



athmā

Powering Tomorrow's Healthcare

**Presented by Meragani Venkata Vasavi
Sowjanya
Mentored by Rohit S Patwardhan,
Hemasai, Dr Pragathi, Ashica**

Overview

- **Internship journey**
- **Objective**
- **NH legacy system- Sapphire**
- **Benefits & Drawbacks of Sapphire**
- **Problem statement, Goals & Methodology**
- **IMS**
- **Process flow of IMS**
- **Automation scope of incidents**
- **Benefits & Drawbacks of IMS**
- **Implementation of IMS**

Internship journey so far

**Week
1,2 &3**

**Induction, Patient Journey,
Incident Management,
JCI Accreditation and IPSG goals**

**Week
4,5 & 6**

**Project plan, Quality governance
and IPSG goals,
Incident categories and sub-categories,
LIS incidents**

Internship journey so far

**Week
7,8 & 9**

**Blood Bank incidents, RIS incidents,
Sapphire gap analysis &IMS**

**Week
10,11 &
12**

**OT incidents, Anesthesia incidents,
Nursing incidents, Radiation, Oncology
Incidents & Medication incidents**

Objective 1

To compare the automation of IMS process flow efficiency with its legacy system

The logo for athmâ, featuring the word "athmâ" in a lowercase, sans-serif font. The "â" has a small red and yellow graphic element above it, resembling a stylized roof or a bird's head.The logo for athmâ, featuring the word "athmâ" in a lowercase, sans-serif font. The "â" has a small red and yellow graphic element above it, resembling a stylized roof or a bird's head.

Objective 2

To enhance & optimize the automation of incident management process in hospital

NH Legacy system- Sapphire

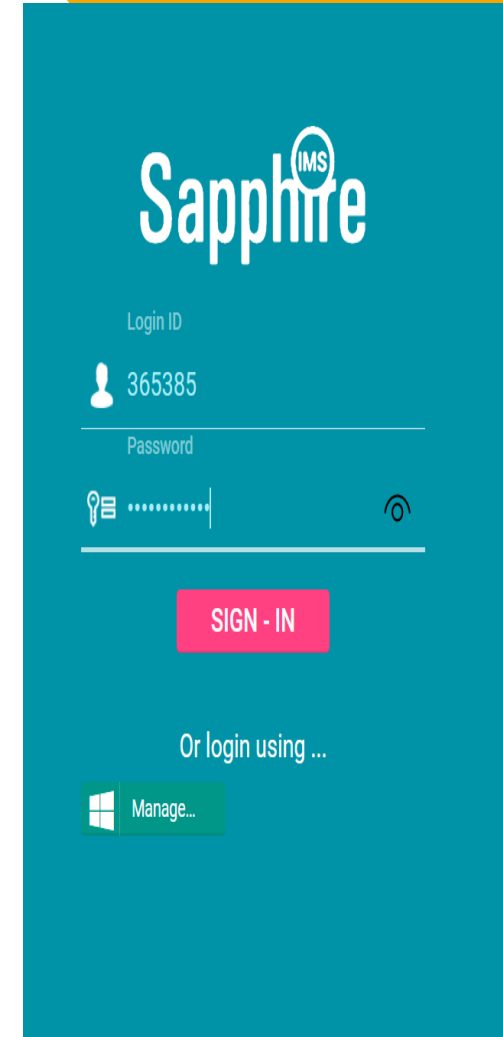
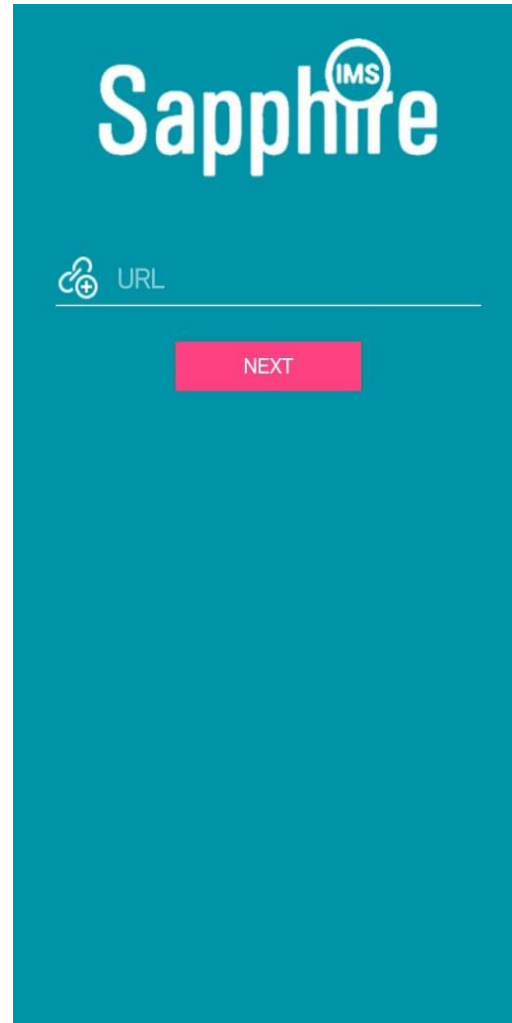
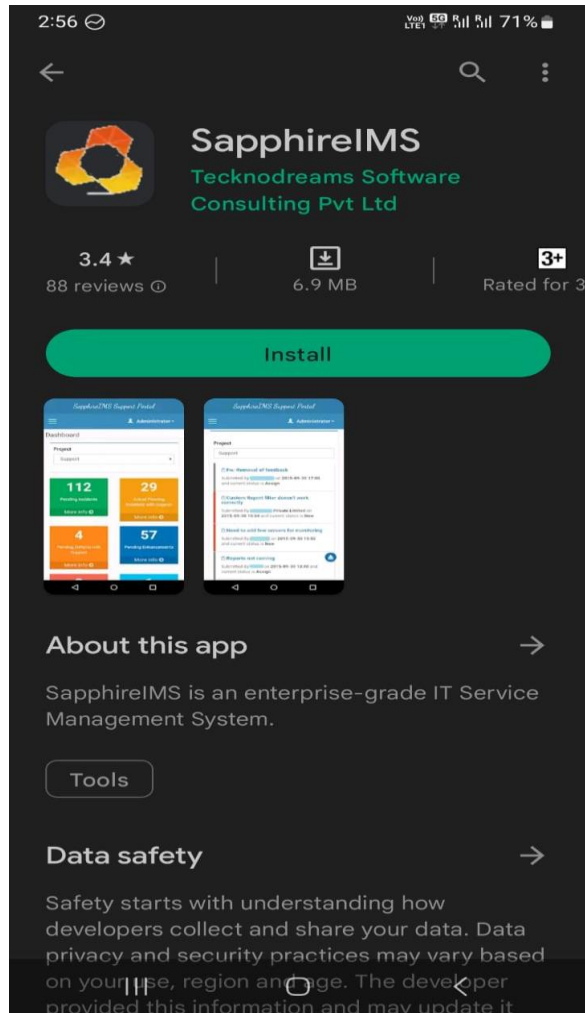
The previous legacy system for reporting incidents in NH is Sapphire

Sapphire is an incident management which helps the hospital staff to report the incidents happened.

