

Case Study

Zulekha Healthcare Group (United Arab Emirates)

Micropro healthcare solutions HospyCare Enterprise and HospyCare lite modernize Patient-Care and Administration at Zulekha Healthcare Group.

Zulekha Healthcare Facilities:

Zulekha Hospital – Sharjah is a full fledged, multi disciplinary hospital and diagnostic centre with Out-patient and In-patient facilities. What started off as a 30 bed set up with basic facilities for gynecology, obstetrics, surgery, medicine and pediatrics in 1992, today boasts of 75 in-patient beds. Sprawled over an area of 6000 square meters, Zulekha Hospital of today has over 140 personnel, inclusive of 35 qualified doctors, 50 staff nurses and a host of paramedical staff. Over 400,000 patients have availed our special care and specific treatment. An awe-inspiring 5000 surgeries have been carried out to date. The Cardiac care, Intensive care, Neo-natal Intensive care and Burn units have super speciality beds. Zulekha Hospital, specialists of obstetrics and gynecology in UAE, has now gone ahead to scale newer heights in diverse specializations gaining respect and reputation from the medical fraternity and population.

Zulekha Hospital – Dubai located at Al-Nahda, is the second hospital of the Zulekha Healthcare group. This modern 75-Bed hospital spanning an area of 82000 square feet is a state-of-the-art multi-specialty centre. Multi-specialty hospital with treatment under one roof, multiple consultant doctors in each specialty to reduce patient waiting time. A state-of-art modular operating room to minimize hospital acquired Infection in surgical patients. A completely involving kid zone and child-care centre attached to the pediatric section, 24 Hour Services - Emergency, GP, Pharmacy and Ambulance.

Zulekha Medical Centre – Dubai located at Al Qusais is one of the best healthcare providers. Zulekha Medical Centre offers the services of multi-lingual Arab and Asian doctors and nursing staff to provide the best healthcare in a professional and comfortable atmosphere. Facilitated with departments: General Medicine – Gynaecology – Pediatrics – Dentistry. Zulekha Medical Centre has backup facilities available at Zulekha Hospital. Thereby offering the latest in Diagnostic and Surgical procedures including day-care and in-hospital admissions.

New Zulekha Medical Center – Dhaid offers the service of multi-lingual Arab and Asian doctors and nursing staff to provide the best healthcare in a professional and comfortable atmosphere. Zulekha Medical Centre Dhaid has the following departments:- General Medicine – Gynaecology – Pediatrics – Dentistry. Zulekha Medical Centre Dhaid has backup facilities available at Zulekha Hospital, thereby offering the latest in Diagnostic and Surgical procedures including Day-care and In-hospital admissions.

Zulekha Medical Centre – Sharjah located behind Al Wahda Road, opposite to Al Majaz Park. New Zulekha Medical Centre promises to be an exciting mix of unparalleled expertise from Zulekha professionals coupled with facile accessibility of being at the hustle-bustle of Sharjah City. This way, you can easily access essential facilities of Zulekha Hospital at a closer, more convenient location. The services of a General Practitioner, Gynecologist, Dentist and a plethora of specialties will all be conveniently housed under one roof. Accentuating the services is a well-equipped radiology department with an X-ray, as well as facility for collection of all laboratory samples.

Zulekha Diagnostic Centre – Dubai is equipped for a wide range of scientific analysis. Radiology, Ultrasound and Pathology being the busier services. The Ultrasound units with their range of multipurpose and multi frequency applications allow the best of high resolution imaging.

Al Rafea Pharmacy – Dubai A well provisioned and continuously updated pharmacy conveniently housed in the same edifice of Zulekha Medical Centre at Dubai.

The Challenges

Zulekha Healthcare Group is the largest user of Micropro healthcare solutions. Micropro signed a contract with this prestigious facility in 2005 to implement an online Hospital Information Management System. The contract covers computerization of In-patient management, Out-patient management, Clinical order entry and decision support management, Laboratory management, Bio-medical Equipment interfaces, Radiology Management, Pharmacy Management, HR Management, Personnel & Payroll Management, Administration management, Electronic Medical Records Management, Materials Management, Procurement Management and Financial Management. This involved data conversion of over 500,00 patient records, 35,000 stock items, 12,000 Service Master entries, Unpaid Customer Invoices, General balances and others from the old legacy system.. The core requirement of Zulekha Hospital was the availability of secured patient's electronic medical record throughout their entire facilities 'online'.

