



# Pondok Indah Healthcare Group



# About Rumah Sakit Pondok Indah

- Private hospital established in 1986
- 200+ beds
- 900-1,200 outpatients per day
- 1<sup>st</sup> fully automated lab system
- Latest radiological equipment in MRI, CT Scan
- Winner of **OLYMPIADE OF SERVICE EXCELLENCE**
- Commitment to improvement via sensible use of technology

# Rumah Sakit Puri Indah

- 180+ beds
- Focus on minimally invasive surgery
- Opening Mid of February 2008

# RSPI IT Vision

- Modern & Open IT System
  - ❖ Intuitive and non-proprietary
  - ❖ Integrated, comprehensive & allows for expansion
  - ❖ Long term partner with domain knowledge
  
- Efficient workflow & automation
  - ❖ Incorporates industry best-practices
  - ❖ Allows for process re-engineering
  
- Better patient care via technology
  - ❖ Introduce patient safety measures
  - ❖ Good, consistent & affordable outcomes

# Existing Challenges

- Poor service levels
  - ❖ Long patient waiting time
  - ❖ Duplicate data entry in different points of service
  - ❖ Erroneous billing
- Lack of control
  - ❖ Inaccurate stock (Actual vs Reported)
  - ❖ Billing rules not known or enforced
- Inadequate statistics to support management and operations decision-making
  - ❖ Tedious to tabulate reports manually



# Vendor Selection Process

- Began in 1998
- Included local vendors as well as foreign vendors from Singapore and Australia
- Selection criteria included
  - ❖ Functionality & technology
  - ❖ Company & commitment
  - ❖ Overall investment
- Reference site visits



# Implementation Phases Pondok Indah

## PHASE I

- Patient Administration
- Outpatient Management
- Inpatient Management
  - ❖ Admission, Discharge & Transfer
  - ❖ Bed Management
- Pharmacy
- Inventory
  - ❖ Purchase Requisition
  - ❖ Purchase Order
- Billing & Counter Collection
- Executive Information System

## PHASE II (2007-2008)

- Appointment & Roster
- Customer Relationship Management
- Self-service Kiosks

## PHASE III (2008-2010)

- Laboratory
- Radiology
- E-Prescription
- A&E Clinical

# Implementation Phases Puri Indah

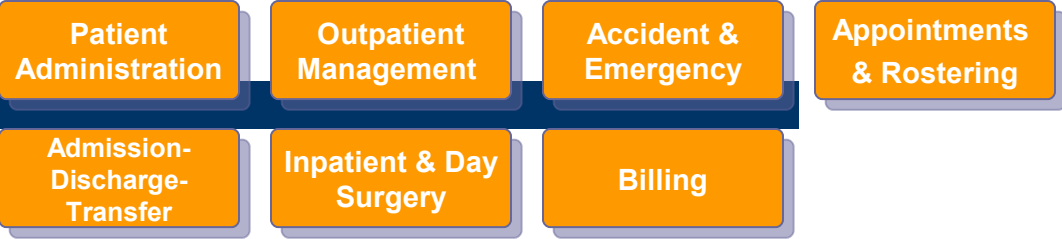
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# VESALIUS Modules

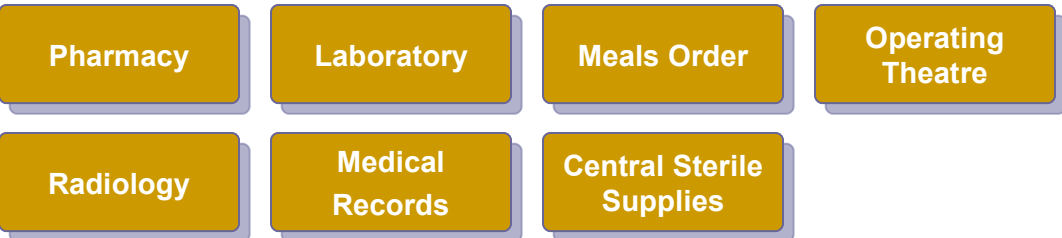
## ❖ Frontline Services



## ❖ Clinical Services



## ❖ Ancillary & Support Services



## ❖ Backend Services



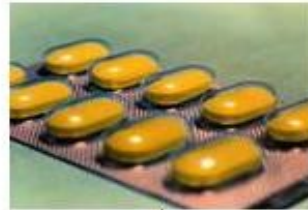
## ❖ Management Services



# Unified-EMR Strategy



Clinical Notes & Charts  
 Medical Alert  
 Drug Allergies  
 Nursing Notes  
 Past Prescription  
 OT Notes



REFERENCE MATERIALS  
 - Drug Database  
 - Medical Online Reference  
 - Patient Advise

