

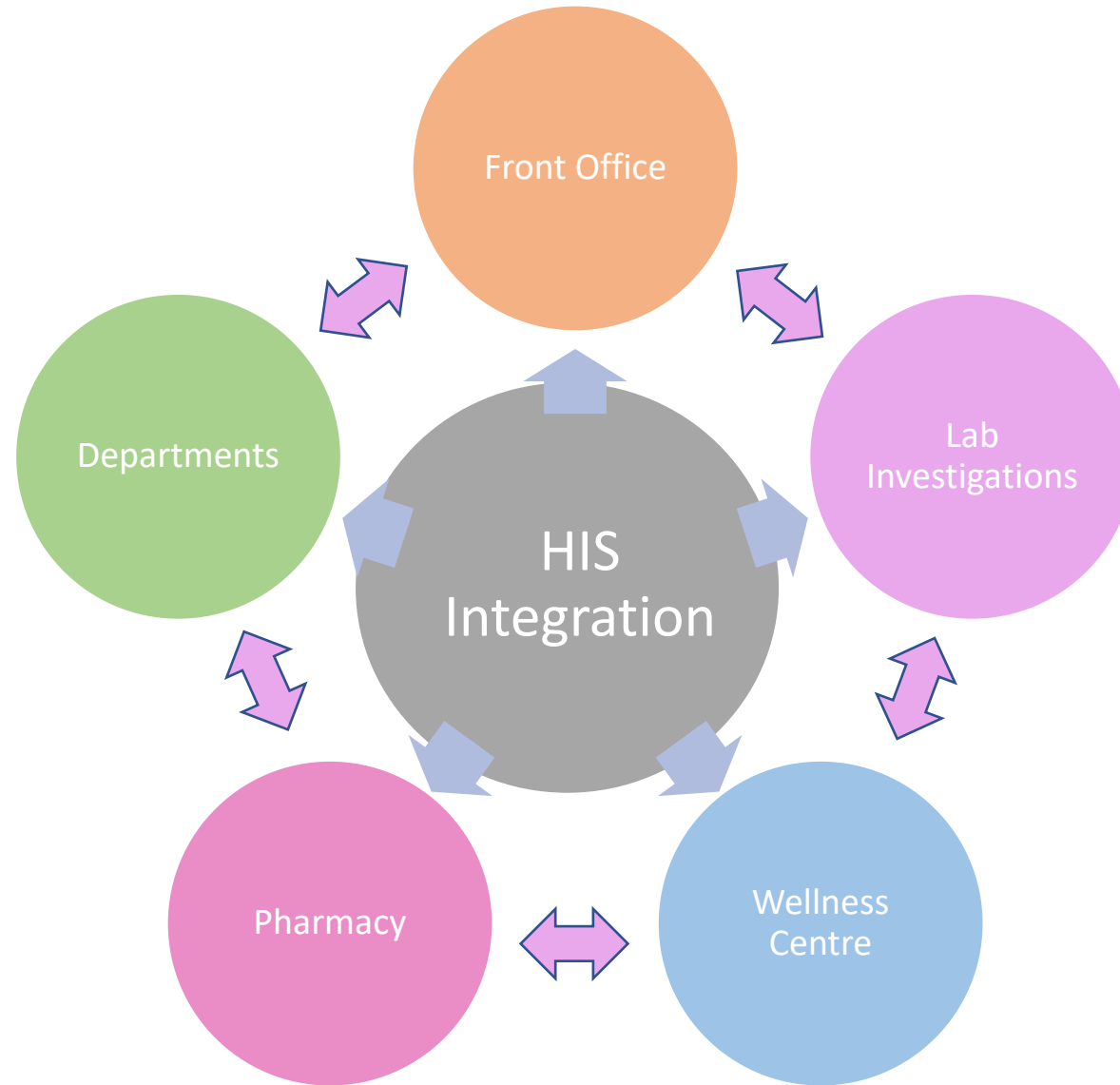
Hospital Information System Integration in OPD Services



Present By

Dr. Nidhi Chandragade

Organization: Aditya Birla Memorial Hospital, Pune



Research Methodology

Survey Type:

Personal Interview (along with Questionnaire)

Research Type:

Descriptive, Cross sectional Analytic Study

Sampling Technique

Simple Random Sampling

Data Type

- Primary Data
- Hard copy of Questionnaire collected personally from Staff and Doctors

Survey Sample Size

Doctors

Sample size

50

Questionnaire

18

Staff

Sample size

30

Questionnaire

15

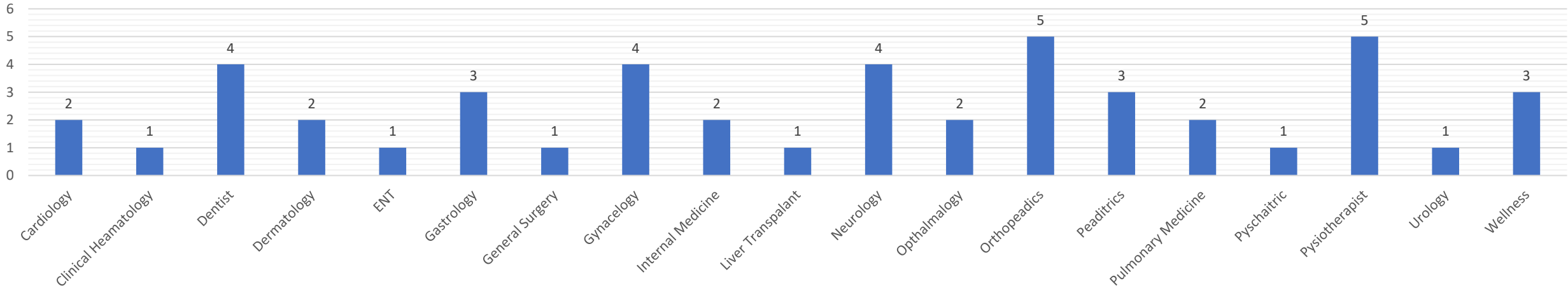
Aim: To know the effective working of current information system

Objectives

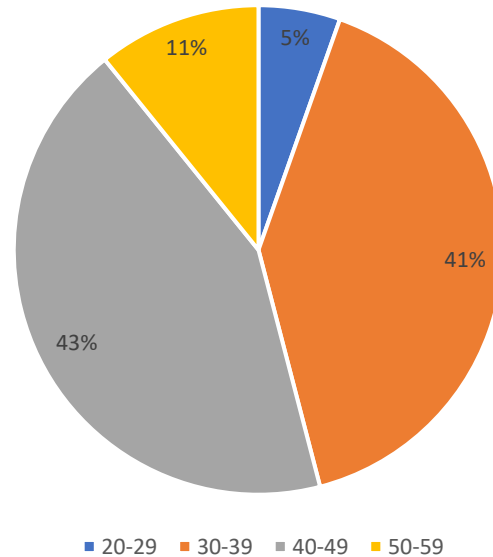
- To improve patient information accessibility to health care professionals during treatment.
- Improvements to the medical records handling process
- An improved registration process with a shorter turnaround time
- Integrated management allows for better decisions- making

