

IMPLEMENTATION OF MYHEALTHCARE IN CK BIRLA HOSPITALS -RBH



The Journey

Usefulness of Internship

- Enhanced Patient Care and Communication:** Streamlined data management ensures efficient and accurate care delivery. Improved inter- department communication facilitates better coordination in patient treatment.
- Operational Efficiency and Cost Reduction:** Automated processes reduce administrative burdens and enhance workflow management. Cost savings from decreased paper usage and minimized errors contribute to operational efficiency.
- Improved Data Management & Security:** Centralized Data Management enables easier tracking and analysis, supporting better decision- making. Enhanced compliance with regulatory standards and strengthened data security ensure patient privacy protection.

Learning During Internship

- Through hands-on learning, I mastered software and hospital Workflows by combining technical expertise with Healthcare insights.
- Gained proficiency in new software & hospital workflow.
- Developed crucial data management skills.
- Enhanced abilities in training medical professionals, problem-solving, & project management.
- Improved communication and stress management skills.
- Fostered continuous improvement and adaptability.
- Gained insights into hospital operations and healthcare regulations.
- Equipped with a well-rounded skill set for future healthcare IT projects and roles.



The Achievement

About the Organization

RBH is A 230-bed Multi-Speciality Hospital in Jaipur, offering comprehensive Inpatient and Outpatient services based on clinical excellence, ethical practices, and a patient-centric approach. The Hospital features 24 specialized Healthcare Departments equipped with state-of-the-art Medical Technology and staffed by highly trained professionals. RBH is committed to achieve High standards in Healthcare with A modern outlook, aiming to lead the wellness industry and set new benchmarks in Hospital Management.

History: It was the first private hospital of the city and the foundation stone was laid by late BM Birla along with YB Chavan, then defence minister of India. Integration of research into clinical practice and provision of quality medical care to all section of the society was the guiding principle of the hospital.

Vision

To provide best of Patient Service & Clinical Excellence.

Mission

To create Clinical Center of Excellence on a strong backbone of research, academics and evidence-based medicine for best clinical and patient Outcome.



Strength

- A complete healthcare ecosystem around a patient or their families across doctor consultation, In-patient care (Medical Management/Surgical care), Emergency care.
- Bridge the Healthcare gap using the latest advancements in Digital Technology and data driven Patient care process.
- Building structured repository of a patient's clinical data across all interventions (OP, IP & ER)
- Adaptability & problem-solving skills of team
- Implementation of multiple modules
- Ability to manage complex tasks.

Weakness

- Initial user unfamiliarity with the new system, particularly among doctors
- Inaccurate Data migration in application became hurdle.
- Incorrect master Mapping and minor bugs implementation
- Temporary system downtime due to early-stage maintenance affects critical operations
- Heavy reliance on manual processes during system failures
- High workload and extended hours for support staff, potentially leading to

SWOT Analysis

Opportunity

- Improved efficiency of End users in patient care.
- Enhanced Patient Data Management and Analysis capabilities
- Develop more robust learning and Development Programs based on implementation experience.
- Possibility of becoming a model for other Healthcare Facilities Implementing Digital Healthcare Systems

Threat

- Risk of data loss or inaccuracies during system transitions or downtime.
- Potential for reduced patient satisfaction if system issues impact Care Delivery
- Cyber security Risks associated with Digitizing Healthcare Information System
- Dependency on technical support for system Maintenance & troubleshooting Potential resistance to change from staff members uncomfortable with new technology.
- Unavailability of Resources may lead to Improper Care.



