Malindi district hospital OH software implementation project report

The project started on March 2011 with the support from ISF and CISP. The Open Hospital was targeting the three department for since was pilot project. These are:-

- Pharmacy
- Records office
- Account office

These are the key department in every hospital and the level of management has to be well monitored. The main objective of the OH software was:-

- To increase the transparency in the account office
- Increase efficiency and ease of work in the record office.
- Ease to retrieve the patient documents in the re attendances cases.
- Help in reporting
- Assist in pharmacy management
- Help in stock control of the pharmacy
- Increase the efficiency in services rendered in the hospital
- Reduce the time wastage because reduce the cycle of the patient attendant

The hospital has benefitted a lot from the project, they were assisted with the following:-

- The server fitted with the backup USB devices
- The client computers (6 PCs)
- UPS
- Modification of the LAN to fit the system
- Daily technical assistance
- Training of the personnel using the system
- LAN Installation In the casualty block and administration block

THE PROJECT

THE RECORD OFFICE

The record offices have a lot of duties in the hospital. During the time of the installation we issued two PCs in the office and the two UPS. The OH installation assisted and more eased the strain in the office. Some of the duties are:-

Registration of the patients(new or re attendances)

Reports generation

Recording of the diseases as per attendances

Storage of the inpatient files and the OPD cases

Issuing of the death and the birth permits

Out of all these duties the OH simplified them and was able to do almost all of the duties.

In the registration of the patients, the OH has an automatic codes generated for every registration. These are unique and every patient is able to be identified with her name or code. By the use of this system we are able to capture the highest number of the visit in the hospital without a loss. The OH has increased the catchment of the hospital by more than 22% for the first six months. This was a big improvement in the hospital management

The OH increased the efficiency in the report sent to the ministry. Weekly epidemic report was accurately generated. The other reports were fair since there were few changes made in them. In it all was perfect in the reporting as according to the office. The system reduced their work load in it all.

The OH helped a lot in achieves of the files for the Inpatients by the help of the codes which are added in the files for easier retrieval. In cases of the Re attendances in the OPD, the system helped those to get the previous diagnosis of the patients treated in the first case.

CHALLENGES AND RECOMMENDATIONS

The diagnosis in the report chart should be fully incorporated and the rest diseases should added as other disease

The codes if possible to be changed in the mode of generation.i.e to incorporate the year in the code e.g. 234/12 this shows the code and the year of generation.

Increase the patients privacy by hiding the patients records when working with other patients. Now days after the changes the patient record for the whole day is seen.

PHARMACY

The OH assisted a lot in the department by the dispensing of the medicines and the control of the stock in the store. It also assisted them to reduce the waste of the drugs in unnoticed drugs expire dates. In the report to the ministry they were generated but by using the excel.

Some of the issues the OH assisted in the pharmacy are:-

- Dispensing
- Stock control of the drugs
- Reporting

Dispensing record was initially started after the installation of the OH. This reduced the loss of the drugs because the computer automatically reduces the stock after every dispense. This assisted the pharmacy in monitoring the stock and in ordering. The OH has a stock level check that alerts the manager to make the order when the level goes below the critical level.

UPDATE

Drugs are now differentiated as per their category, eg antibiotics, etc..

CHALLENGES AND RECOMMENDATIONS

Provide solution to link the Main Store

Provide alarm system for critical stock levels and expiring occurrences

Provide new reports for in the statistics to reduce extra work in reporting

The ACCOUNT OFFICE

The account office had a lot of inconveniences from the first day we installed the OH, they used the system for a day and claimed that the report should be broken as per department.

After the changes they also declined to use the system. Still the report was not as per departmental.

UPDATE

The billing system can produce that report and the report is now available

CHALLENGES AND RECOMMENDATIONS

Produce more reports in the future according with Accounting Office needs