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# HEALTHCARE IT PRODUCTS

CASE STUDY: IMPLEMENTATION OF MAGNUM HIS AT  
ASIAN HEART INSTITUTE, MUMBAI

## HealthFore – Transforming Healthcare

HealthFore Technologies Limited is a global healthcare IT solutions and advisory services company. Our B2B and B2C IT solutions help hospital chains, diagnostic centers and public health enterprises realize superior clinical outcomes.

Our patient-centric healthcare solutions focus on wellness, preventive care and condition management. Our information and health advisory services ensure prompt diagnosis and treatment of diseases. We create mass awareness to improve the quality of life through self-care.

HealthFore's IT products and services are built on leading-edge technology. Our solutions increase productivity and boost revenue for healthcare providers through process automation, interoperability and collaboration. Significantly, our customized solutions enable world-class patient care and comply with healthcare regulations, while minimizing costs.

We increase the reach of healthcare by investing in R&D. Our team of doctors, radiologists, dentists, physiotherapists, nurses, hospital administrators, pharmacists, and technicians provide insights to develop innovative solutions and streamline healthcare. Our strategic relationships with Microsoft, Oracle, IBM, HP, and Barco are the backbone of our healthcare solutions.

## About Our Customer

Asian Heart Institute (AHI) situated at the Bandra-Kurla Complex (BKC), has been set up with an aim to provide world-class cardiac care in India.

A dream of leading cardiac specialists of Mumbai, Dr. Ramakanta Panda, Dr. Sudhir Vaishnav, and Dr. Tilak Suvarna, AHI was set up with a holistic approach to heart care based on ethics and quality care.

The hospital has a Patient-centric design with stress on safety and comfort of Patients. All Patient areas have been designed to minimize the risk of

infection. Internationally accredited with ISO 9001:2000, JCI & NIAHO, AHI reaffirms its commitment towards world class cardiac care by being the highest accredited hospital in India.

The hospital has been designed as per guidelines from Cleveland Heart Clinic, USA to ensure International Standards.

Asian Heart Institute provides full range of cardiology services right from early disease detection to complex interventions. Asian Heart Institute has one of the largest volume surgical centers in the country. The rates of complications (less than 0.5%) and mortality are comparable with the best cardiac centers in the world. Asian Heart has the most advanced fully computerized state of the art Operation Theatres in the country. The largest Cardiac Theatre room in Asia is futuristic to allow technological innovation such as Robotic Surgery.

### **Business Context**

In 2009, the Client realized that their current information systems could not meet the healthcare information management needs. They decided that there is a need to implement systems that could support the delivery of clinical and support services to the patients in a timely manner.

The Client noted that there is a need to implement an efficient, comprehensive health care delivery system that is able to integrate various administrative and care related areas seamlessly. With the intent of organizing and managing clinical data better, improving accessibility, accuracy, clinical documentation and security of the data, AHI decided to implement Magnum HIS.

HealthFore' and IBM's expertise in HIS solutions coupled with its track record and understanding of the healthcare vertical, made it the partner of choice.

## **Our Solution**

Working in partnership, AHI and HealthFore-IBM have implemented Magnum HIS solution that enables the Client to achieve an integrated clinical – administrative system.

The Practitioners workbench allowed the users to now perform the following clinical activities like recording of specialty specific SOAP notes, e-Prescription Writer with drug dosage alerts, drug monographs and drug database integration, electronic service scheduling and ordering system to order for laboratory and radiology services, recording patient allergies, vital charting and electronic forms recording. The Practitioner will be able to electronically track to completion the status of each of the orders he has placed. The system has a completely integrated CPOE and Results Reporting system. The Practitioners workbench has specialty areas for the Dental, Psychiatry and physiotherapy specialties.

Reduction and elimination of medication errors in the entire process and to phase out the laborious and time-intensive processes employed earlier by the client's medical department by implementing technology that integrates the Client medical department's medication administration process was also fulfilled.

A post implementation assessment was conducted to quantify the various benefits achieved due to the implementation of Magnum HIS at AHI. The key benefits are mentioned below.

## Result

The implementation addressed all the pain areas of the client and helped plug AHI's various process and operational leaks.

### Supply Chain Process

- Productivity gain
- Better visibility of Inventory
- Paper free transactions through On-line PO & work flow authorization

### Finance, Accounting and Billing

- Productivity increase in finance
- Productivity increase in Billing
- Streamlining of process for better process control

Lab, Radiology & Cath lab

- Productivity gain
- Quick lab result turnaround time.
- De-centralizing appointment booking for Radiology, CT, Echo, Cath Lab to Reduce waiting time

#### **Nursing & Discharge**

- Nursing productivity gain
- Discharge time reduced by almost 50 percent.  
Medication Errors were reduced by almost half.