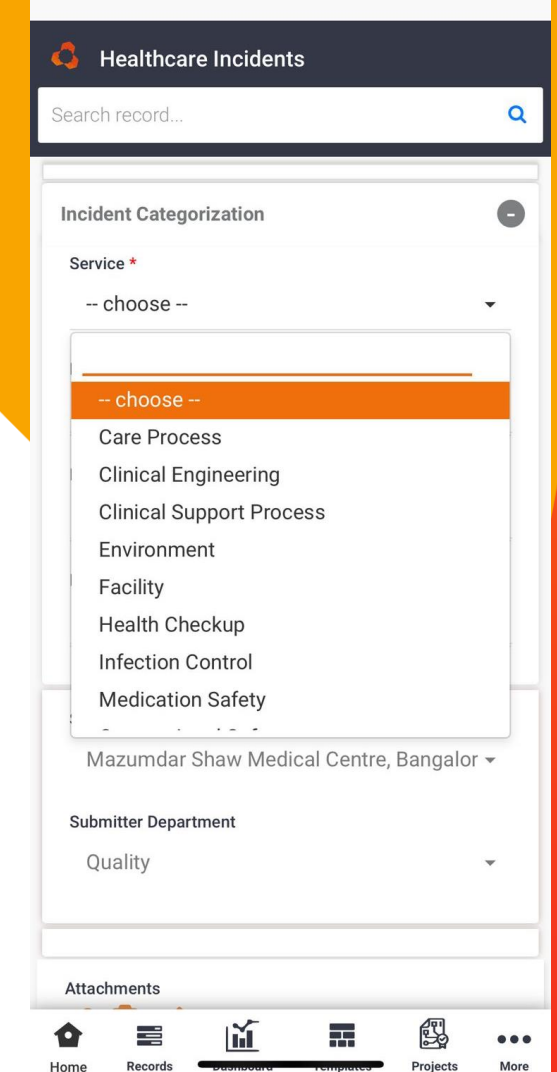
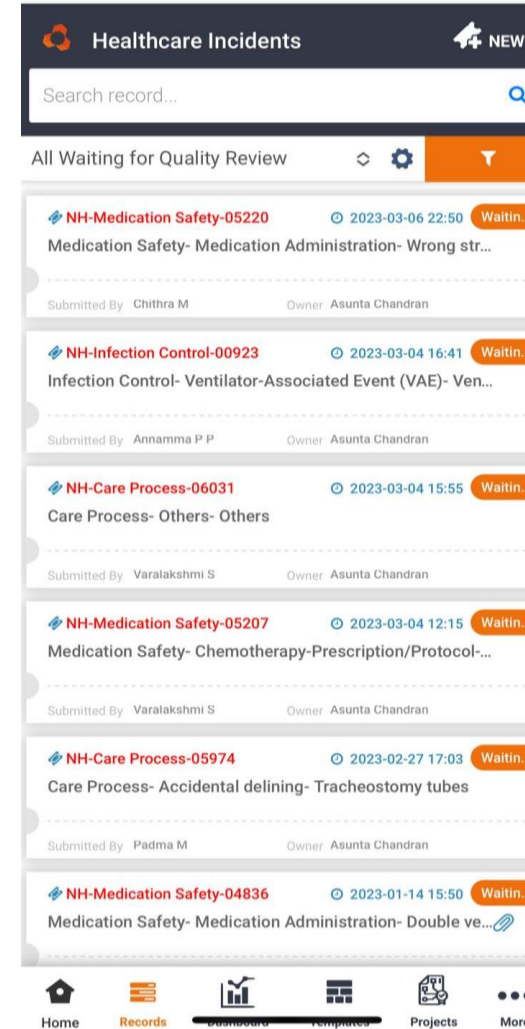
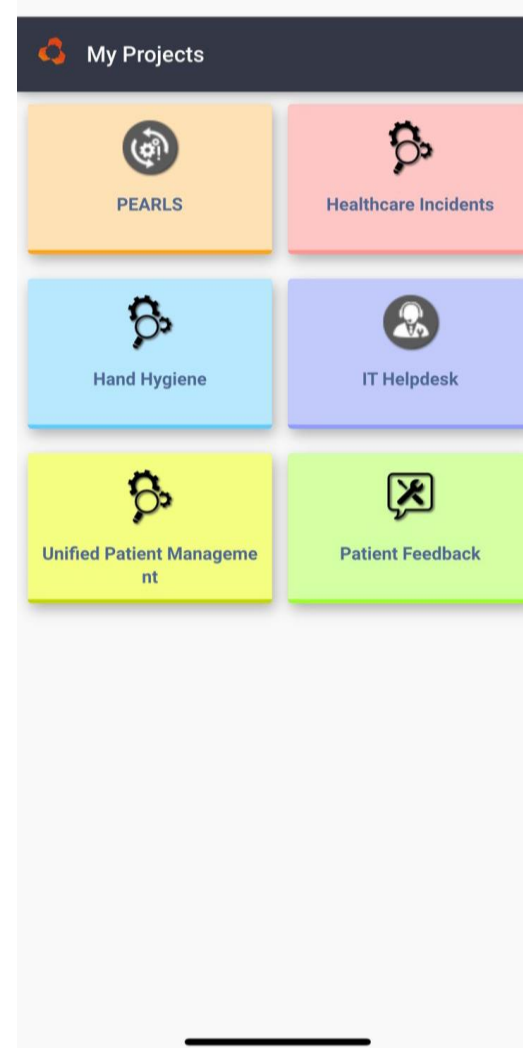
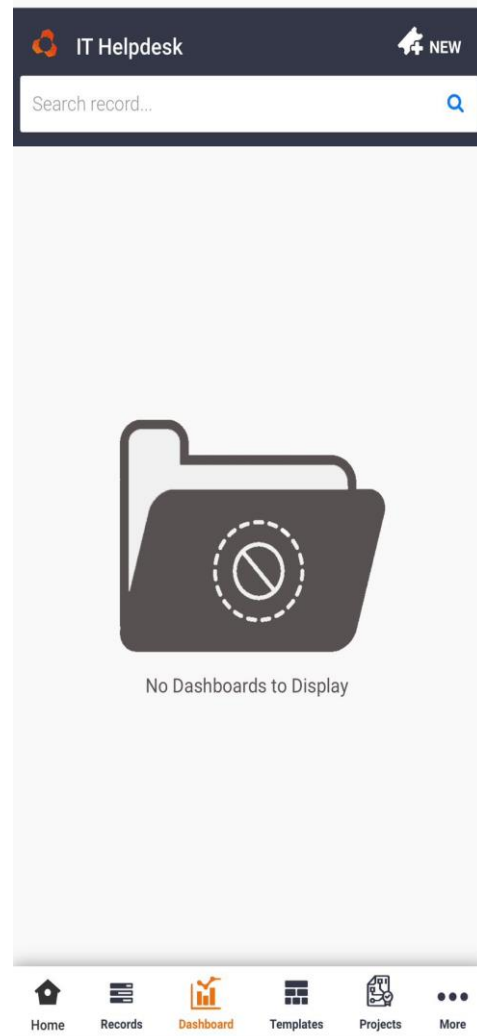
URL:

<https://helpdesk.narayanahealth.org/SapphireIMS/LoginPage>.

Incident reporting : Mobile app



Incident reporting: Mobile app



Incident reporting: Mobile app

 **Healthcare Incidents**

Search record... 

Incident Categorization 

Service *
Care Process 

Incident Category *
Extravassation 

Incident Sub Category *
-- choose -- 

-- choose --
Stage 1
Stage 2
Stage 3
Stage 4

Submitter Department
Quality 

Incident Details 

Search record... 

Submitter Department
Quality 

Incident Details 

Incident Date And Time *

Location In Facility *
-- choose -- 

Effected Body Location

Incident Description

Witnessed or First Attended By

Immediate Action Taken

Witnessed or First Attended By

Immediate Action Taken

Departments Involved
-- choose -- 

Speciality
-- choose -- 

Additional Analysis 

Submitter Info 

Benefits of Sapphire

- 1. Better way of understanding to the Assignee & investigation team to resolve the incident**
- 2. Everything is mentioned in detail**
- 3. Incident can be reported through website or app**

Drawbacks of Sapphire

- 1. Minimum 15-20 clicks to report**
- 2. Choosing service, category, sub category can be confusing**
- 3. Need to login to a different link**
- 4. Raising incidents needs training due to complexity**
- 5. Wrong mapping for doctors who work from multiple facilities**
- 6. No notifications**
- 7. Time taking process to report an Incident**

Problem statement

Current

Incidents are under-reported

- Fear of disciplinary actions.
- Resistance to additional workload.
- Lack of awareness on how incident reporting creates impact

Current incident reporting system has gaps.

- Approximately **20** mandatory clicks to raise one incident.
- Incidents mostly raised only by staff-in-charges.
- Actions not monitored.
- Approximately **one week** of Incident Closure TAT time.

Future

Data points are scattered across software ecosystem.

- Data points available in the software can help to automate incident reporting.
- The Data is mostly unstructured.
- By bridging some product gaps, more useful data can be captured.

Goals

1. Identify data points from current software ecosystem which can help trigger incidents automatically
2. Find product gaps in the current ecosystem which can be bridged to trigger more incidents automatically.
3. Classify and document the incidents based on their scope for automation.
4. Increase the volume of reported incidents
5. Reduce the TAT for incident workflow
6. Enhanced patient safety and quality of care

Methodology

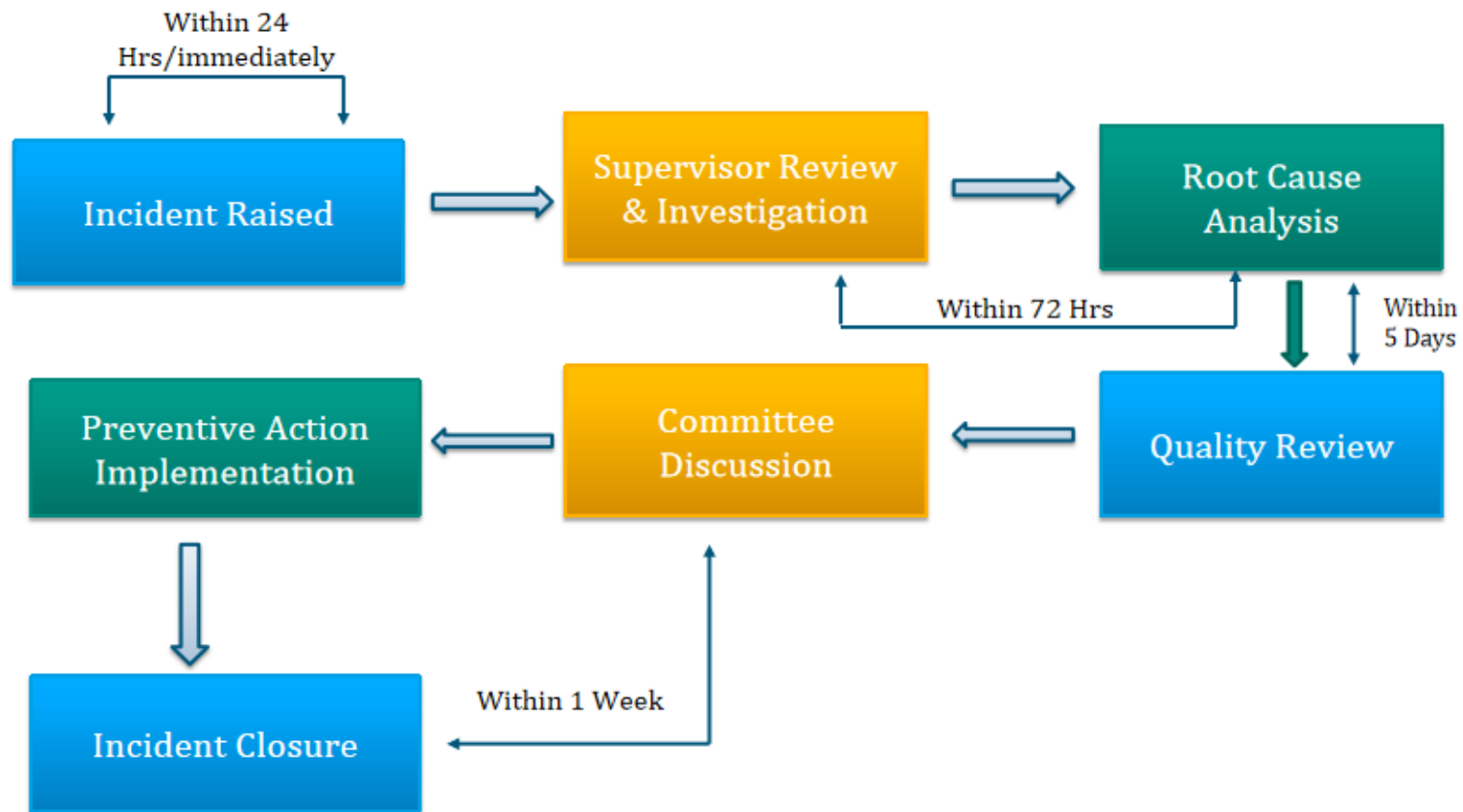
This study aims to investigate & understand the incidents by going through each and every detail & also to understand the Athma module to familiarise with workflow of the relevant module to observe the actual process by visiting the hospital to go through the actual workflow & ask probing questions to clarify doubts so that it would be easy to classify the incidents based on current & future scope for automation by documenting the observations, key findings, steps to automate, any product gaps, future recommendations & limitations.

