

Smart AI to work simpler, faster and more effective in healthcare

Choose the human touch. Choose Zenya.





“Thanks to the AI features in Zenya, we can focus on delivering better care for patients, reducing administrative pressure and increasing job satisfaction.”

Kristin Muller

Quality Manager at Imelda Hospital



Why AI is relevant for healthcare organisations now

The pressure on healthcare organisations continues to grow. Care professionals and quality managers want to devote their time to patient care and quality improvement, yet they are increasingly absorbed by administrative and routine tasks. This calls for support that helps organise daily practice more effectively, so that professionals have greater scope for care and continuous improvement.

AI can provide exactly that support. Healthcare organisations that are already working with AI in Zenya are experiencing time savings on routine tasks, improved process oversight and the ability to make well-informed decisions more quickly. Without supportive technology, organisations remain dependent on manual processes, with a growing risk of increased workload and human error.

That is why we are equipping Zenya with AI step by step: practical support embedded within existing workflows, while maintaining control, transparency and careful attention to privacy and information security.

The result?

Care professionals gain more time for patient contact, quality managers maintain better oversight, and organisations can work faster, more consistently and in a more data-driven way, all while retaining control.

“AI is not inherently valuable, particularly in healthcare. But when applied properly, its impact is immediate. In Zenya, we see healthcare professionals already saving time and effort with accessible, practical AI applications. By starting now, organisations build trust and understanding, and that places them in the strongest position to take the next steps with confidence.”

Hilbert Leijen

Innovation Architect at Zenya



Join over 100 healthcare organisations who are already benefiting from AI in Zenya:



1

More oversight and insight



2

Faster access to information



3

Less routine work



4

More time for delivering care

**Based on practical experiences of healthcare organisations using AI within Zenya.*

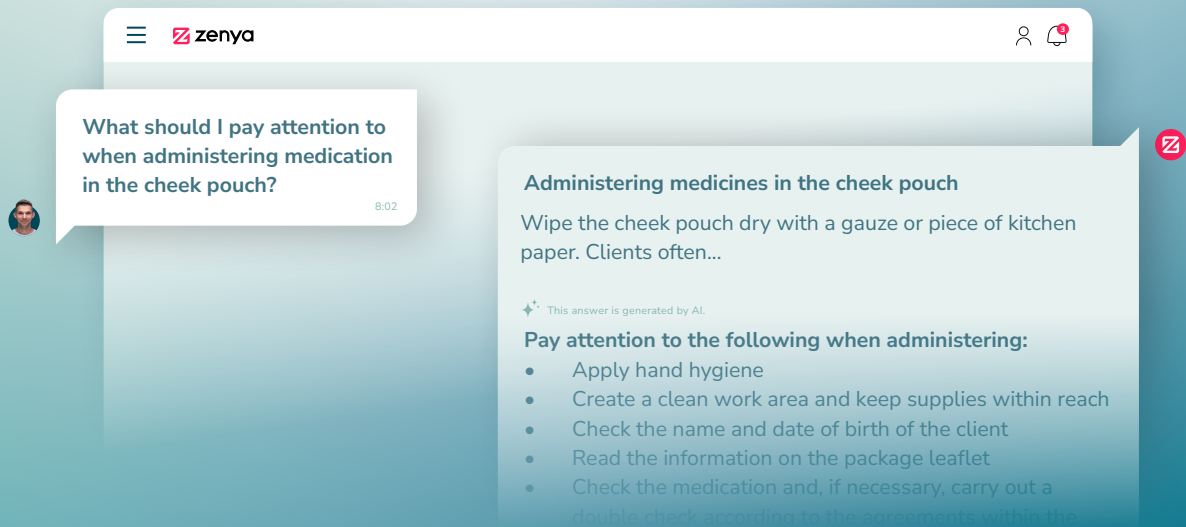
“AI identifies connections that we might have overlooked ourselves. That helps us stay sharp and think beyond a single analysis.”

“Thanks to Zenya AI Search, employees can now ask questions in their own way, in natural language, and AI Search immediately provides an answer. That helps colleagues find the right information more quickly.”

“I often describe it as an extra pair of hands. It supports you in structuring, following up and reporting.”

→ AI in Zenya: support where you need it most during your working day

Finding & consulting information



Challenge

When you need information quickly, the right protocol can be difficult to locate.

Challenge

To avoid mistakes, you double-check your approach with a colleague.

Challenge

Important information is buried in lengthy documents, precisely when you need clarity fast.

