in Iki City, Nagasaki Prefecture, recognized these challenges and identified technology-driven hospital management transformation as a strategic priority.

Working with Fujitsu, Genshukai transformed hospital management through data and AI. By reducing reimbursement risks and optimizing bed management, the organization strengthened operational stability and advanced its vision of lifelong patient-centered care.

Challenges

- Administrative efficiency and more time for patient care
- Managing complex reimbursement and regulatory requirements
- Manual admission and bed management processes

Solutions

- Integrated data platform for hospital management
- AI-powered analysis of reimbursement and regulatory requirements
- Mathematical optimization for bed and admission management

Outcomes

- Approximately 10% improvement in annual revenue through optimized resource allocation
- Greater operational stability through reduced reimbursement risks
- Approximately 400 hours of work saved per month, creating more time for patient care

“ What stood out was Fujitsu’s commitment to understanding our operations firsthand and working alongside us to build the solution together. ”

Takamichi Mitsutake Chairman of the Board, Mitsutake Hospital, Social Medical Corporation Genshukai

Sustaining Community Healthcare

Hospitals are facing growing challenges driven by demographic shifts and increasing healthcare complexity. In community healthcare, sustaining high-quality care while meeting increasingly diverse patient needs with limited resources has become essential.

Genshukai plays a central role in community healthcare in Iki City, providing integrated healthcare services across the island.

To continue supporting the community, Genshukai needed to strengthen financial performance and reduce the burden on healthcare professionals. By combining frontline expertise with data and AI, the organization is helping build a more sustainable model for community healthcare.





+10%

Revenue
increase through
operational
improvements

Building a New Hospital Management Model with AI

Together, Fujitsu and Genshukai addressed the growing complexity of hospital management through data and AI.

Using Fujitsu Data Intelligence PaaS, they transformed fragmented data from multiple systems and departments into connected, actionable insights, creating a foundation for AI-supported decision-making.

Approach 1 Connecting Fragmented Data

Genshukai integrated data across hospital systems, creating a connected foundation for data-driven decision-making. This eliminated the need to manually gather and reconcile information from multiple systems.

Approach 2 Designing Specialized AI Agents

Rather than relying on a single AI system, Genshukai envisioned specialized AI agents for different hospital functions. In the future, these agents will collaborate across workflows to support day-to-day operations.

Approach 3 Integrating AI into Everyday Workflows

Genshukai integrated AI into everyday workflows without disrupting existing operations. By supporting decision-making within existing processes, AI improves efficiency while reducing workload for healthcare professionals.



JPY 0

Reimbursement losses reduced to zero

Reducing Reimbursement Risks Through AI

To ensure accurate reimbursement claims, hospitals must continuously comply with a wide range of regulatory and reimbursement requirements. Managing hundreds of requirements and adapting to policy revisions every two years places a significant burden on healthcare organizations. Failure to meet these requirements can result in reimbursement losses, directly affecting hospital operations.

AI helps manage regulatory requirements by assessing compliance status and alerting users to potential gaps.

This approach reduced reliance on manual, person-dependent compliance management and helped prevent reimbursement losses. As a result, reimbursement losses of approximately JPY 1 million per month were reduced to zero, contributing significantly to financial stability.



400 Hours

Time freed up for healthcare professionals per month

Reducing Workload Through Optimized Bed Management

Efficient bed management requires balancing numerous factors, including medical conditions, room availability, and patient preferences. Traditionally, physicians and head nurses relied on information from multiple sources and their own experience to make these decisions.

Using mathematical optimization technology, Genshukai optimized its bed management process. By considering constraints such as patient acuity and planned admissions, the system recommends optimal bed assignments.

This approach is expected to improve bed utilization and reduce the time required for admission-related processes, allowing healthcare professionals to focus on their core responsibilities while reducing workload.

Designed with a Deep Understanding of Frontline Needs

Hospital management challenges are shaped by a complex combination of regulations, operational workflows, and regional characteristics. Addressing these challenges requires solutions designed around the realities of frontline healthcare.

To design those solutions, Fujitsu immersed itself in Genshukai's operations, accompanying home healthcare visits and observing clinical environments firsthand. Through ongoing discussions and continuous improvement cycles, the team refined the solution to align with both operational realities and regulatory requirements.

Takamichi Mitsutake recalls: "What stood out was Fujitsu's commitment to understanding our operations firsthand and working alongside us to build the solution together."

The collaboration evolved beyond a traditional customer-vendor relationship, building a trusted partnership focused on solving shared challenges.



Shaping the Future of Iki City Through Healthcare

Genshukai's vision extends beyond healthcare. As Mitsutake explains, "Our goal is to create a society where everyone in the community can live with confidence and dignity, beyond the boundaries of the hospital." To support this vision, Genshukai is combining its integrated care model with data and AI to create new ways to serve the community.

Fujitsu is also strengthening its relationship with Iki City. In October 2025, Fujitsu signed an agreement with the city under the Iki City Engagement Partner Program and will continue working with the community to support the long-term sustainability of Iki City.



Lighting the Way for the Future of Healthcare in Japan

The challenges facing Iki City—including population decline, an aging society, and healthcare workforce shortages—are shared by community healthcare systems across Japan.

Genshukai's initiative demonstrates how data and AI can help community healthcare providers strengthen financial sustainability while creating more time for patient care. As communities across Japan face similar demographic and workforce challenges, the model developed in Iki City may provide a practical blueprint for the future of regional healthcare.

About the Customer

Genshukai plays a central role in regional medical care in Iki City, in Nagasaki Prefecture, operating three divisions comprising 15 facilities such as Mitsutake Hospital with 88 beds, a nursing home, and home care service.

Industry:

Healthcare

Location:

Japan

Website:

gensyukai.or.jp