Doctors' Survey Data Analysis

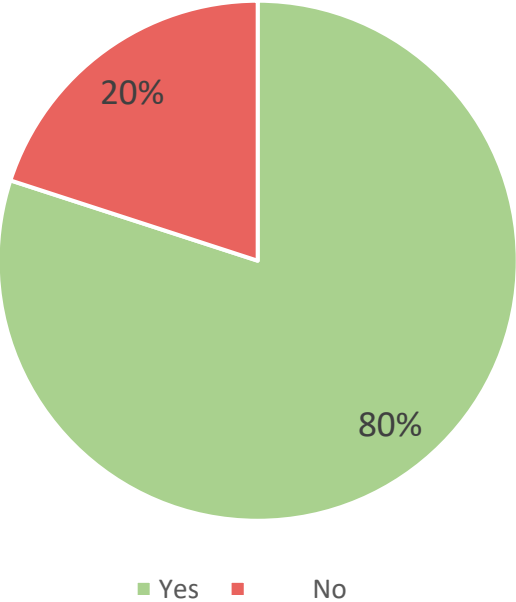
Departments



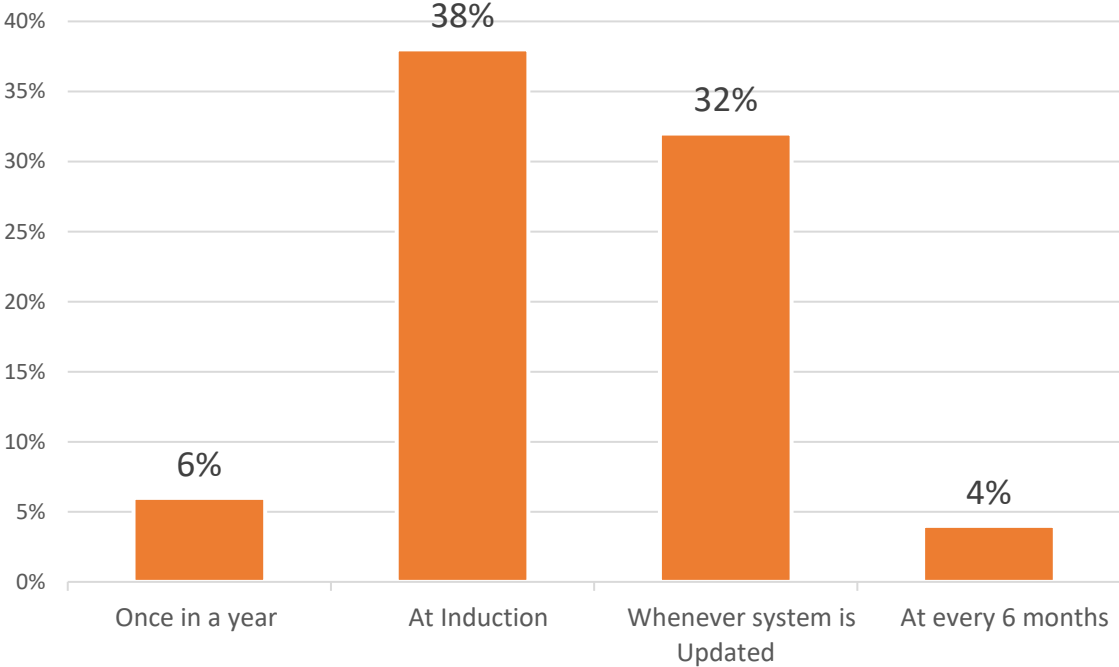
Age



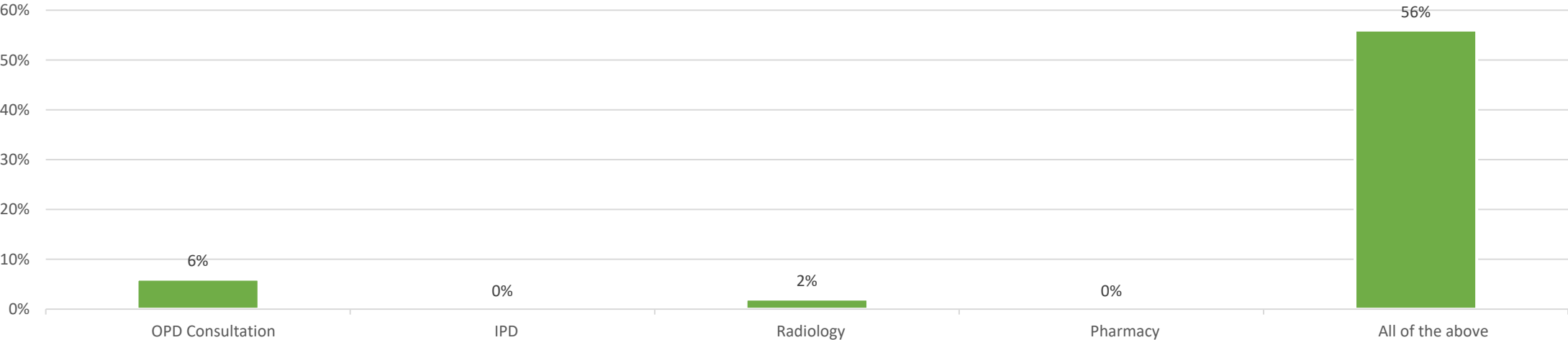
Have you got official training from Hospital in HIS?



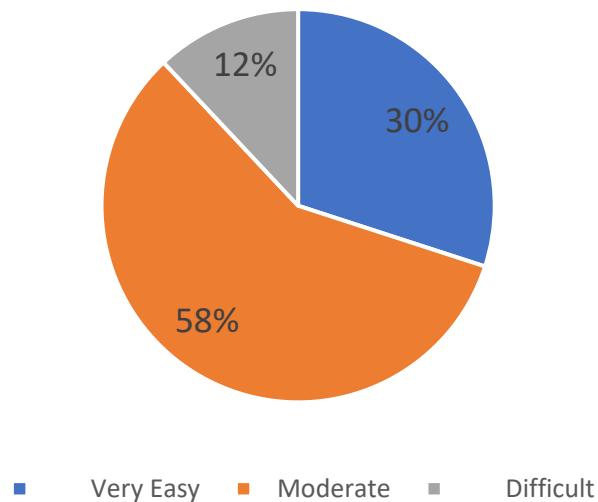
How often do you get training for HIS?



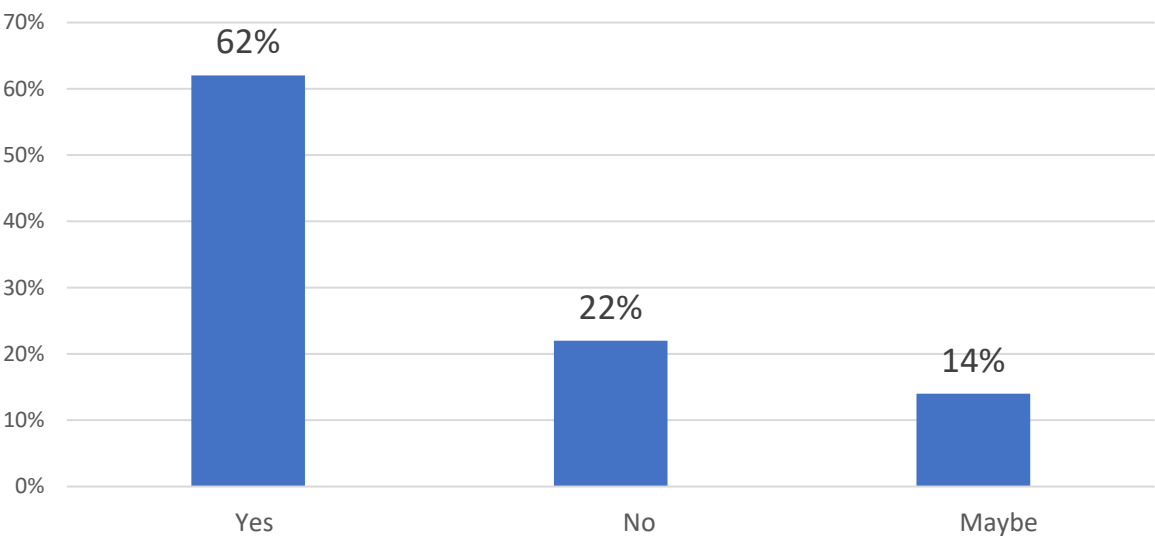
For what Purpose do you use the HIS in Patient care



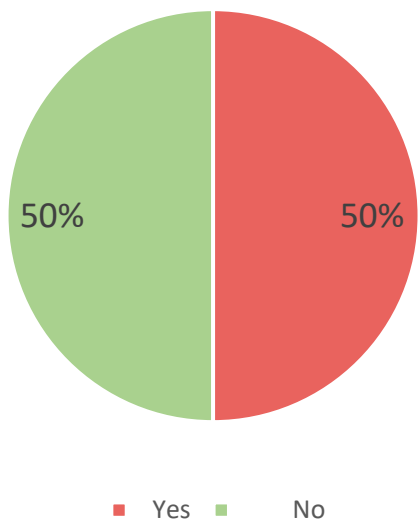
How easy is it to retrieve and track the past medical history?