How AI helps

- Searches all relevant documents within Zenya;
- Works with existing content, such as procedures and PDFs;
- Provides immediate answers to questions asked in natural language;
- Ensures you work with up-to-date information.

Benefits for you

- Saving time when searching for protocols or procedures;
- Reliable answers, based exclusively on information within Zenya;
- A smooth, intuitive user experience without the need for training.

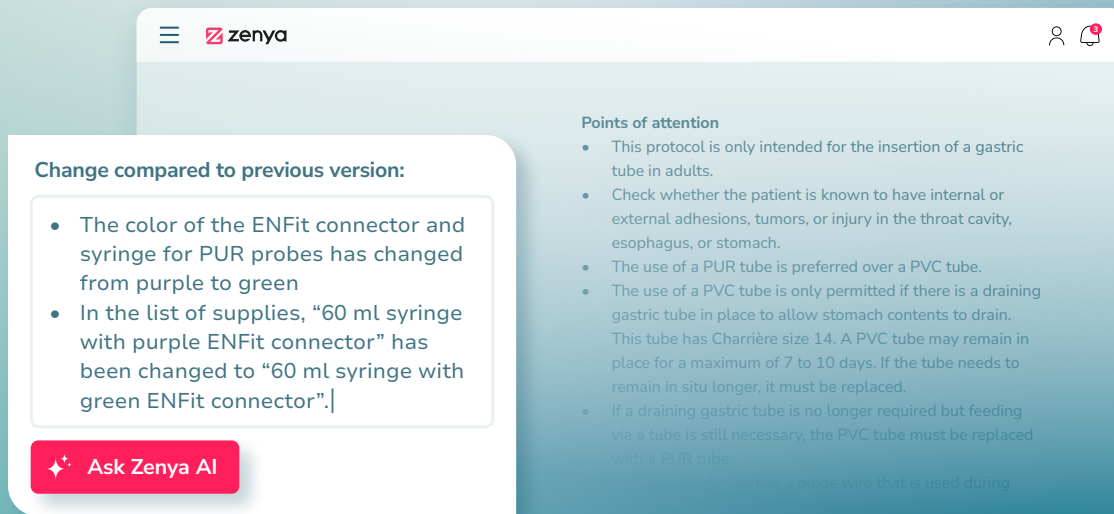
“Quick and easy access to information has been a major challenge since Zenya was founded. With the arrival of AI, we are now able to take significant steps forward.”



Niels Heeren
Technical Architect
at Zenya

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Protocols & procedures



Challenge

Spending more time than you'd like on routine tasks such as summarising, translating and checking documents.

Challenge

Documents often exist in multiple language versions that also need to be updated whenever something changes.

Challenge

Even a small protocol change requires extensive manual adjustments and coordination.

How AI helps

- Automatically generates clear summaries of protocols and procedures;
- Highlights changes between versions;
- Displays Interactive documents in the user's preferred language.

Benefits for you

- Saving time summarising, checking and translating documents;
- Understandable and accessible protocols and procedures, for everyone.

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Incidents & complaints

The screenshot shows the Zenya web interface. At the top, there's a navigation bar with the Zenya logo and user profile icons. The main content area is titled "Report incident" with a sub-header "Details of the reporter". Below this is a form with a "Name:" field. A red notification box is overlaid on the form, containing the text: "Notification! Enter a prompt: You are an expert in incident analysis within the healthcare sector. Assess..." and a "Set action" button. To the right, a progress bar shows three steps, with step 2 being the active one. Below the progress bar, there's a section titled "Root Causes (PRISMA causal tree)" with a sub-header "Human action (Human factor)". The text describes an incident: "Evening shift loses track after interruption by alarm (Classification: Actions - inattentiveness/distraction). Uncertainty about previously performed action, no check performed (Classification: Actions - omitting check)." Below this, there's a section titled "Organizational" with the text "Insufficient procedures for handling interruptions during..."

Challenge

Reporting rates remain low because follow-up is often missing.

Challenge

Follow-up is delayed because reporting and analysis are time-consuming.

Challenge

This leaves less room for real learning and improvement.

How AI helps

- Automatically summarises incident reports;
- Helps generating analyses and feedback;
- Translates reports and fields into the user's preferred language.

Benefits for you

- Saving time on reporting and feedback;
- Increases willingness to report and staff engagement;
- Better insight into trends, causes and follow-up actions.