IMS

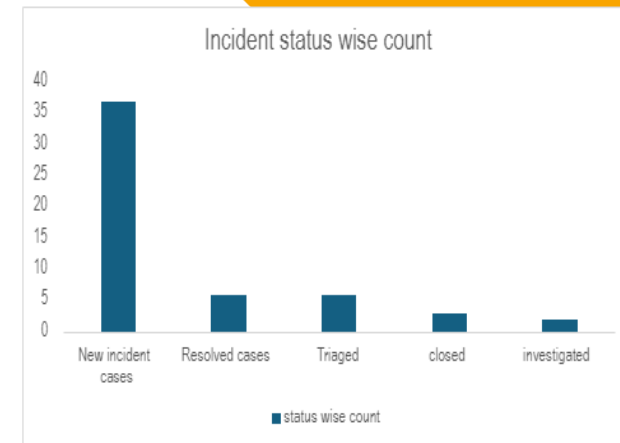
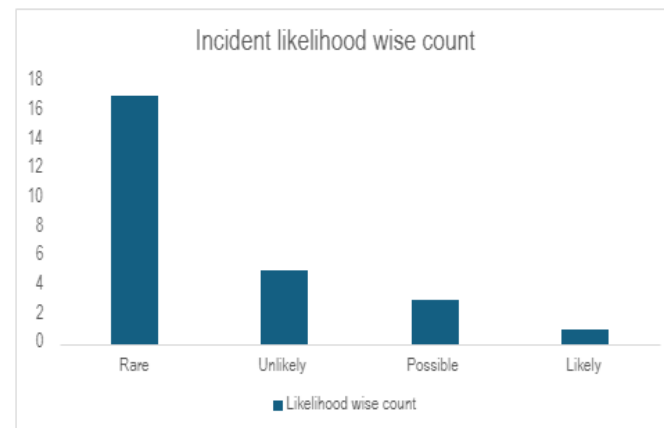
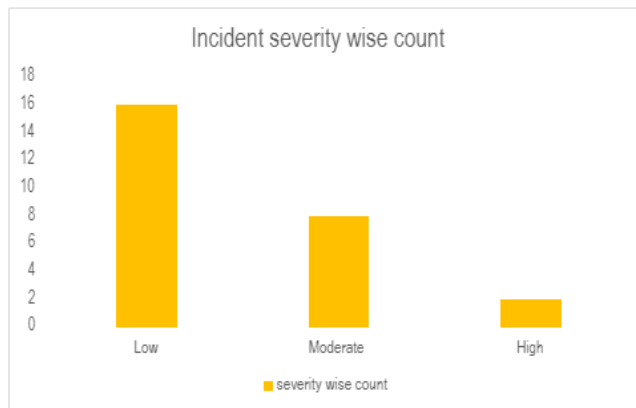
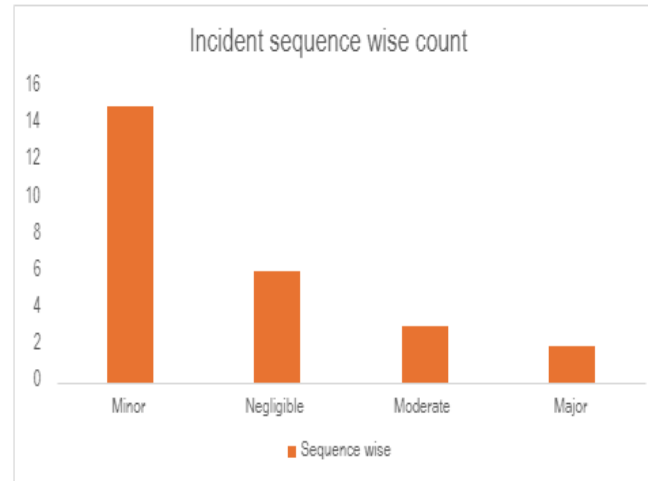
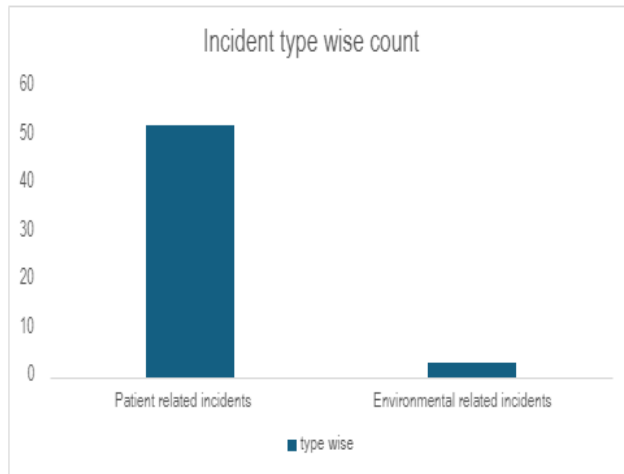
It is an event /condition that could have resulted or did result in harm to a patient. It can be, but is not necessarily, the result of a defective system or process design, a system breakdown, equipment failure, or human error.

Incident management automation uses technology to streamline incident detection, response, and resolution. By automating repetitive tasks, teams can focus on high-value activities like threat hunting and analysis, reducing response times and minimizing downtime.