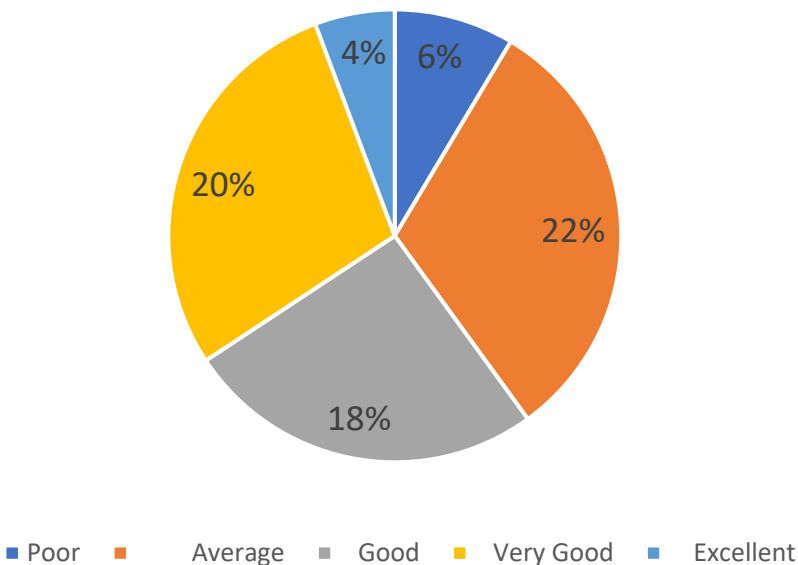
Does the HIS helps to interpret the laboratory test data and generates diagnostic comments?



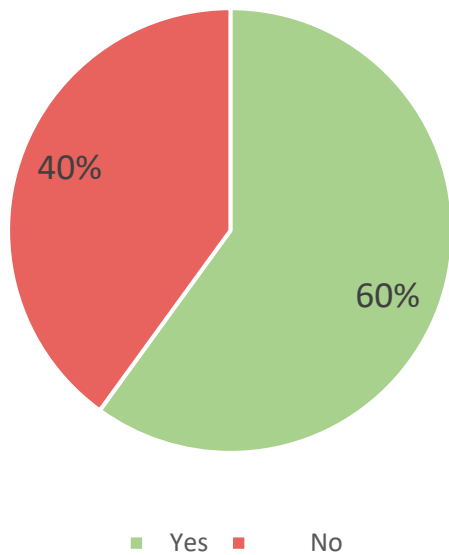
Have you carried out teleconsultation/Video Conferencing through HIS?



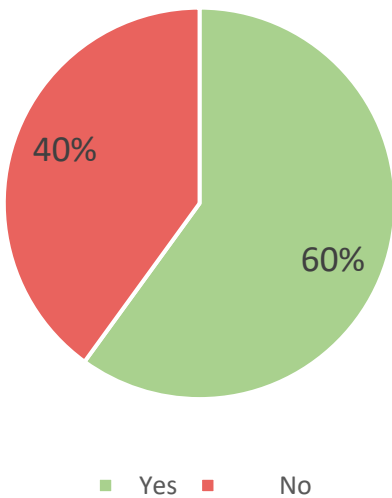
If yes then how satisfied are you with the process



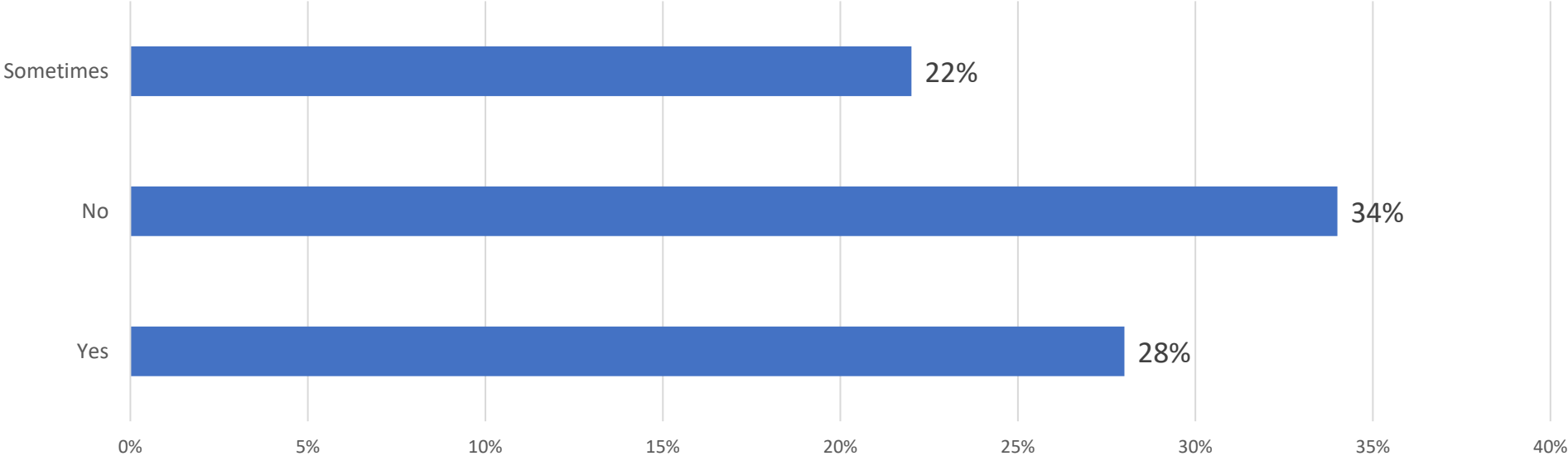
Is the HIS accessible from a smart phone?



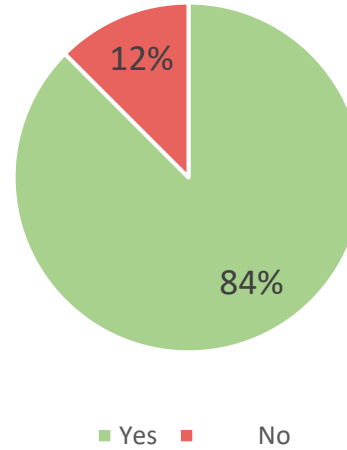
Are you aware of the Hospital online portal?



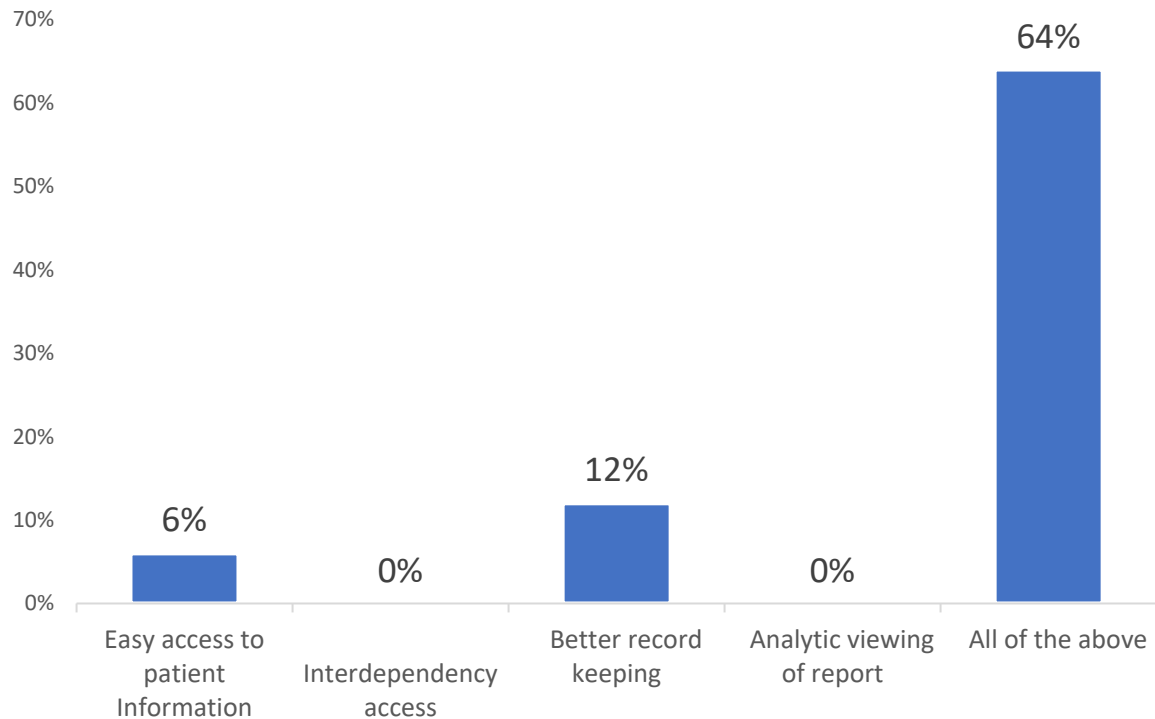
If yes, do you inform the patient about online patient portal to access reports and prescriptions?