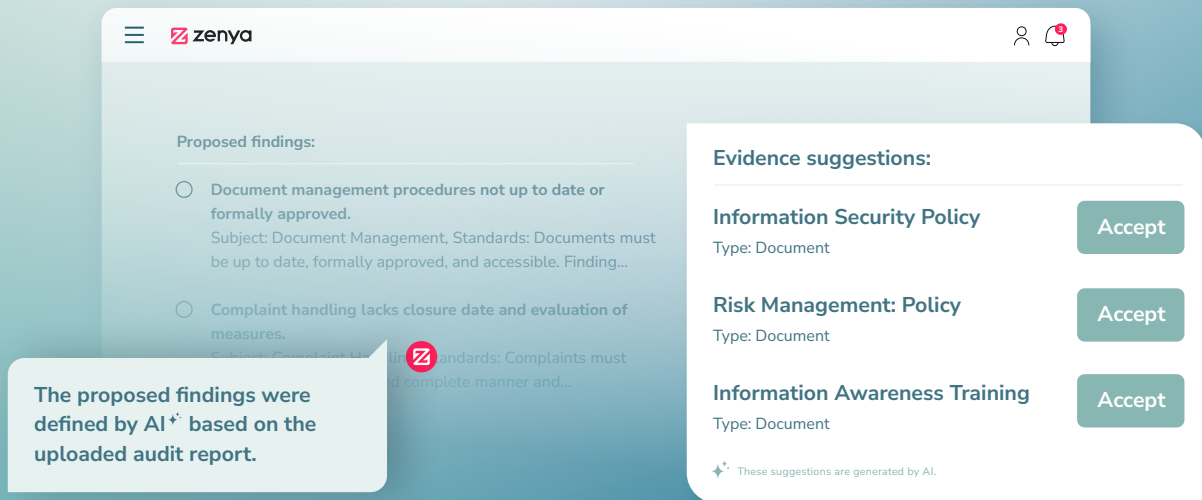
“AI is extremely skilled with language and can assist with summaries, analyses and other time-consuming tasks. Every second we save here can be spent on other important matters.”



Frank Stege
Innovation Architect
at Zenya

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Audits & compliance



Challenge

The time required to record and follow up on audit findings can lead to incomplete follow-up.

Challenge

Questionnaires generate a lot of text but don't provide immediate insight.

Challenge

Gathering evidence for standards is time-consuming, and the documentation is often incomplete.

How AI helps

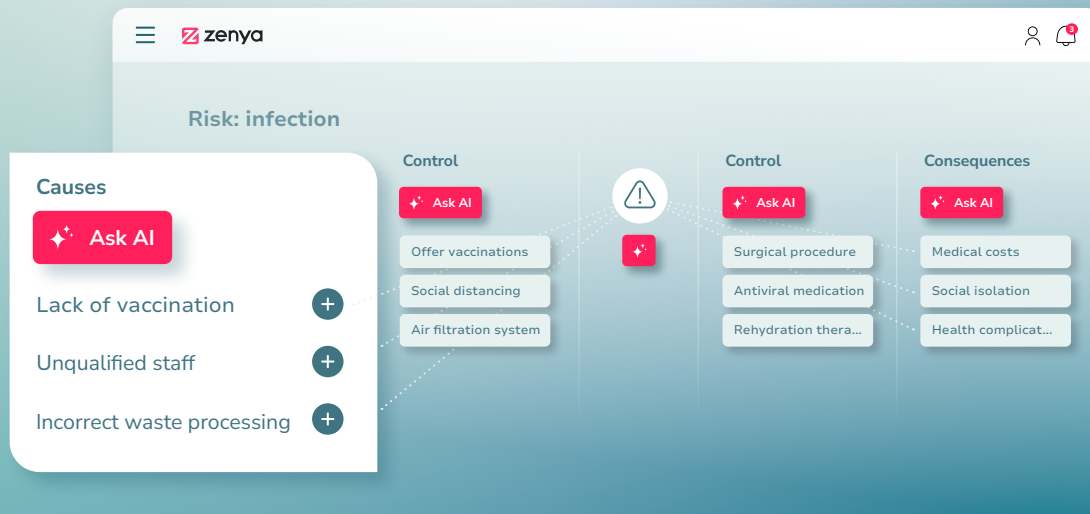
- Automatically extracts findings from audit reports;
- Provides an instant overview of answers and explanations from questionnaires;
- Helps locate relevant documentation for standards.