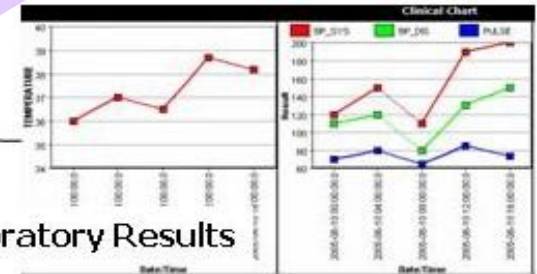
HANDWRITTEN NOTES  
 - Old clinical notes  
 - Referral letter  
 - External Test Results



**ONE PATIENT  
 - ONE RECORD**



Radiological  
 Images &  
 Reports



Laboratory Results

# VESALIUS Patient Safety Features I

- Complete medical history at the fingertip
  - Drug Allergy & History
  - Medical & General Alerts
- Electronic Prescription
  - Maximum Dosage
  - Drug Allergy
  - Drug-to-Drug Interaction
  - Drug Contraindication
  - Drug Labeling



# VESALIUS

## Patient Safety Features II

- Laboratory Results
  - Automated download from lab analyzers – eliminating the need for transcription
  - Technical result validation
  - Highlighting abnormal results



# Key Benefits of VESALIUS - I

- Streamline business process
  - ❖ Sharing of data – no need for duplicate entries at multiple service locations
  - ❖ Combine registration and 3<sup>rd</sup> party validations into single service counter
- Enhance patient experience
  - ❖ Shorter waiting times
  - ❖ Appointment system for better resource management