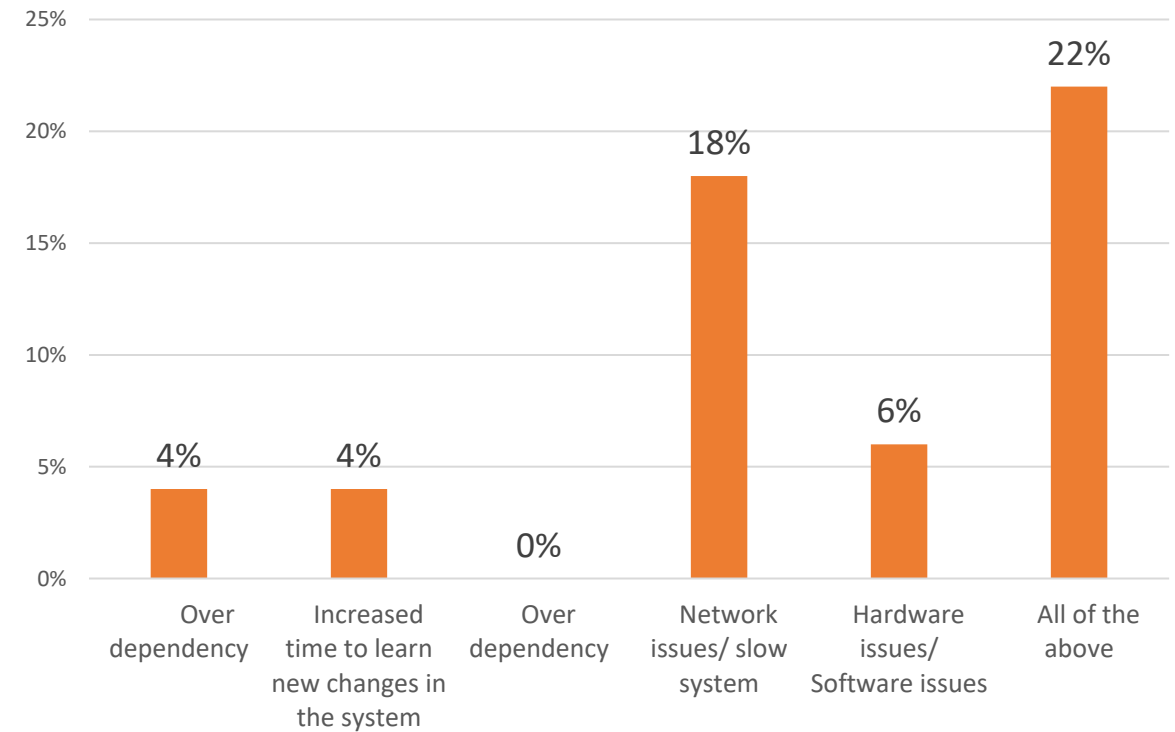
Do you think Auto type (Speech to text feature) will be helpful?



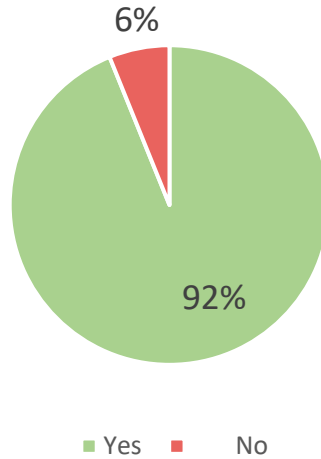
In your opinion, what are the pros of the HIS



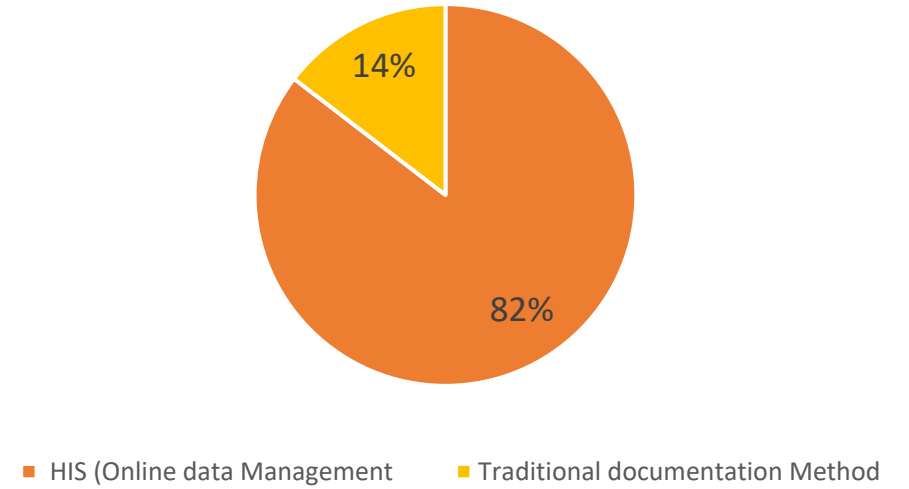
In your opinion, what are the Cons of the HIS



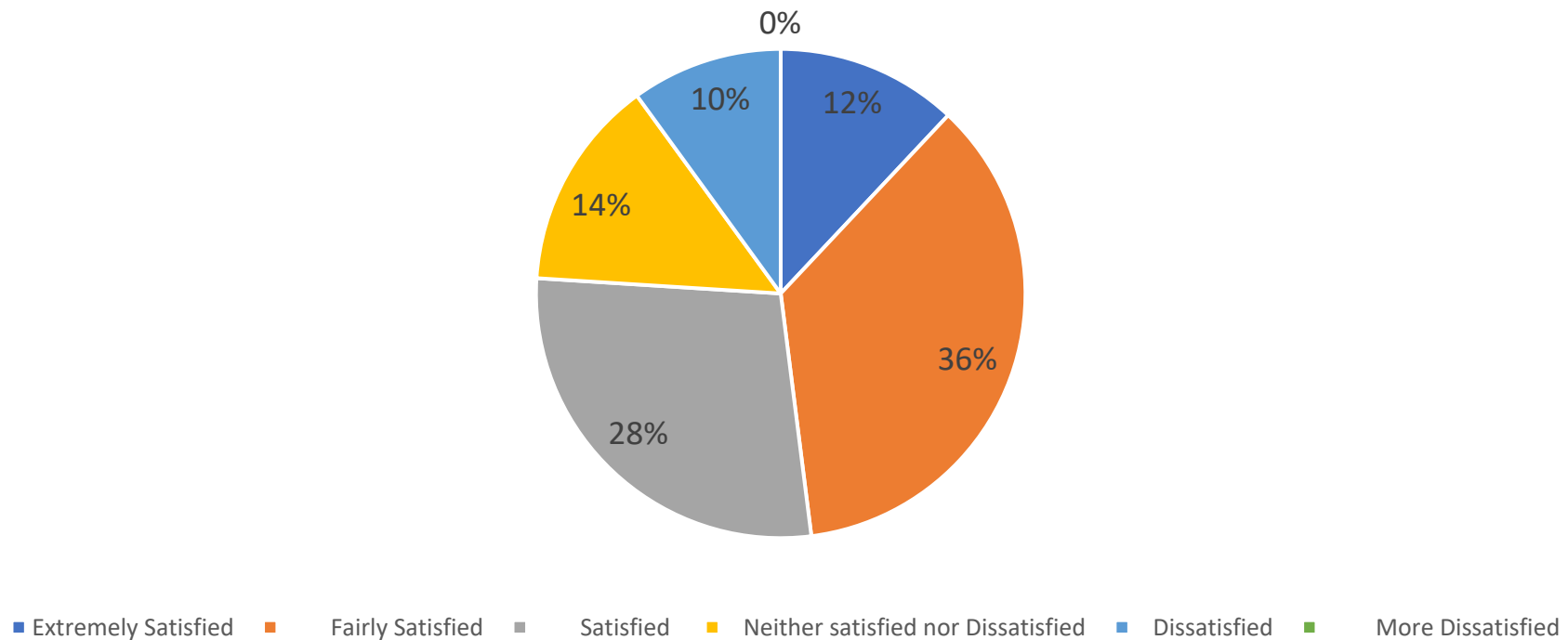
Do you feel HIS is useful in improving health care services ?



