HOSPITAL MANAGEMENT SYSTEM (AL-AMAL)

Technology is the driving force behind improvements in healthcare these days.

It is impacting many aspects like breakthroughs in data collection, research and treatments, and allows use of new tools to find fresh and innovative ways to manage hospitals and patient care.Better healthcare requires a transformation of Healthcare-IT, which includes solutions like - electronic health records (EHRs), records of prescriptions, computerized entry of physicians and health information exchange (HIE)—to automate and connect healthcare applications and processes. Healthcare has been one of the major sectors where CSM has credible footprints in providing different solution for a decade.

Pre Scenario

Al-Amal national hospital is one of the leading army hospital in African Region . It has become the premier hospital in providing the highest standards of healthcare services for its patients and is considered one of the benchmarked hospitals in Sudan. The hospital is a military facility catering to the military personnel and their families, but it does accept civilian patients in cases of extreme emergency or life-or-death scenarios. Being an high priority hospital with state of the art equipment of the region the patient flow to it has been huge and at time un manageable.

The hospital used many third party medical devices for the treatment of the patients and thus a variety of reports were generated in different formats. It was a challenge to consolidate the varied formatted reports into a standardized format.

Challenges:

> Being a military facility had many restrictions on the use and accessibility of their processes and database.

> Doctors and end users has contradiction and difference of opinion on the process of implementation

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Solution

Hospital Management System developed by CSM for Al-Amal Hospital plays a vital role in Hospital operation. HMS is a software product suite designed to improve the quality and management of clinical care and health care management in the areas of clinical process analysis and activity-based costing. The basic idea behind the proposed system is to centralize the scattered information for each of the process in the Hospital and to store in one location. The system automates and facilitates hospital business processes.

The entire process of accessing information is depends on the role defined to the individual users by the administrator. The HMS software developed automate 25 modules and makes the entire system paperless and transparent as well as fast.

Post-scenario

The outcome due to the implementation of this solution was overwhelming. Hospital Management System not only provided an opportunity to the hospital to enhance their patient care but also can increase the profitability of the organization.   There are less number of staffs required to cater to more patients at a given time hence enabling them to be re-deployed at other suitable locations. Hospital administrators were able to significantly improve the operational control and thus streamline operations. This enabled in improvement of the response time to the demands of patient care because it automated the process of collecting, collating and retrieving patient information.

HMS .automates and facilitates hospital business processes . The major outcomes ares:

> *Improved quality of patient care*

> *Increased nursing productivity*

> *Reducing the time spent by staff filling out forms, freeing resources for more critical tasks*

> *Better quality of care, procedures and service to Patients.*

> *Control over the costs incurred by diagnosis-related groups*