Process flow of IMS



Implementation of IMS



IMS Benefits

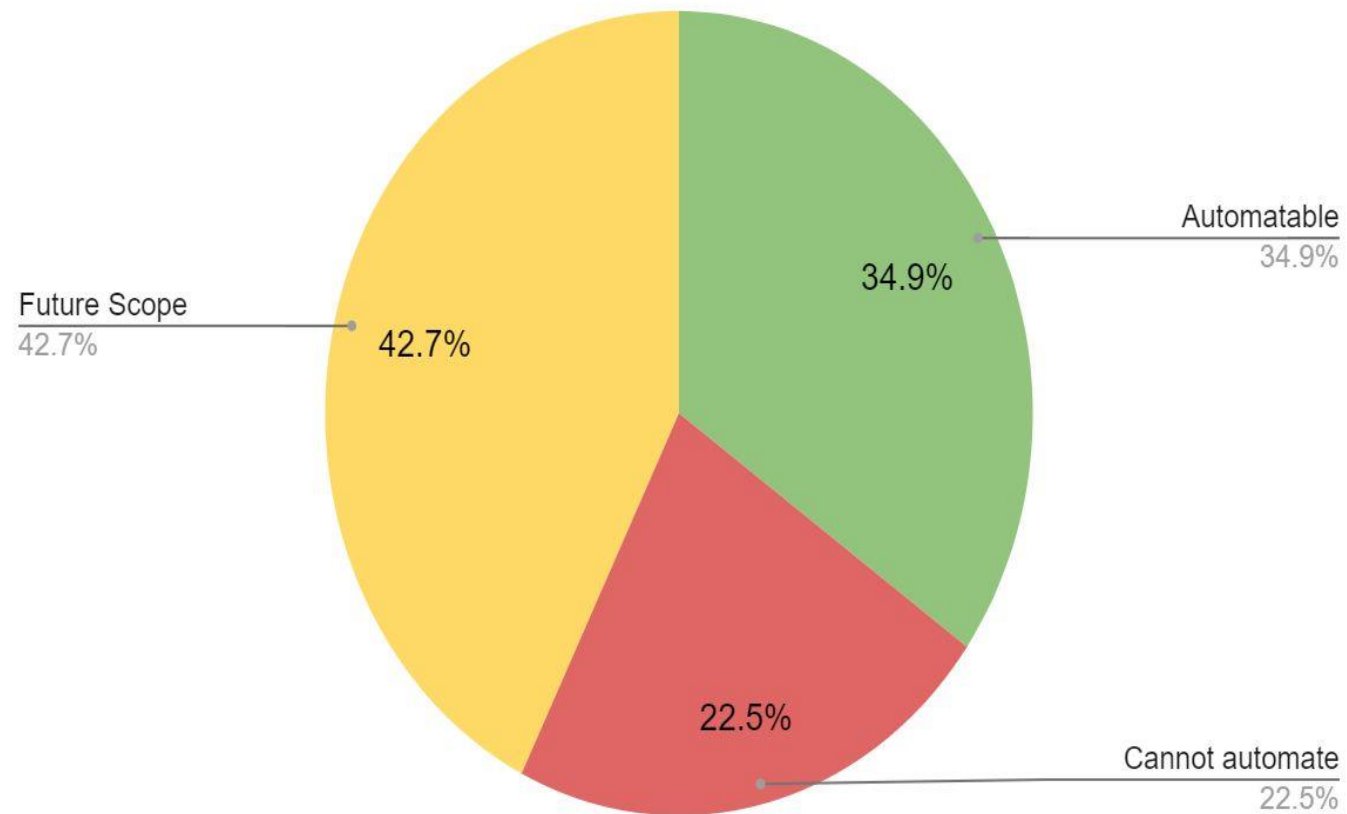
- 1. Better way to report an incident without any complications**
- 2. Direct Installation in ATHMA**
- 3. Minimum 2-3 clicks to report an Incident**
- 4. It does not need any training to report**