In your experience which system is better for patient care



Overall how satisfied are you with the hospital information services as concerned with patient care

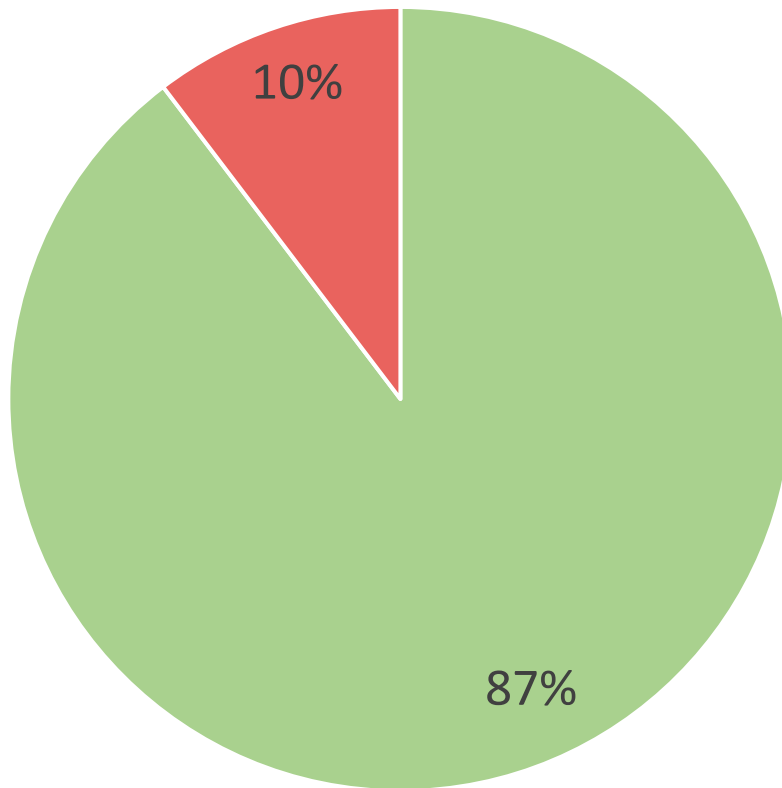


Doctor's Survey Interpretations

- 50% of the Doctors have used teleconsultation / Video Conferencing in HIS. 42% of these are satisfied whereas 28% were dissatisfied.
- Only 12% Doctors find it difficult to retrieve and track medical history in HIS
- Doctor find HIS useful in record keeping and ease of access to patient information. Hence 82% Doctors feel HIS is better for patient care than traditional documentation method.
- 76% of Doctors are satisfied with HIS and 14% have neutral view. 10% Doctors are dissatisfied which can be attributed to issues related to Network, Hardware and Software.

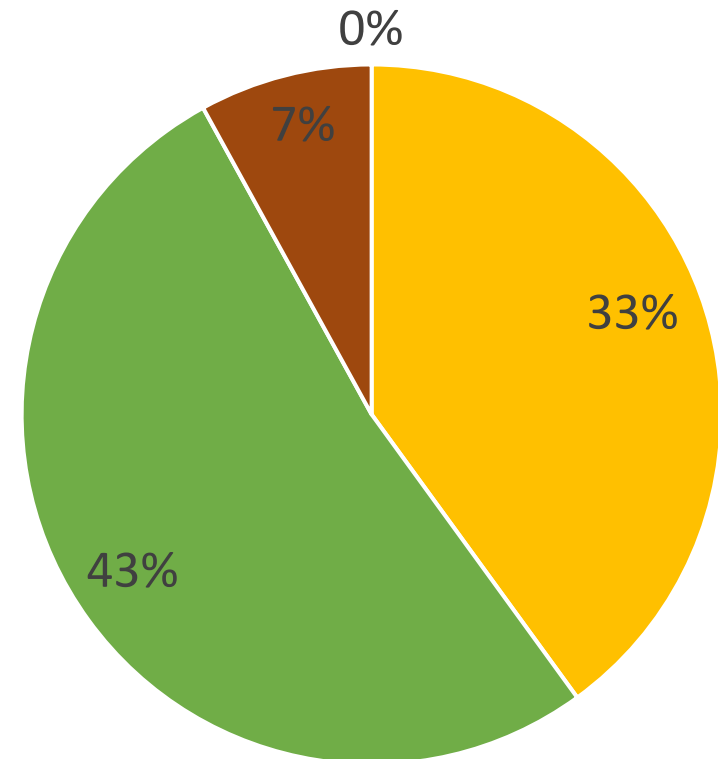
Staff Survey Data Analysis

Have you received training for HIS?



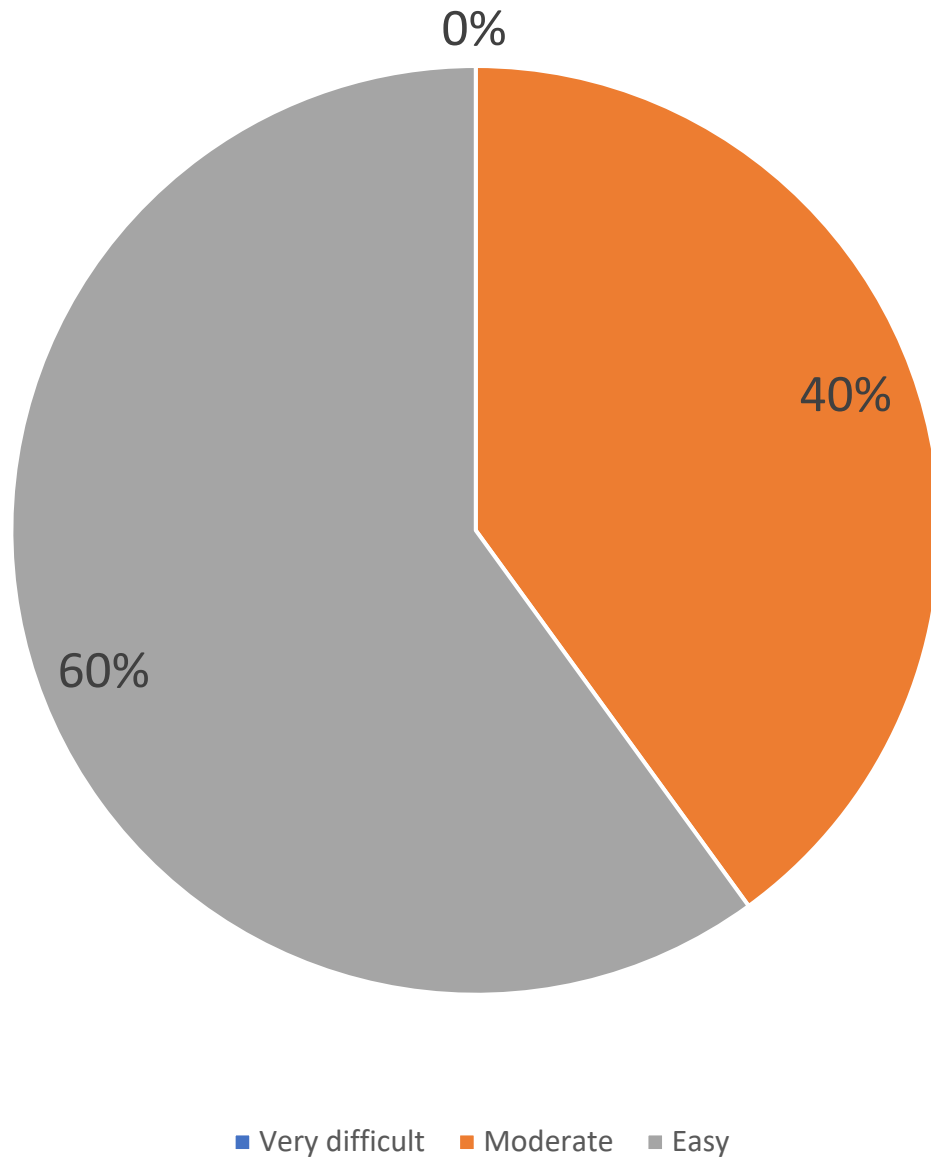
■ Yes ■ No

If yes, how often do you get training regarding HIS ?