Benefits for you

- Saving time on processing findings and questionnaires;
- Faster and clearer insight into deviations and compliance;
- More capacity for quality improvement and follow-up.

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Risk management



Challenge

Mapping risks fully and clearly is complex and prone to errors.

Challenge

Identifying causes and consequences for a risk is time-consuming and often incomplete.

How AI helps

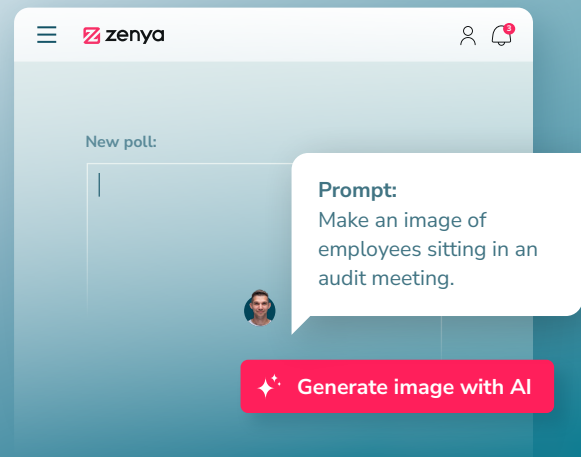
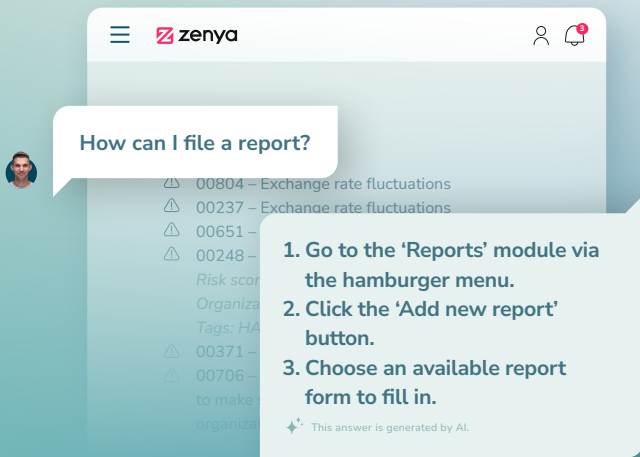
- Supports analysing, structuring and completing risk information;
- Provides an initial proposal for causes, consequences and controls;
- Brings coherence and clarity to Bowtie models.

Benefits for you

- Saving time when preparing risk assessments;
- Extra support for structuring Bowtie models.

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Support for daily tasks



Challenge

Spending a lot of time answering recurring questions about using Zenya.

Challenge

Need for quick, suitable visuals for internal communication, without design skills.

How AI helps

- Provides instant answers to frequently asked questions about working with Zenya;
- Generates relevant visual content for knowledge sharing and communication.

Benefits for you

- Saving time on standard questions and internal communication;
- Consistent and professional communication with minimal effort;
- Tailored support for daily tasks within Zenya.

1. Go to the 'Reports' module via the hamburger menu.
2. Click the 'Add new report' button.
3. Choose an available report form to fill in.

This answer is generated by AI.

Summarize with AI

The proposed findings were defined by AI⁺ based on the uploaded audit report.

Evidence suggestions:

- Information Security Policy**
Type: Document
- Risk Management: Policy**
Type: Document
- Information Awareness Training**
Type: Document

These suggestions are generated by AI.

Ask AI

Generate image with AI

Prompt:
Adapt protocols to the new ISO requirements.

Notification!
Enter a prompt:
You are an expert in incident analysis within the healthcare sector. Assess...

What should I pay attention to when administering medication in the cheek pouch?

Administering medicines in the cheek pouch
Wipe the cheek pouch dry with a gauze or piece of kitchen paper. Clients often...

This answer is generated by AI.

Pay attention to the following when administering:

- Apply hand hygiene
- Prepare a clean work area and keep supplies within reach
- Check the name and date of birth of the client
- Read the information on the package leaflet
- Check the medication and, if necessary, carry out a double check according to the agreements within the organization.

Curious about all the possibilities of AI in Zenya?

Explore all features in one handy overview →

Or schedule an exploratory conversation →

Confidence at a Glance

Safe, transparent, and fully under your control. AI opens up new possibilities, but in healthcare it requires clear boundaries. Privacy, information security, and control are non-negotiable prerequisites, not afterthoughts. AI in Zenya is built within the same secure and transparent infrastructure you already trust with Zenya.

