



CLIENT STORY | SYSTEMS DESIGN AND IMPLEMENTATION FOR A LEADING HOSPITAL

Region :
 INDIA

Consulting Services :
 PERFORMANCE IMPROVEMENT; SYSTEMS DESIGN AND
 IMPLEMENTATION

CLIENT SITUATION

- Client is a leading Indian multi-specialty hospital
- Client wanted to undertake a detailed systems design of various functions within the hospital and required support for shortlisting IT solution provider and ensure smooth implementation

OUR APPROACH

- Systems design was done through a detailed Process Mapping & Analysis
- The following functions were covered
 - Purchase and stores (excl. medicines)
 - Dispensary
 - Commercial
 - Finance and accounting
 - Payroll
 - HR
 - Billing (in-patients, out-patients, others)
 - Patient Admission
 - General Administration (incl. Security, movement of patient files, ward level controls, monitoring doctor-wise billing and share of incentive, etc.
 - Other service departments like canteen, laundry, etc. and their interface with the commercial modules.
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OUR RECOMMENDATION/ IMPACT

- The exercise helped the client to develop and gain acceptance on 'to-be' values for various operational, performance and efficiency parameters
- It helped the client to design new systems with roles/ responsibilities and data capture mechanisms
- IT vendor was also shortlisted and regular reviews were conducted to monitor progress of implementation