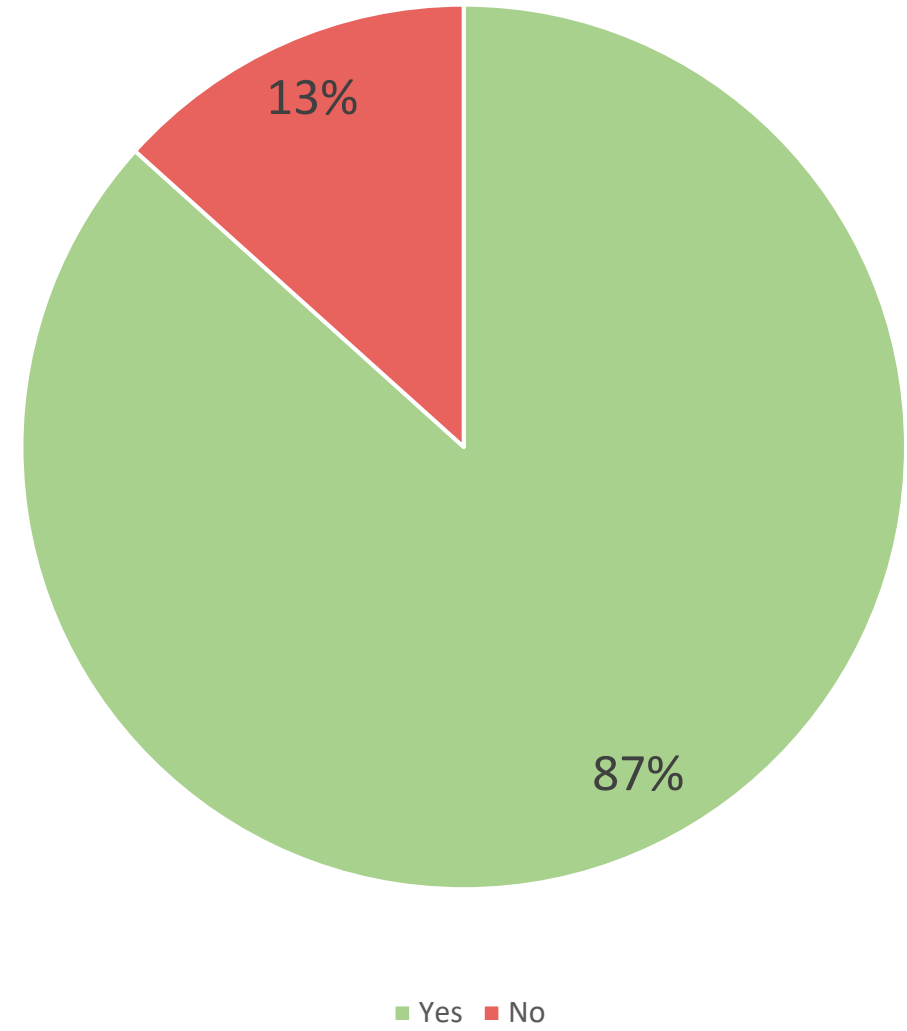


■ Once in a year ■ At Induction
■ Whenever system is updated ■ At every 6 months

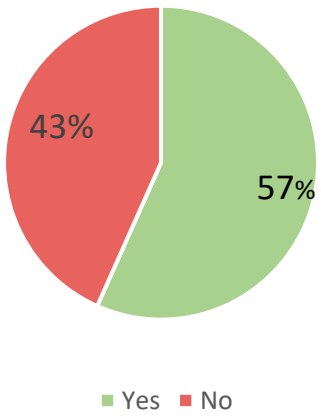
How difficult did you feel to learn HIS?



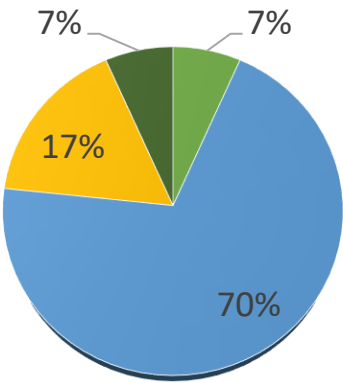
Would you appreciate if training video are displayed in the HIS?



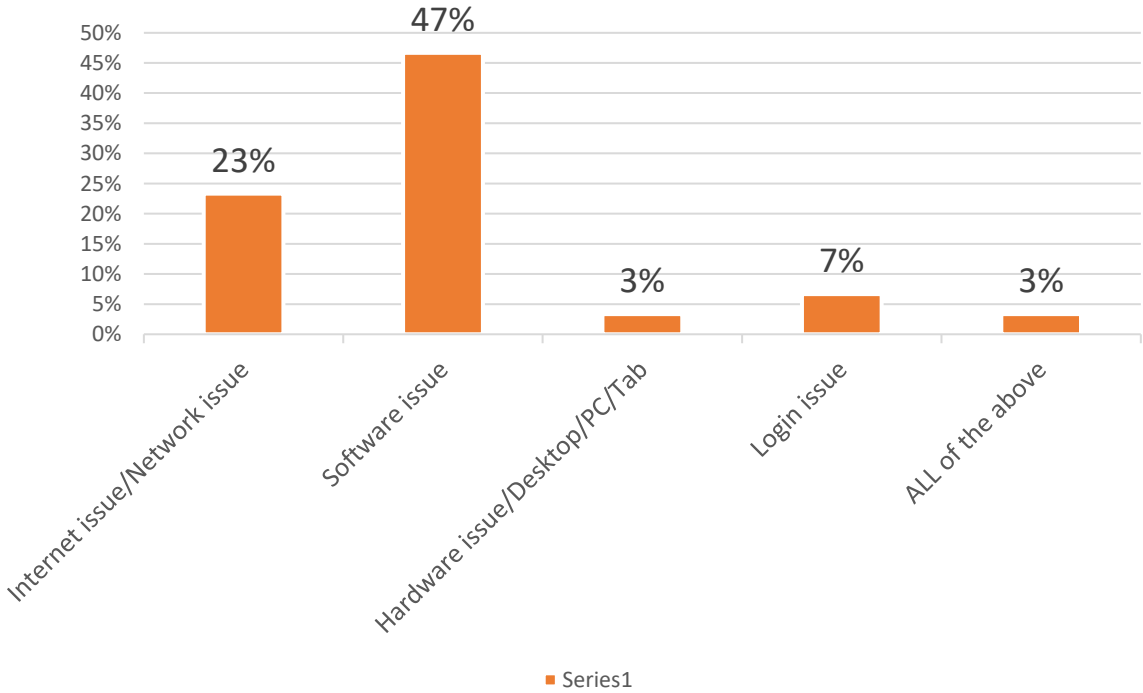
Are you satisfied with the speed of HIS?



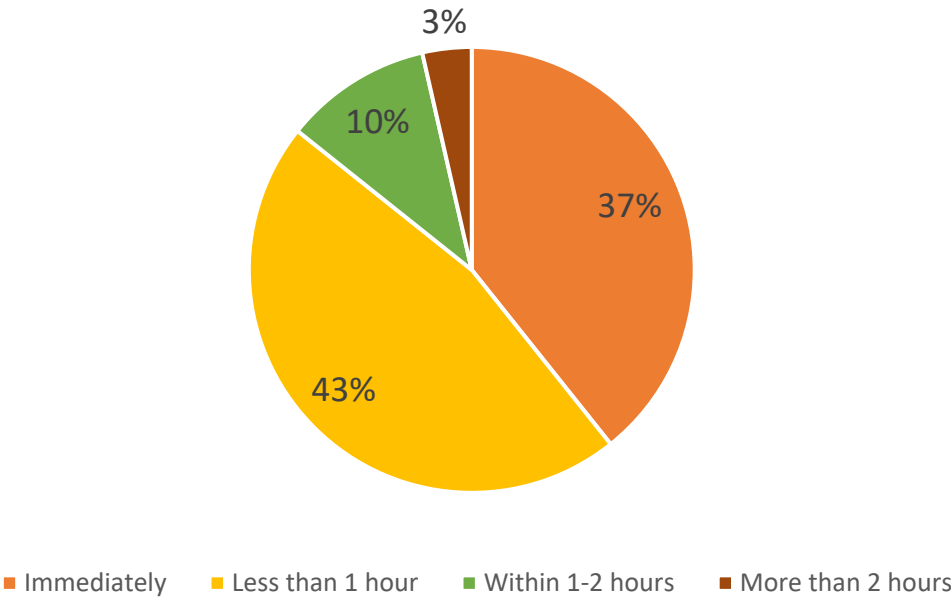
How often do you face problems with HIS?