The client wanted an integrated Hospital Management Information System that could address following challenges:

- Single window Patient Billing
- Availability of Patient Records across the Group
- Difficulty in Insurance patient treatment & billing
- Flexibility for changing hospital policies
- Availability of MIS reports at one point
- Loss of revenue due to billable services not getting billed to patients
- Increased operating costs due to increasing inventory and staff required for back-end operations
- Patient dissatisfaction due to the time taken for various processes, including registration and final billing
- Reduced access to paper-based medical records, leading to both patient and employee dissatisfaction
- Inefficiencies due to data in disparate systems not being exchangeable, thus leading to the lack of a single view of patient or hospital information
- Manual Errors
- Better Management control and Patient Experience

Micropro achievement

The above challenges were addressed by MICRPPRO as under:

- Micropro offered them their integrated Hospital Management Information system and implemented HMIS solution 'HospyCare' based on Linux Server System. The clear cut set of objectives and deliverables were identified in consultation with the client and accordingly web based integrated software was implemented at its multi-specialty hospital and Clinical Centers across the U.A.E.
- Beyond integrating the hospital chain and providing a Web interface, the system was integrated for all patient management functions so as to ensure that patients did not have to wait unnecessarily for processes to happen. This has resulted in patient satisfaction.
- The solution was integrated for both inpatient and outpatient departments, and also it was ensured that all the required departments had access to requisite patient information. This resulted in availability of Patient Records across the group and single window Patient Billing.
- Finally, the system was able to identify and streamline all commercial processes that form the back end of hospital administration.

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- The Project HMIS was developed using Oracle Database with Developer2000 6i and J2EE, which is a completely browser based Application.
- The data from their legacy system was successfully migrated in to MICROPRO HMIS application.
- This implementation has finally delivered all the requirements of the customer envisaged at the beginning of the development & implementation of the application and met all the challenges successfully.

Benefits

Improved Patient Care and Turnaround

After the implementation, Zulekha was able to realize real and tangible benefits from the system without having to wait for long. Micropro's HMIS helps run the Zulekha Hospitals in an efficient and cost-effective manner. The HMIS system puts clinical and financial information at our fingertips, helping doctors and administrators in critical decision-making. The improved efficiency has obviously resulted in a better experience for the patients as well."

Automatic Alerts to Different Departments

Immediate benefits were noticeable in the speed of all commercial processes. From patient registration to billing, all processes are happening much faster than before. Information flow is automatic and smooth. The dietician, for example, can be automatically alerted when a new patient registers, along with HMIS or her specific requirements, rather than having to wait for someone to manually pass on that information. Doctors have immediate online access to patient HMIS stories and lab reports, even inside operation theatres.

Better Back Office Management with Fewer Staff

The hospital administration can get a better fix on inventory and billing, even while reducing the number of staff deployed for the purpose. The benefits of Micropro's HMIS permeate all the crucial areas from patient care to back-office operations and play a pivotal role in providing quality medical care at Zulekha Hospital

Single Software Managing the entire group

Being completely web based entire operation of Group hospitals and Clinical Centers are managed into a single software resulting into real time information availability at various levels, reduced time of information passing, software maintenance cost, licensing cost and many more

Powerful dynamic & integrated Insurance processing

Provision of dynamic definition of the insurance policies and Package for practically every detail about coverage, terms & conditions, restrictions, validity and any other details along with online validation for its coverage and payment condition virtually relieved human intervention for generating, submitting and tracking of Insurance and its pre-approval. Thoroughly validates the Policy status by collecting clinical and billing data on-line from relevant modules. All transactions are HIPPA compliant. Customized to Include ICD, CPT and DRG codes for easy billing formalities, it provides multi-variant analysis of data with customizable policy formats, facilitates quick identification of the patient's correct insurance information. 'HospoCare' manages entire claims settlement activity through this module, which promptly ensures correct documentation and enhances the process of claim without any hassle.

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Mr. Taher Shams
President, Zulekha Group of Hospitals

Zulekha Healthcare Group President's Message.

Every organization moves with time, technology and commitment. Zulekha Healthcare Group has always been tuned to this belief and we are benefited by the team of Micropro. The technological integration of all the group facilities from Pharmacies to Diagnostic Centers and Hospitals on an opulent HMS is a credit to their commitment. The fact that this project has also addressed future contingency including technological and infrastructure upgrade secures affectivity. Their effort to effectively improve the Patient experience as far as less time spent at counters and the employee experience at Zulekha Healthcare Group will always be a benchmark.

Here's wishing you the best.