The Celebration

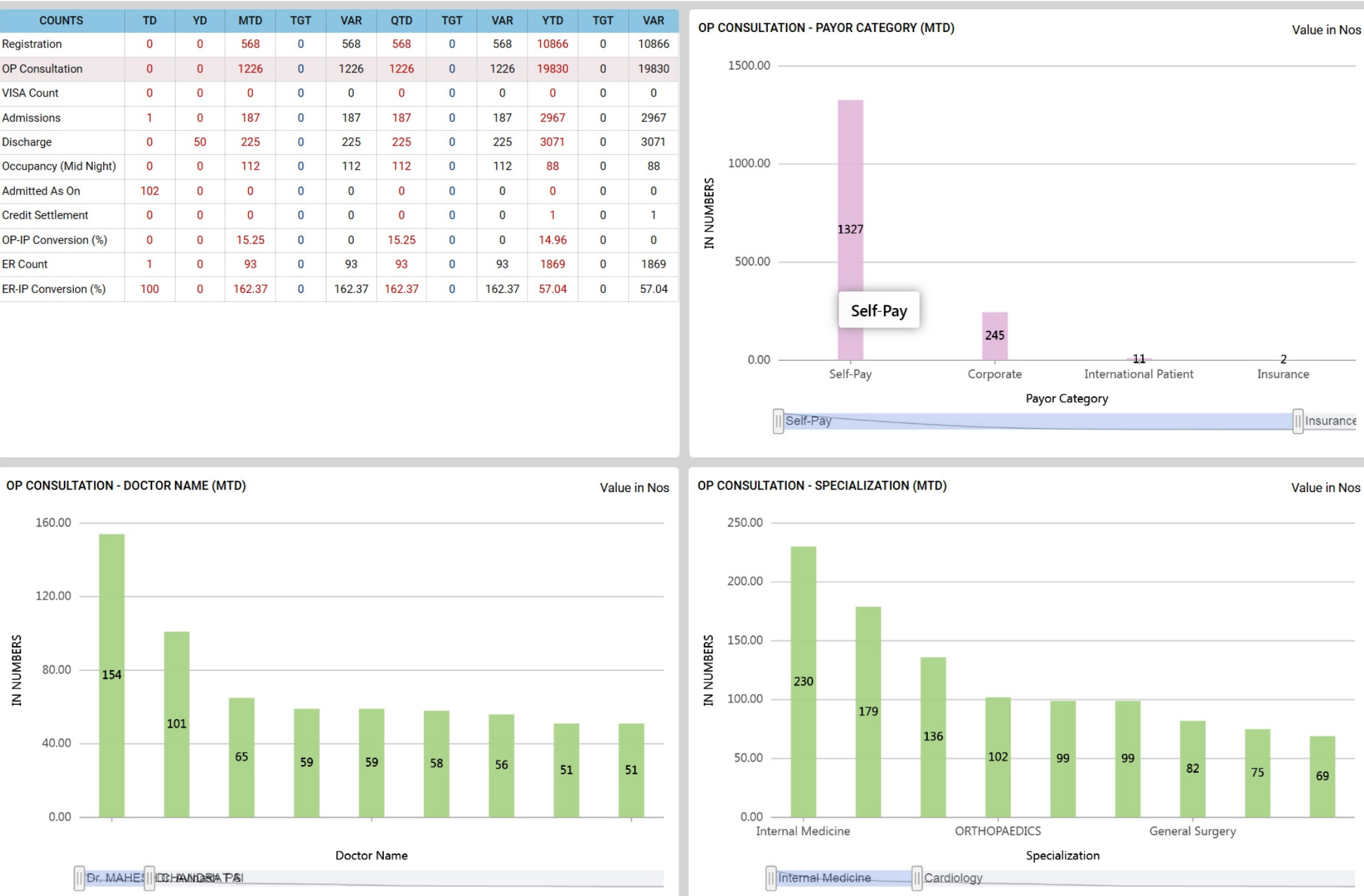
The Completion



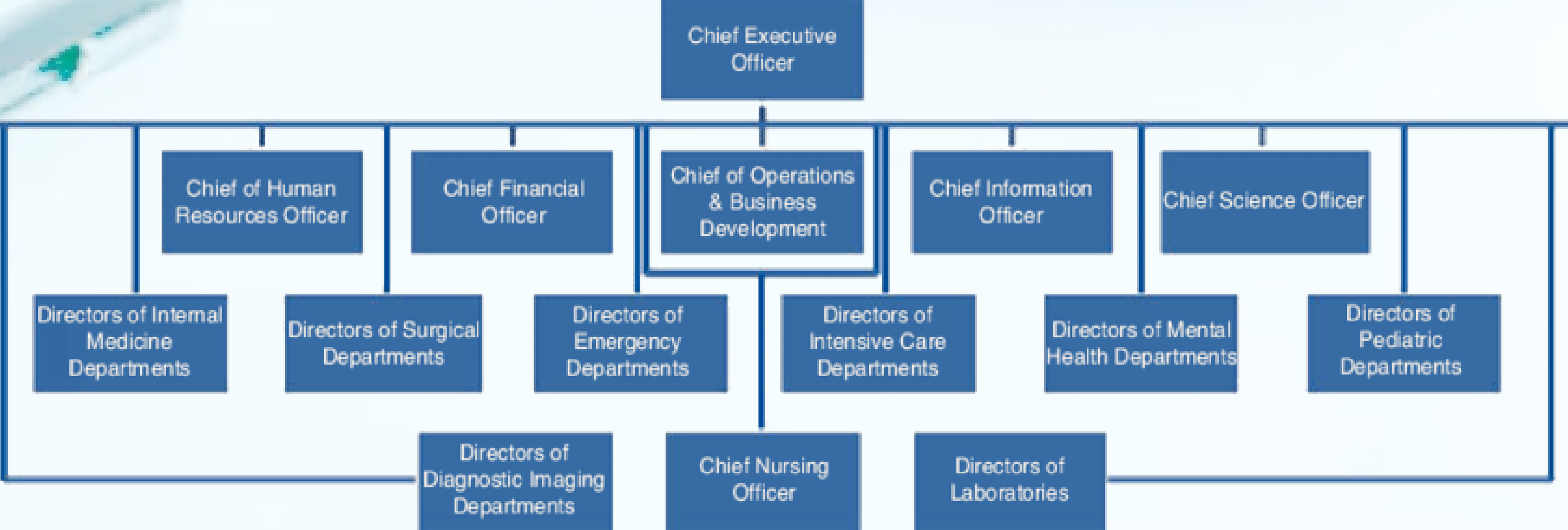
Aim

- Train and orient clinical and non-clinical users on various modules of the MyHealthcare Enterprise Application
- Ensure smooth transition and adoption of the new EMR system by all hospital staff.
- Utilize MHC to enhance the patient experience by reducing wait time & provide convenient access to medical records.
- Ensure that all doctors and staff can use EMR to improve the quality of patient care.

Analyzing Growth Factors using MHEA



Organization structure



Objectives

- To manage Patient Data, Billing, inventory & other critical functions Efficiently.
- To Automate routine tasks to reduce manual effort and errors.
- To Provide real-time data and analytics to support decision-making
- To enhance patient experience by offering an efficient system for accessing their health reports and prescriptions digitally.
- To Make it easier for patient to have access of his Clinical Data.

Methodology

- Data Creation & Management In MS-Excel.
- Microsoft Teams & Google Meet for Online Training of users
- VNC, Anydesk and Team Viewer for User support
- Manual testing Approach for testing the uploaded master in the application and to perform sanity.
- Created comprehensive Master Data for LIS
- Trained nurses on MHEA and doctors on EMR software.

Challenges Faced

- Balanced multiple responsibilities such as training, issue resolution, and system management
- The master data was not accurate, leading to significant issues.
- Worked Day & Night shifts, including extended periods of night duty
- Two days before Go-Live, LIS data found incorrect, our team worked tirelessly day and night to rectify and update the data, ensuring readiness for the system launch.

Suggestion

- Consider ongoing training and support programs to maintain staff proficiency.
- Implement regular system audits to prevent future issues & ensure improvement.
- Expand interoperability with external systems for enhanced data exchange and efficiency.
- Patient's Clinical Data should never be compromised that is the irrelevant user shouldn't have access to the patient's Clinical Data.

THEORY ▲ ▼ PRACTICAL

- HIS, adapting to Hospital Needs & constraints.
- Quick thinking, Problem-solving in high-pressure situations, such as system downtime or software bugs.



The Success