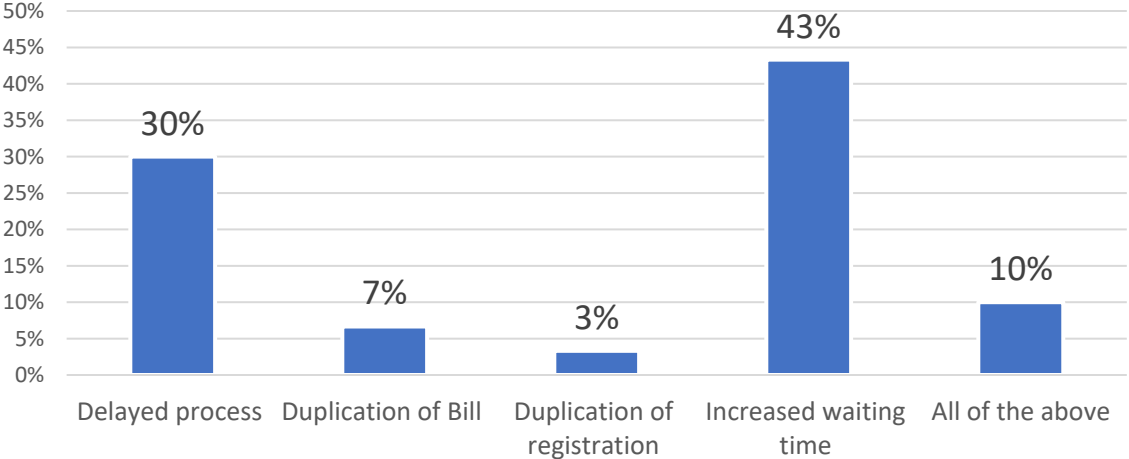
If faced issues what are they mainly related to



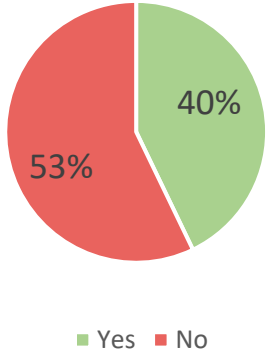
How long does it take to resolve the issue?



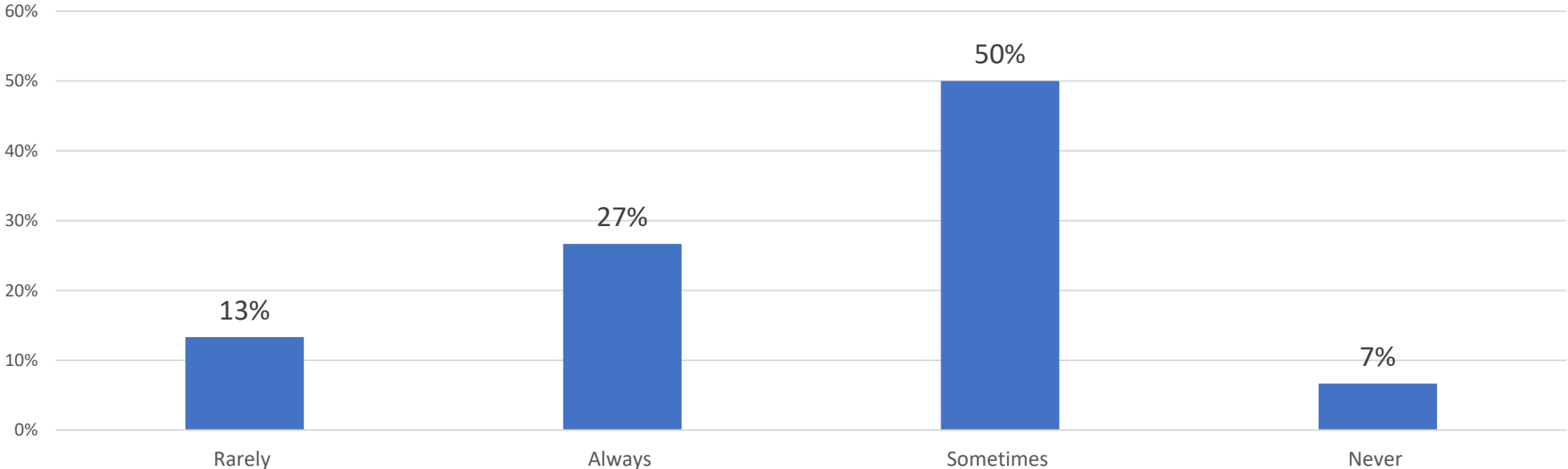
What errors may occur during network downtime that can create problems?



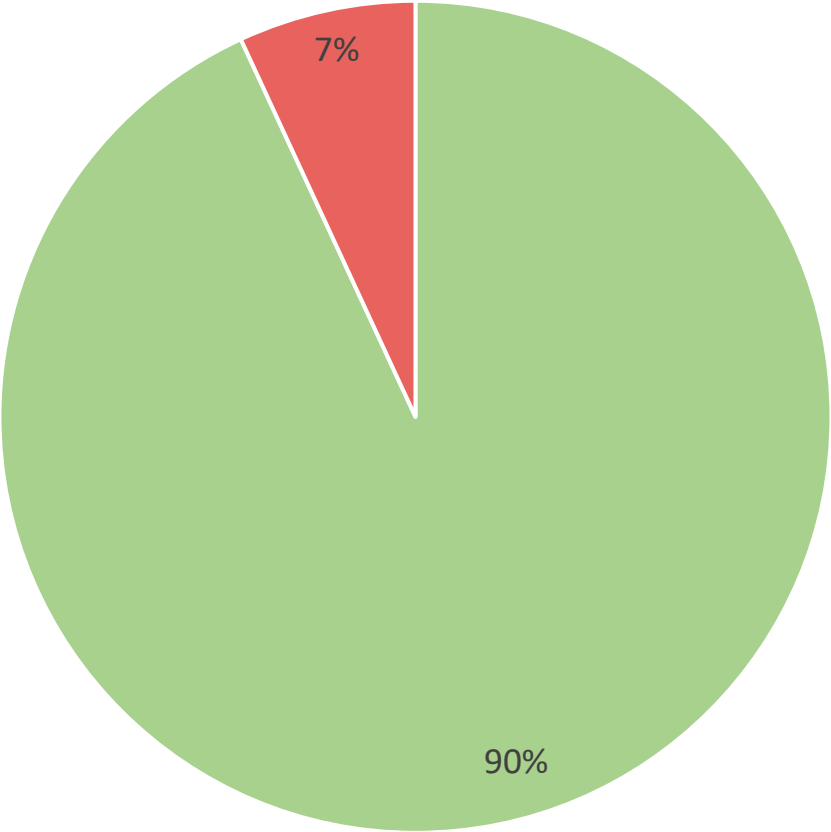
Does the interdependency of departments cause issues in HIS work?



How often are you updated on the changes in HIS?

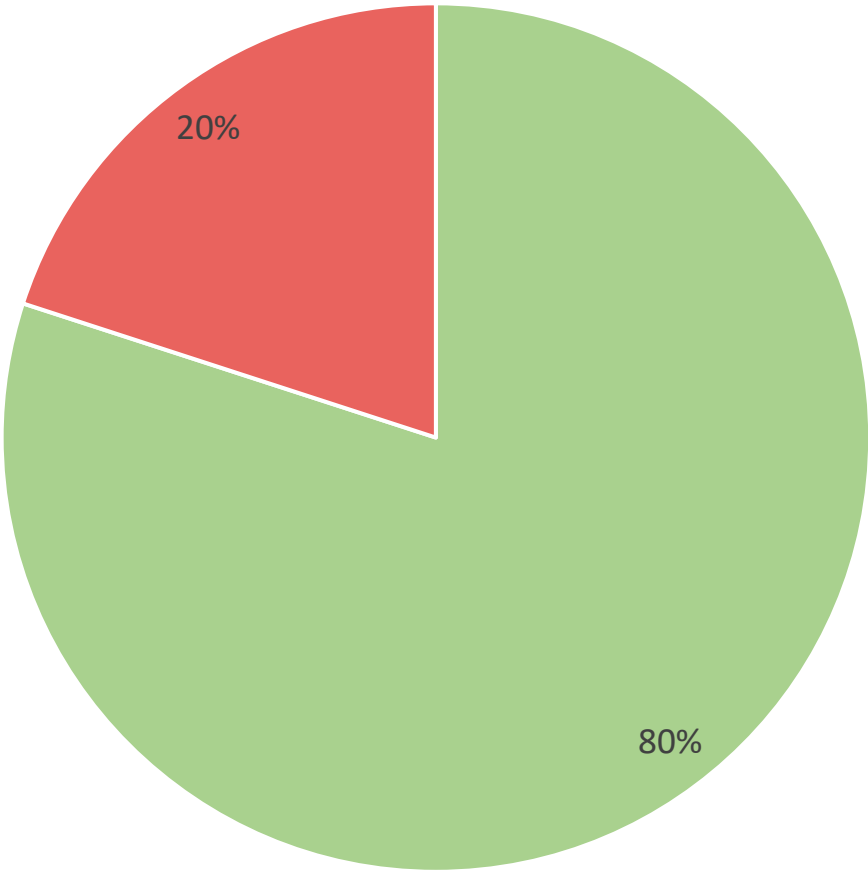


Do you think HIS offers the best solution for coordination between different lines of work and different units in the Hospital?