IMS Drawbacks

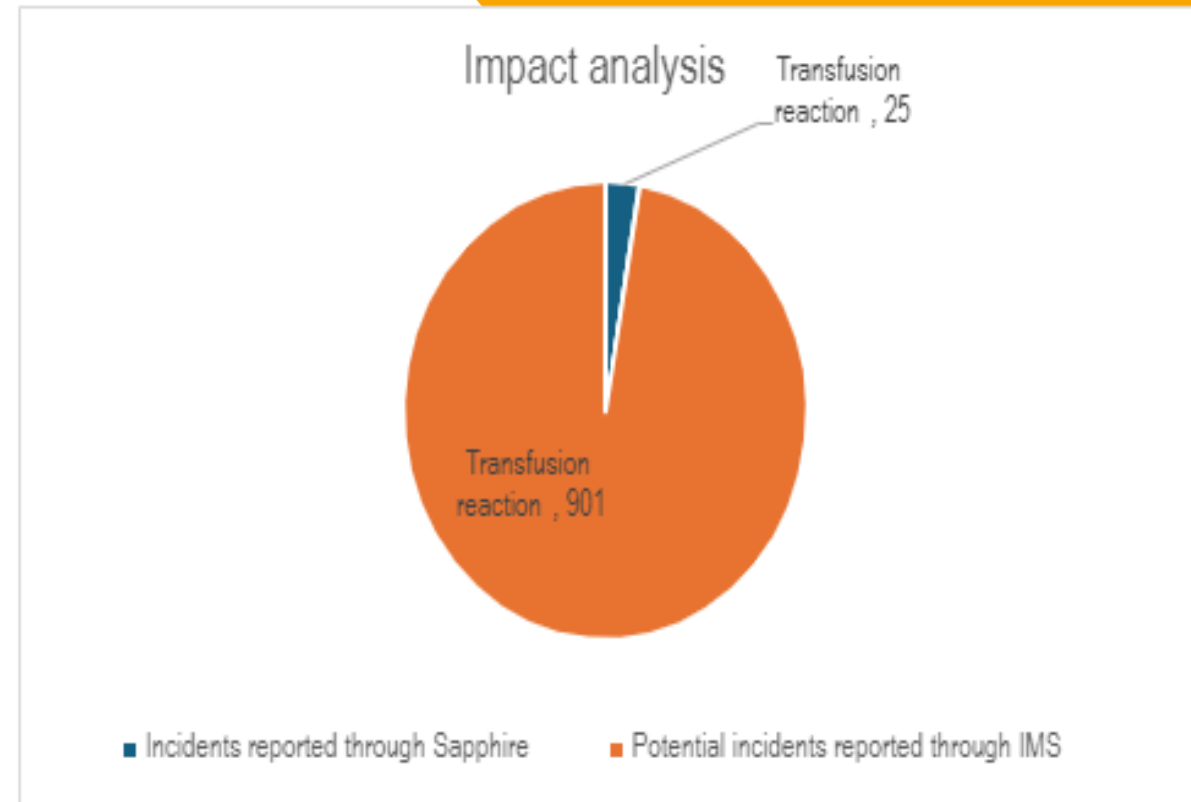
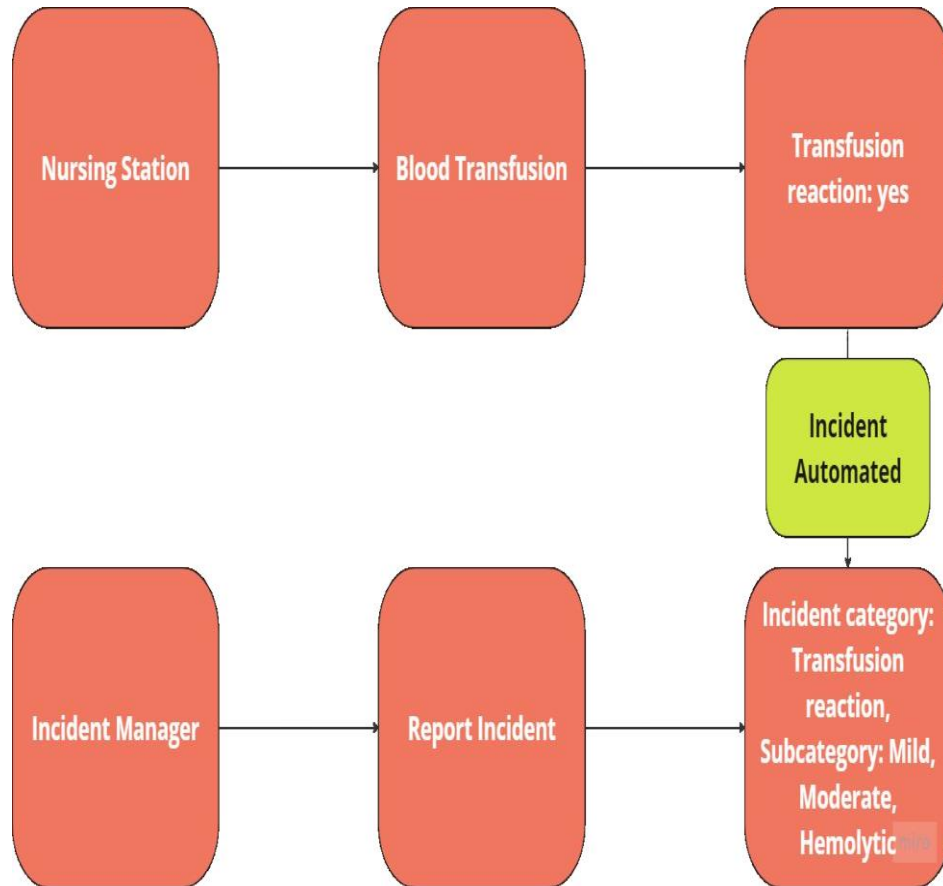
- 1. Difficulty in articulating incident description**
- 2. No notification**
- 3. No filter to categorise the incident**
- 4. Complicated for the Quality team to resolve the incident**

Automation scope of Incidents

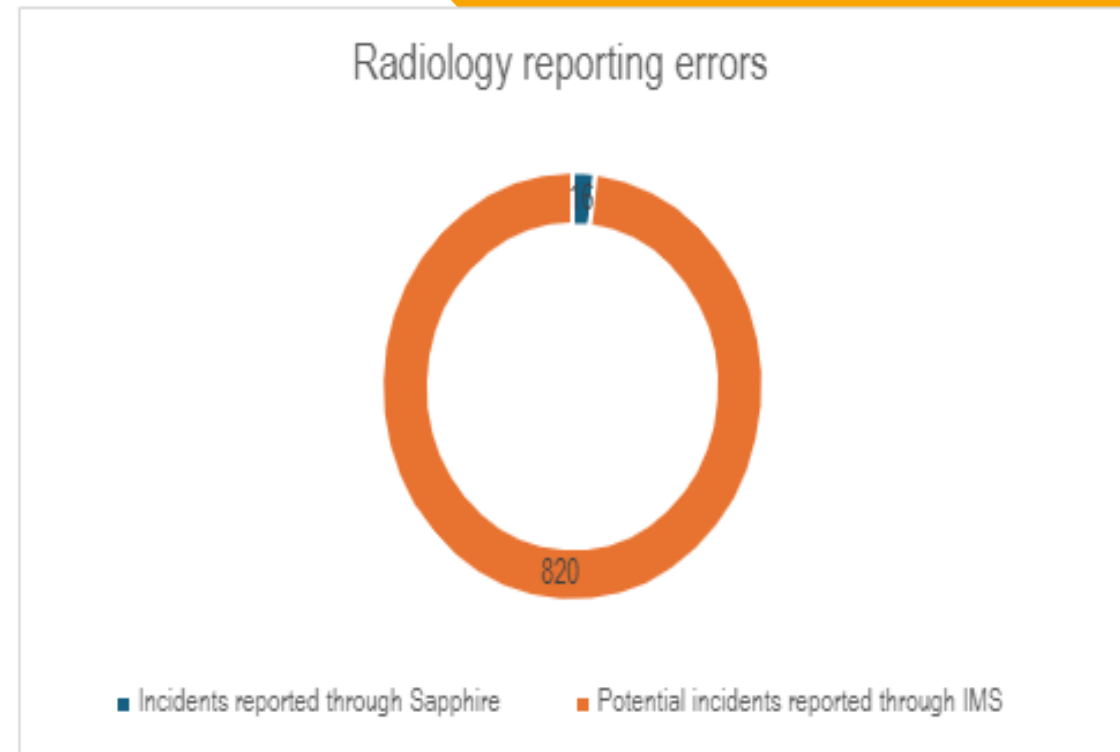
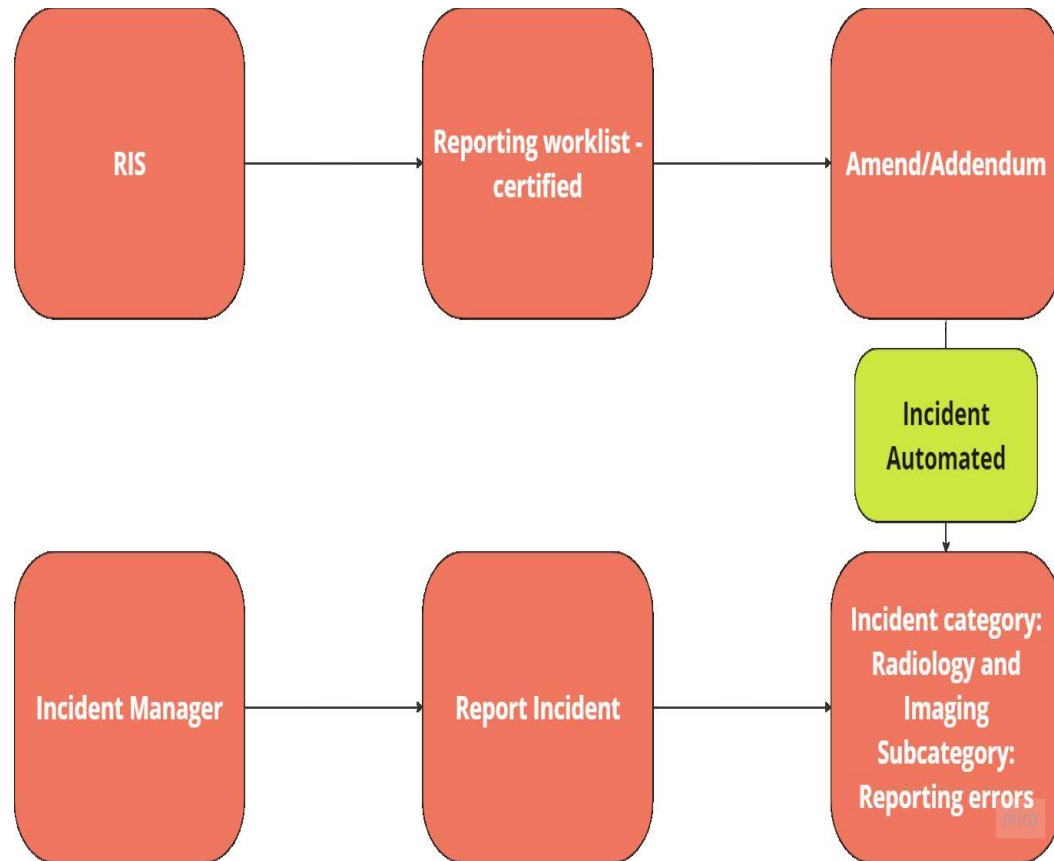
Automation Scope of Incidents