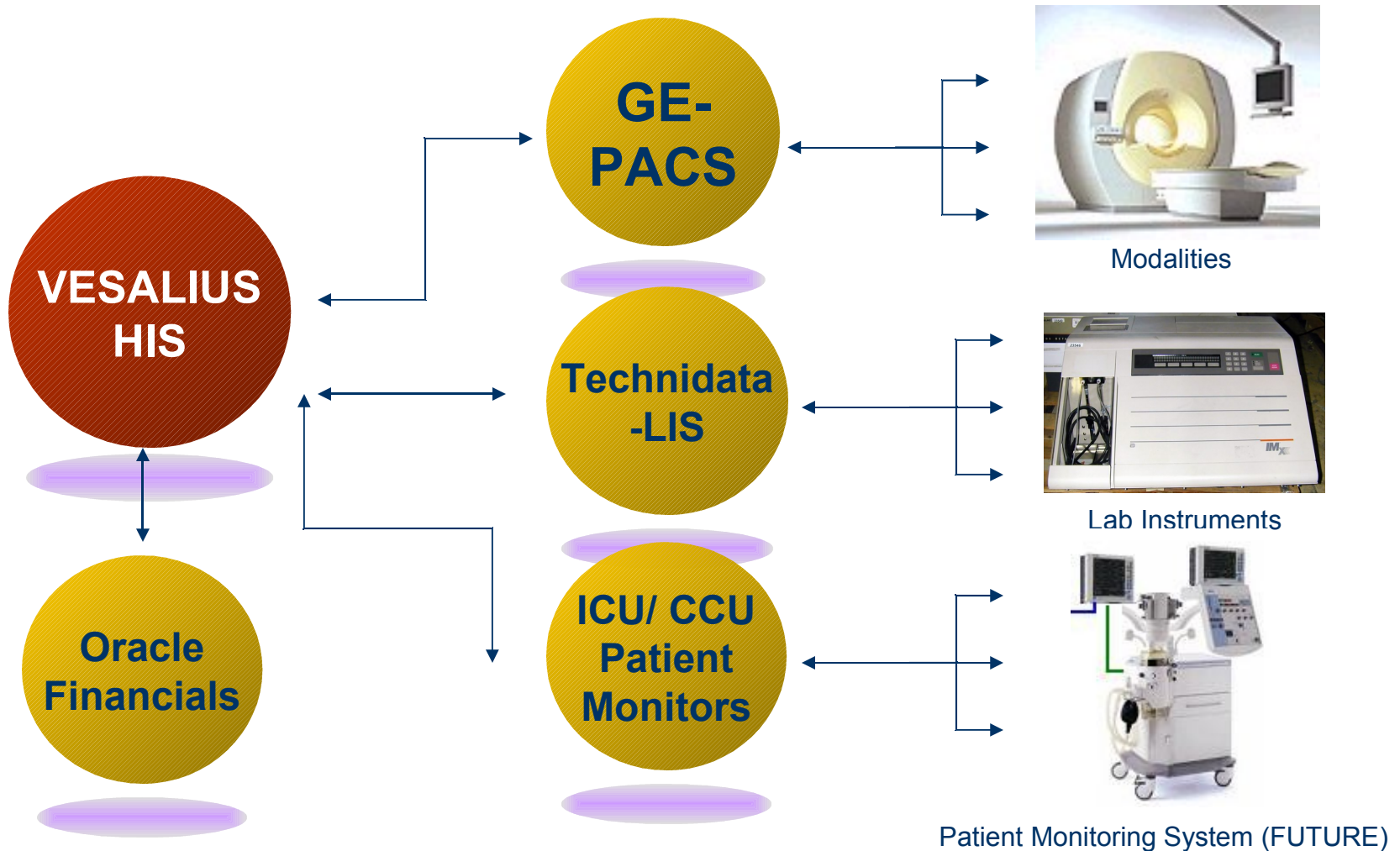


# Key Benefits of VESALIUS - II

- Improved patient safety
  - ❖ Drug allergy alerts & drug-drug interaction checking
- Increased productivity
  - ❖ Handling increased workload with no additional staff or decrease in service levels
  - ❖ Improved bottomline
- Timely and accurate reports to support informed decision-making

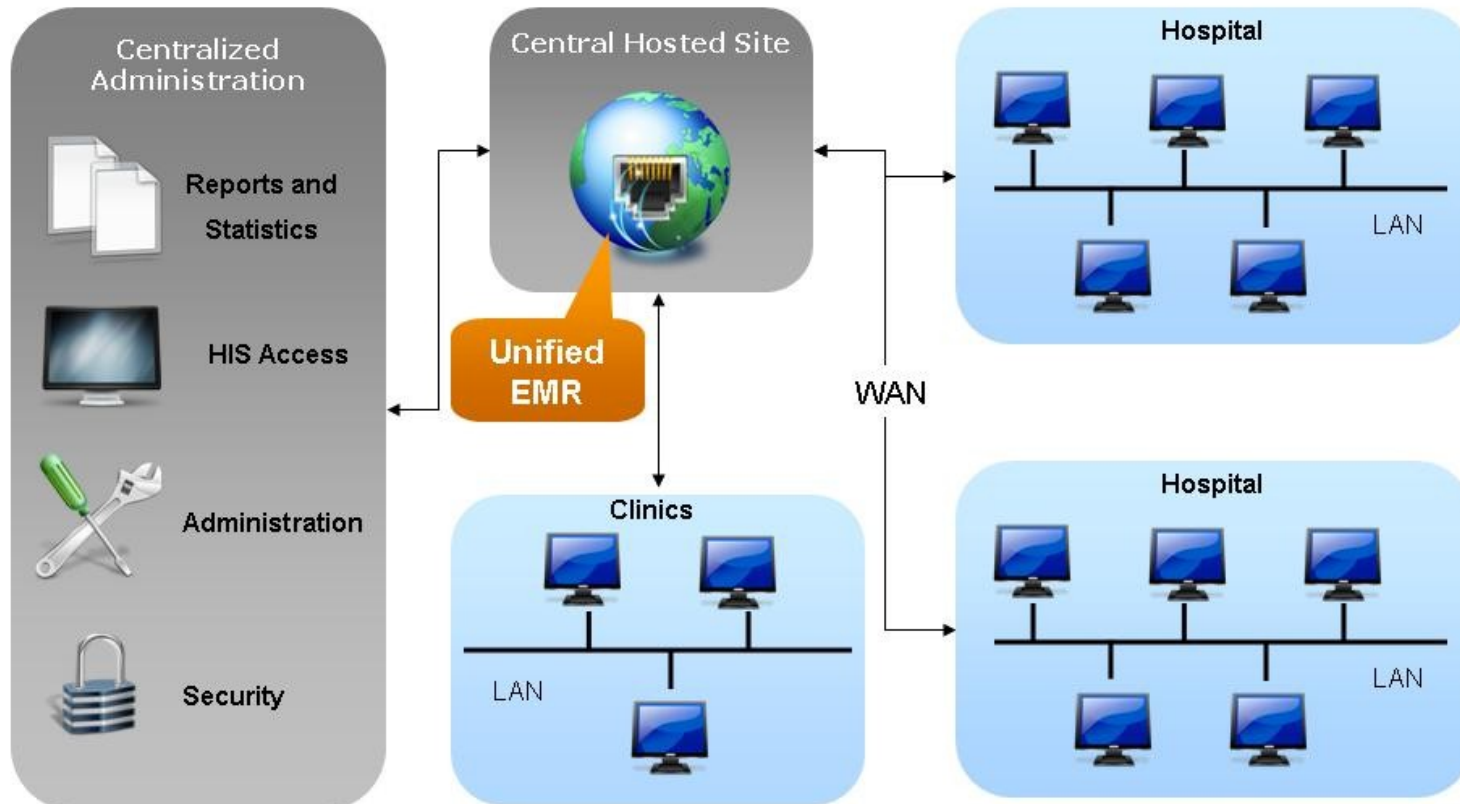


# Integration with PACS and Laboratory



# Solution Architecture

## CENTRAL HOSTING



- Centralized and consolidated database for all data – clinical & administrative
- Shared resources
- Cross-institution appointments and service order