Key assurances at a glance

- ✓ **Our own secure environment**
Our AI runs within the same isolated Microsoft Azure environment as Zenya SaaS.
- ✓ **Fully GDPR-compliant**
Data is securely protected and falls under the existing data processing agreement.
- ✓ **Compliant with the EU AI Act**
Our AI is deliberately limited, transparent, and fully auditable, with human review always as the final step.
- ✓ **No data reuse**
Your organisation's data is never used to train models.
- ✓ **Optional and reversible**
Zenya can operate entirely without AI if you prefer.
- ✓ **Access rights remain paramount**
AI only shows what a user is authorised to see.
- ✓ **Quality logging**
Questions and AI responses are retained internally for one month to support quality improvement and are accessible only to authorised support staff. Logs are subject to the same security standards as Zenya SaaS (ISO 27001).
- ✓ **Fair use & monitoring**
Usage is monitored to prevent abuse.

“In healthcare, everything is built on trust: information must be secure and remain so. That is why healthcare technology is subject to strict privacy and security requirements. We take that responsibility seriously. AI in Zenya is developed within the same proven, isolated infrastructure as Zenya SaaS. This allows you to leverage new possibilities without compromising on security or privacy.”

Thierry Specht Gryp
Privacy & Compliance Officer at Zenya



Getting Started with AI in Zenya: careful, responsible, and practical

AI can noticeably ease daily work in healthcare. At the same time, working with AI requires caution. Especially in healthcare, where privacy, transparency, and reliability are essential. That's why it's important not only to consider what is technically possible, but also what is organisationally and legally required to implement AI responsibly.

1. Start well-prepared with AI

Organisations wishing to use AI must take certain steps. The EU AI Regulation sets requirements for, among other things:

- Understanding how AI is being used and for what purpose;
- Assessing risks for clients, patients, and staff;
- Ensuring privacy and data protection;
- Establishing clear arrangements for supervision and responsibilities.

This regulation introduces a risk-based framework that applies across the European Union and will be implemented gradually, with key provisions coming into effect between 2025 and 2027. The European Commission provides guidance and tools to help organisations understand what steps they should already be taking to prepare for compliance.

Don't worry: you don't have to figure this out alone. We're happy to help you implement these steps practically, tailored to your organisation and the healthcare context in which you operate.

[More information →](#)

2. Experience AI in Zenya

To give you an idea of how AI works within Zenya, here's an overview of the main features per module. This shows you exactly where to find each functionality.

Some advanced features require a separate licence; however, most features are available by default, allowing you to start quickly with practical support in your daily work.

	AI Findings	Campaign Visuals	Question list summary	DOC Summary	Document summary of changes	DOC Translate	Case field translate	Case summary	Bowtie suggestions	AI search in portal and compliance overview	Work with your own prompts in the report workflow	
ZENYA AUDIT	✓									+ AI Search		
ZENYA BOOST		✓										
ZENYA CHECK			✓									
ZENYA DOC				✓	✓	✓				+ AI Search		
ZENYA FLOW							✓	✓			+ AI Flow Prompt	
ZENYA RISK									✓			
IPROVA Licensing model										+ AI Standard Package	+ AI Search	+ AI Flow Prompt

✓ Feature included in the module
+ Add-on / extra license

Want to see how AI can make your work easier and provide greater insight?

With a two-week trial, you can explore for yourself how Zenya supports your quality and improvement processes. The trial is customised to your workflow and your level of information security and privacy.

[Discover AI in Zenya](#) →

Who Are We? About Zenya

Since 1998, Zenya has been developing intelligent quality management software for healthcare, in close collaboration with the organisations that use it daily.

The knowledge and experience of over 100 colleagues, more than 450 healthcare organisations, and an active community of 5,000+ users come together in our solutions. This results in software that brings structure, clarity, and calm to a complex and constantly changing healthcare environment. In the Netherlands and abroad.

Zenya is more than just technology: it is a place where healthcare professionals learn from each other, share best practices, and work together to improve the quality and safety of care.

→ With care

→ Together for healthcare

→ Innovative approach

→ Reliable and secure

25 years
of experience



450+
healthcare
organisations



100.000+
search queries
per day



4.500+
community members



Want to learn more about AI in Zenya?

Request a demo!

Discover in a demo how AI can genuinely ease your workday, and discuss what this could mean for your organisation.

Scan the QR code to schedule a [consultation](#) with our experts.



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