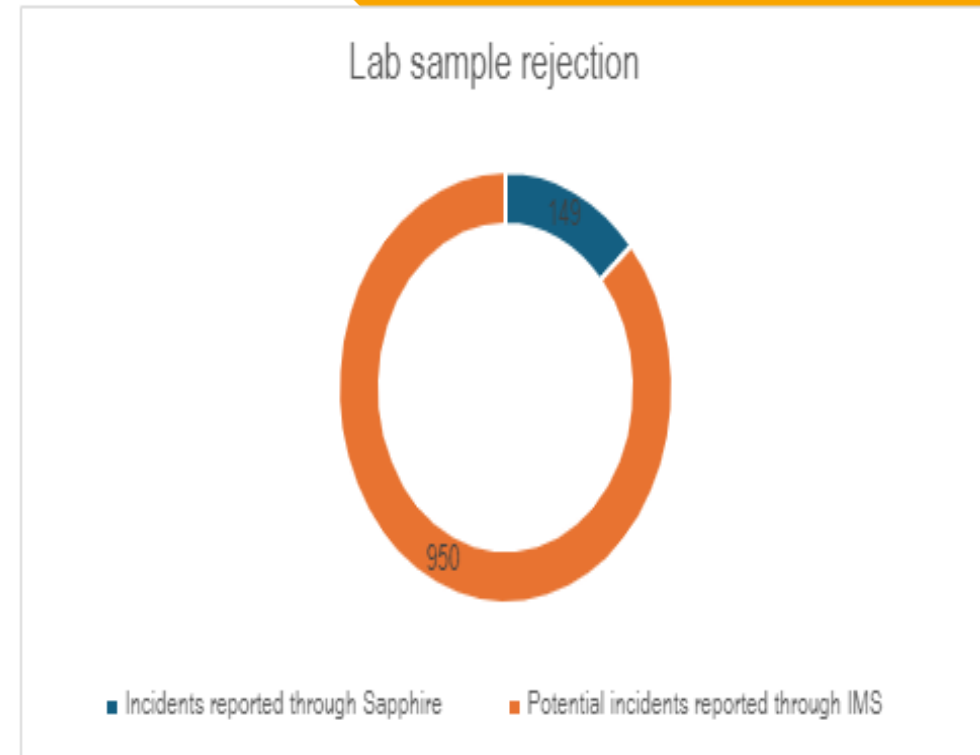
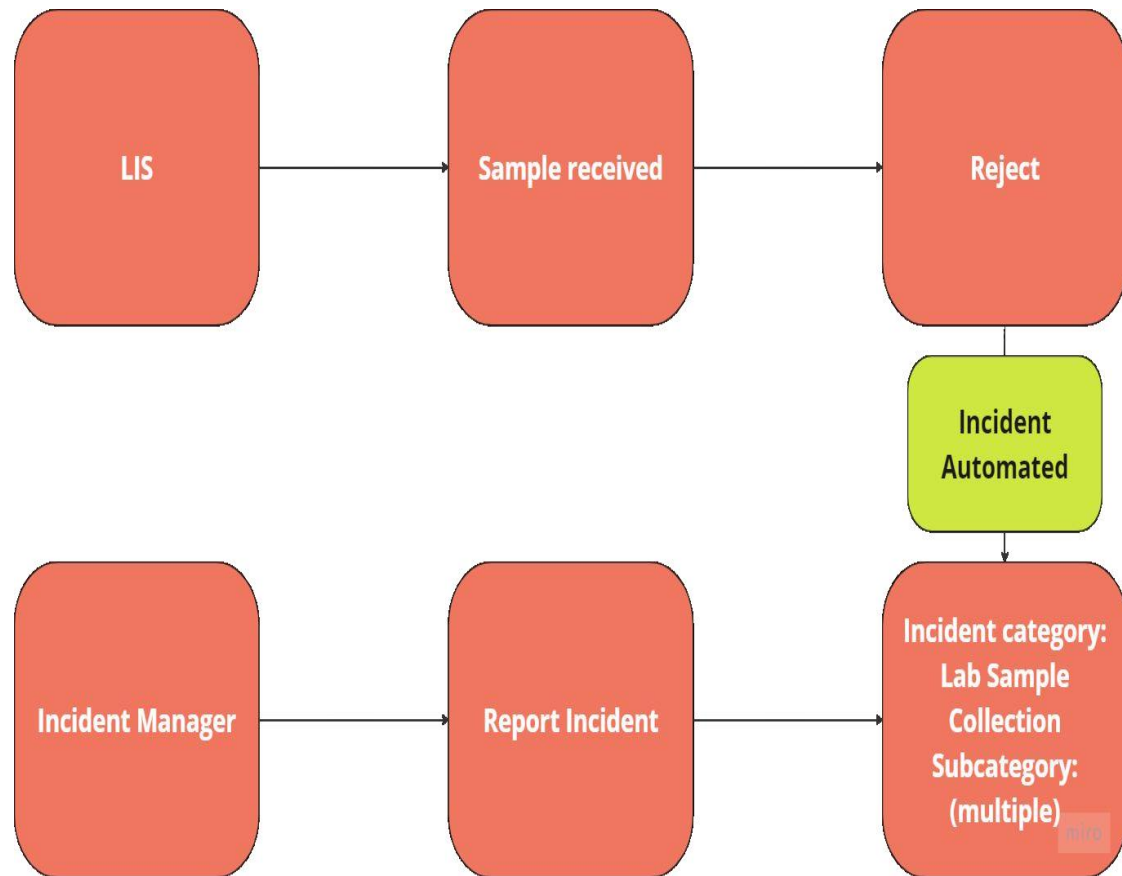
Automation of incidents- Blood transfusion