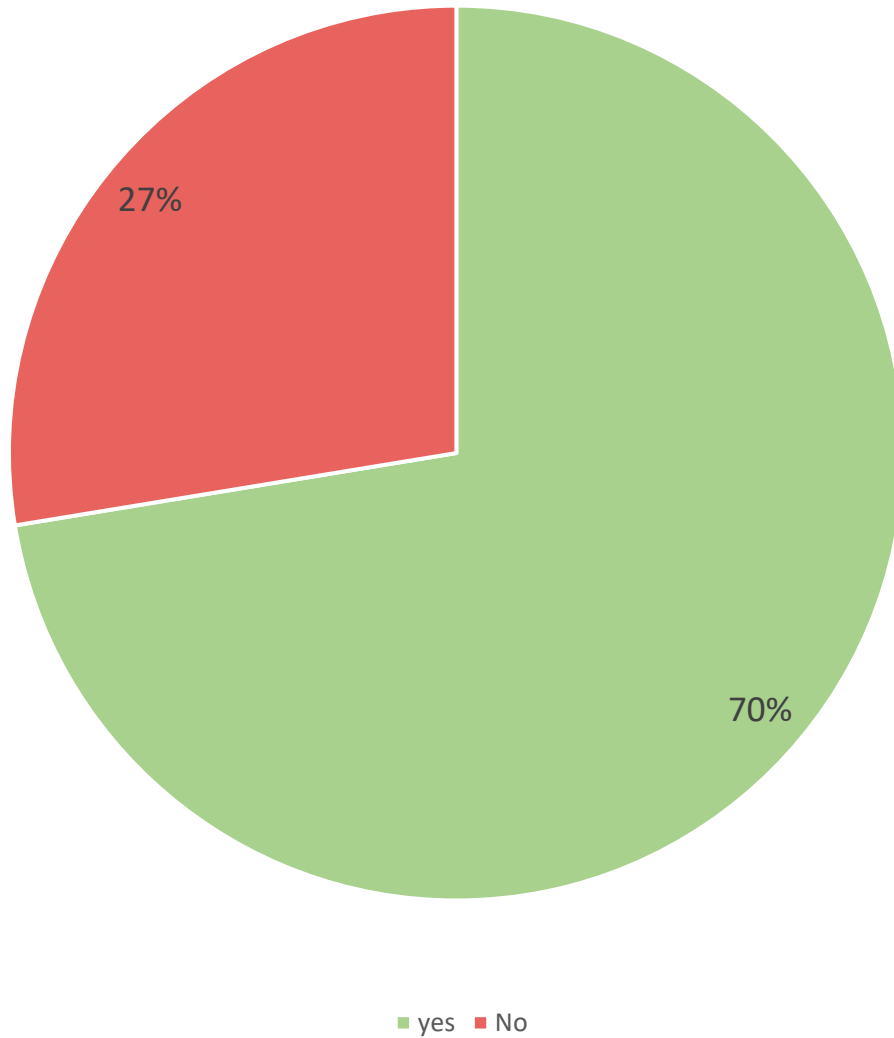
■ Yes ■ No

Does your Manager consider staff suggestions for improving the effectivity working of HIS?

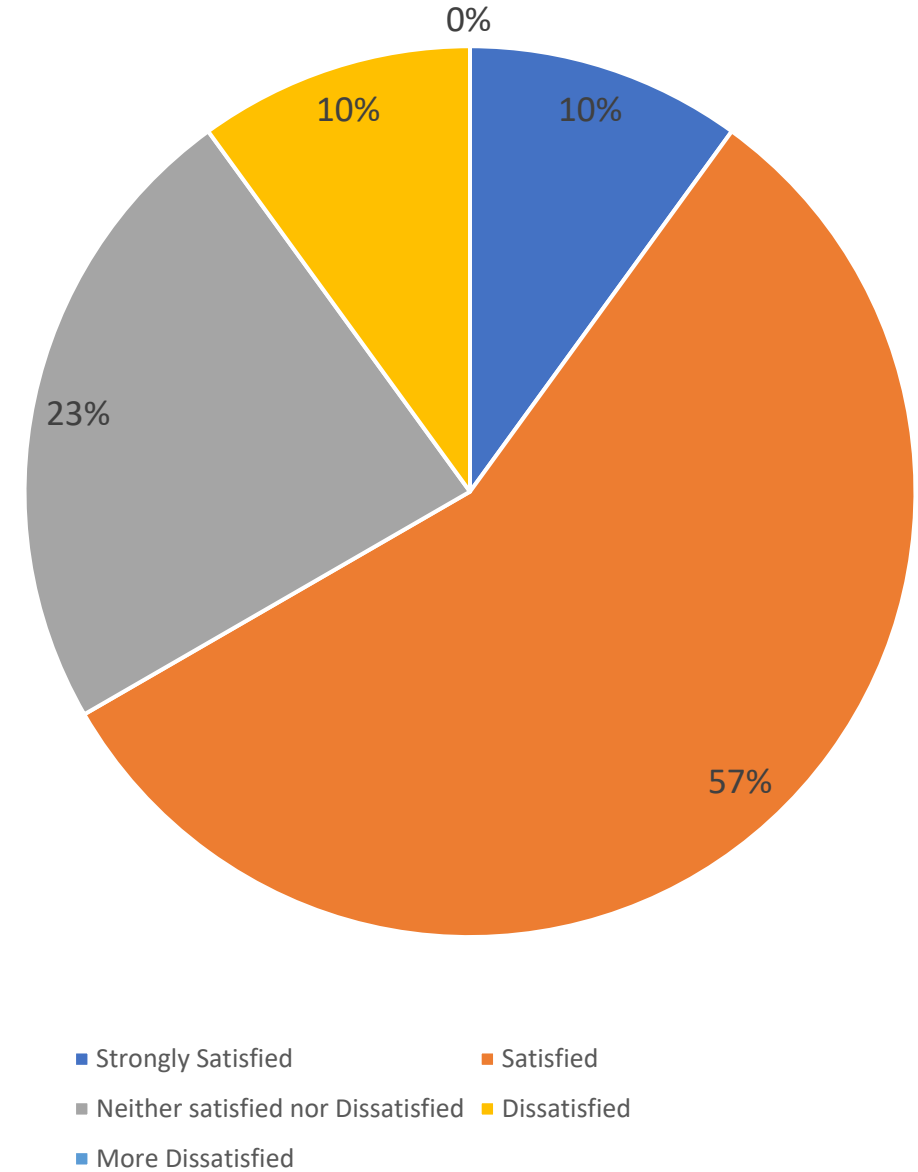


■ yes ■ No

In your opinion does the present information system need modification or improvement?



How satisfied are you with the current information system



Staff's Survey Interpretations

- 70% staff feels HIS requires improvements
- 7% Staff frequently faces issues whereas 70% of Staff encounters issues sometimes
- 47% of the issues are software related and Internet/Network contributes to 23% of the issues
- Good part is that 37% issues are resolved immediately and 43% are resolved within an hour
- Quick issue resolutions coupled with 87% for staff training coverage keeps satisfaction levels for HIS at 67%

Suggestion for HIS

- On prescription paper, Vitals Box should be reconstructed to optimize space used on paper
- In HIS, Instead of search & add option, there should be typing option for medication
- Progress Notes section in HIS should have direct links to relevant sections like Lab Investigations
- Lab Investigation should be a prominent tab for easy access
- Free Consultation days can be printed on paper for patient information

General OPD Suggestion

- There should be bell indicator to call the transport staff
- Reception staff should be knowledgeable in guiding the patient to the department according to their symptoms
- Reception staff should be aware of local language for better communication
- There should be Roadmap of the Hospital at the reception area so that patient can locate the particular area
- Free follow-up post Consultation can be extend from 5 days to 7 days to give increased benefit to patients

CONCLUSIONS

- In spite of benefits, information system is not readily accepted in Hospitals.
- Some of the Doctors prefer traditional documentation method for patient care rather than HIS (online data Management).
- Organization may need to redesign the system according to users needs
- If full user participation of HIS is achieved then it will increase quality level and improve patient care.
- In future with technology advancement, Healthcare sector will grow tremendously.

A stethoscope with a blue tube and a silver chest piece is positioned diagonally across a light blue background. A large, solid red heart is placed over the upper part of the stethoscope. A small, torn white paper tag with the words "Thank you" written in black cursive script is placed below the heart. A faint "dreamstime" watermark is visible across the center of the image.

Thank you