DigiWare Adoption by a World Renowned Hospital

Executive Summary

A US Healthcare Center manages its day-to-day working with unfaltering precision, owing to the adoption of the brand new and cutting edge EDMS- "The DigiWare"

The Situation

The client, a prominent hospital, a big name in US healthcare, was already using a document management system when it associated itself with People's Techno.com. The hospital expanded its operations substantially during this period. Apart from making room to accommodate more patients, the client also invested in advanced life- saving equipment. Recruiting new doctors, establishing a more robust operational structure, became the client's prime initiative.

It was when they found that the present DMS no longer lived up to its new business requirements. This is when the client approached PTR Team, looking for specific and vast enhancements to its existing DMS.

Though the client had previously used a DMS, the changes that the use of DigiWare brought about were singularly significant. From 30% of its transactions on paper, the client now has only 5% of its records in the paper format.

The Challenge

People's Technology followed up with detailed discussions as to the specific client requirements:

- About 72% of hospital records were scanned and saved digitally. The client required that initially 90% of the records and eventually 100% of it would be digitally saved for easy hospital staff access.

- Migrating available data into the new DMS too was a big challenge.

- Despite saving a majority of their documents digitally, retrieving was still an issue. Often, the DMS took time to respond to staff requests to check on previously stored data.

- Several enhancements were to be made to improve the DMS information retrieval mechanism.

- A greater degree of automation and lesser dependency on staff for saving and extracting documents was a prime client requirement.

- Faster processing of Patient's Accounts to provide efficiency to the system.

The Solution

PTR involved the entire staff in mini sessions to gather what particular additions were required in the DMS. The solutions we offered were as follows:

- A cost-effective, customized DigiWare that matched the client's priorities, including emergencies, patient's medical history, etc.

- Migration of data to new DMS was a step-by-step process, scheduled to precision, without interfering with the hospital's daily workings.

- A user-friendly DMS interface that could be used by the 1200-odd staff members and didn't require lengthy training. Graphical interface using representational design for easier comprehension and recall.

- Exclusive system to monitor and record use of patient beds and provide timely assistance.

- New technology updates that adhere to compliances and international health standards.

- Explainer videos were integrated to assist and promote faster acquaintance of the staff with new DMS.

- Layered security level for restricted, authorized access.

- A transparent, simple DigiWare dashboard that prompted a smooth transition from the previously used DMS.

The Outcome:

Though the client had previously used a DMS, the changes that the use of DigiWare brought about were singularly significant.

- From 30% of its transactions on paper, now the client has only 5% of its records in the paper format.

- Resources who were assigned to handle the document load, are now redirected to serving the hospital's more vital needs.

- Less paper implies no more filing cabinets. The client now uses this available floor space for critical hospital equipment and creating a spacious stress-free ambience.

- From a frenzied culture of dealing with patients, the client now saves critical time to serve its patrons more thoughtfully and efficiently.

- PTR delivered an integrated DMS solution that improved hospital efficiency with elaborate, clear depiction of processes.

- Reduced costs in day-to-day hospital functions, with the new DMS acting as a virtual hospital control panel.