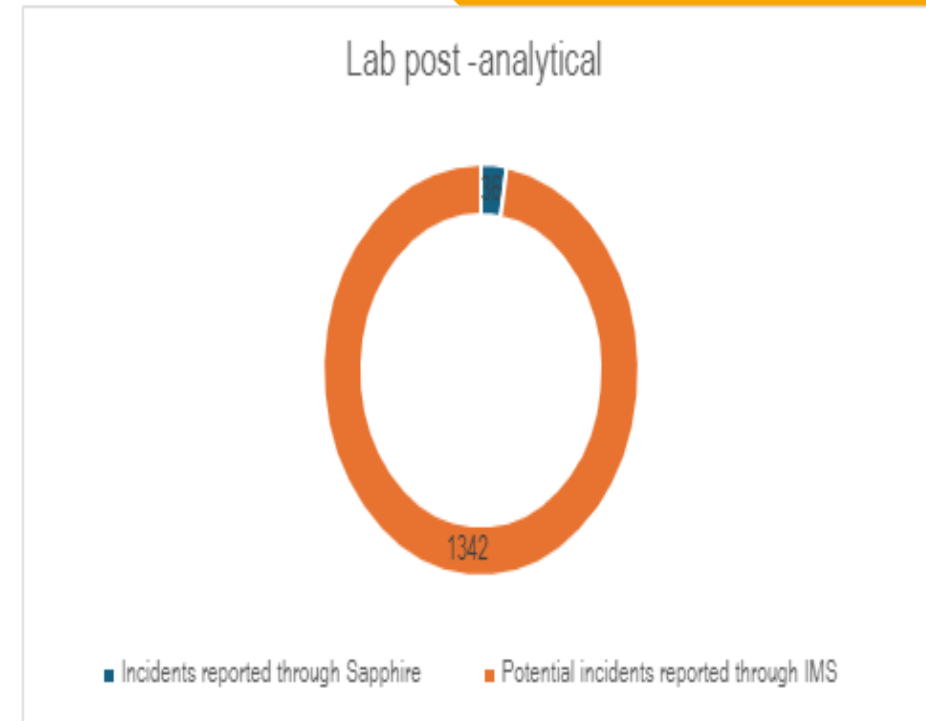
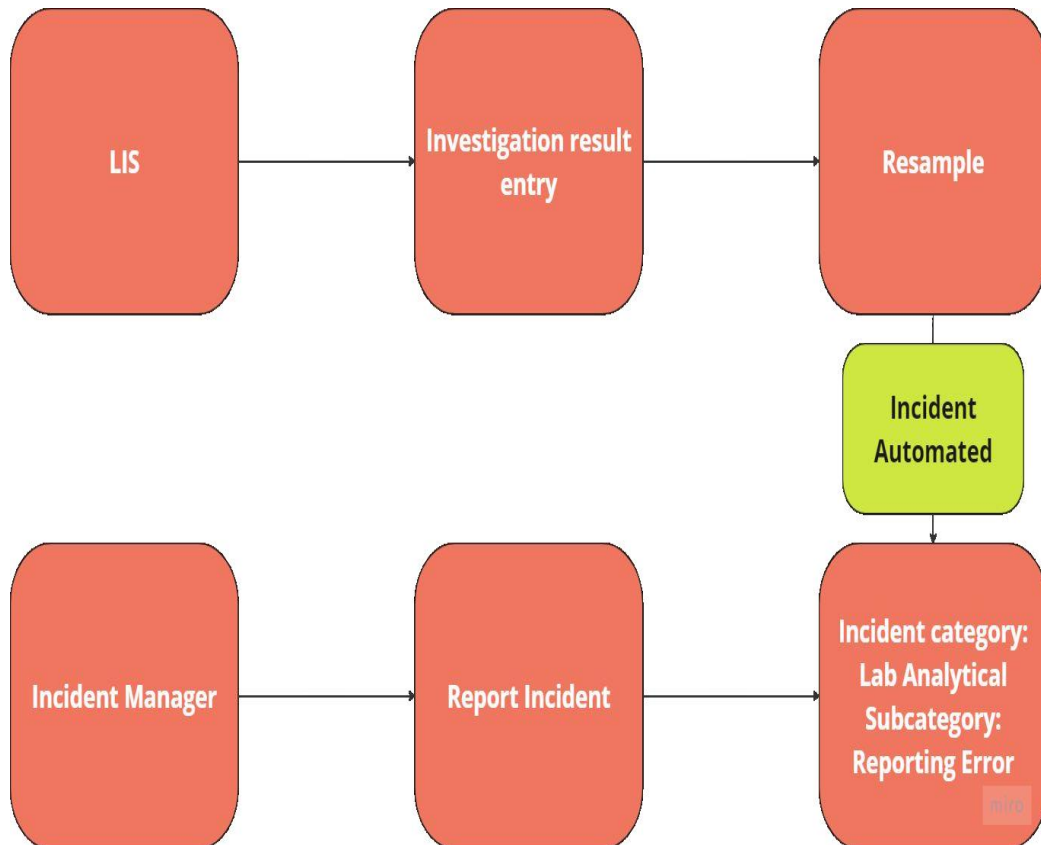
Automation of Incidents- Radiology reporting errors



Automation of Incidents- Lab sample rejection



Automation of Incidents- Lab post- analytical





Thank You



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