

The Client

Zydus Cadilla is Rs.3,000-crore pharma major manufacturing and marketing a broad range of healthcare products both in India and abroad. Headquartered in the city of Ahmedabad in India, the group has global operations in four continents spread across USA, Europe, Japan, Brazil, South Africa and 25 other emerging markets.

Zydus Cadila group foray into healthcare started with establishment of their first hospital in Anand, Gujarat. The 160-bedded Tertiary Care multi-specialty center is well equipped with the most advanced medical technology and world-Class infrastructure. With the mission of providing patient-friendly services, the Zydus Hospital is intending expand into a 1000 beds hospital by the year 2016.

Business Scenario

Zydus Cadila group has implemented SAP enterprise software, to manage the business operations and customer processes. With a clear focus to become a center of excellence in the healthcare sector, the Zydus Group of Hospitals was looking for an Enterprise level Healthcare IT solution to meet their need. As a Greenfield project, the expectation was to derive identical level of standard processes similar to SAP with modules for a seamless and efficient back - end business functions.

The Challenges

The salient challenges were:

- Optimize standard Operating Procedure (SOP) as it was a Greenfield project.
- Aligning the software to achieve uniformity across all functions.
- Ensure high user acceptance and enterprise wide adoption.
- Implementation of Clinical Functions/ Modules.

The Solution

With a rich healthcare domain expertise coupled with experience of more than 7 years in health care industry,

Srishti deployed its PARAS HMIS solution at Zydus by an phase-wise incremental approach.

Before the Hospital project went operational, PARAS Human Resource and Supply Chain management system were deployed for the initial activities like recruiting employees and facilitating procurements & inventory management. The staff gained confidence in the data visualization and analysis and user acceptance started gaining. Srishti also identified user champions across to validate the process, own the process and drive the implementation.

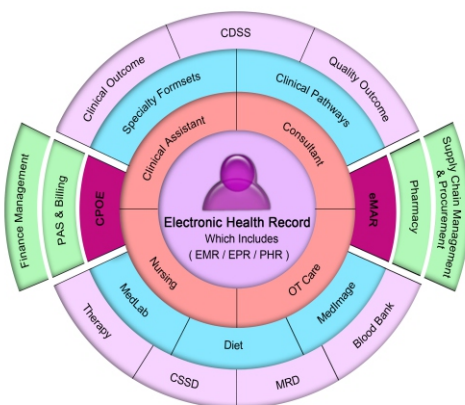
In the next phase other PARAS modules listed below were implemented:

- ERP: HR, Inventory and Financial Management
- PAS: Ward and Bed Management, Clinic Management, ADT, follow up & Referral Management.
- Para - Clinical: LIS, RIS, Pharmacy etc.
- Clinical: Surgical care, HDU/ICU, Ambulatory care and etc

PARAS EHR centric that conforms to global standards was deployed as a core of the 'Clinical Information System'. The clinical functionality was developed based on best-industry practices and every aspect of clinical function was incorporated in the system for higher clinical adaptation.

The implementation of an Electronic Health Record (EHR) system is the most challenging part in any HMIS implementation. Moving from a paper based system to Electronic Medical Record (EMR), the implementation team had to plan and execute many intermediate approaches to capture data and ensure no data loss during the transition. Implementation team along with the support from key executive of Zydus mapped key encounter specific and non-clinical information flows that needs to be captured and preserved

The below image is the complete module of PARAS EHR



The Four core modules which were deployed as a part of EHR centric modules:

- Clinical assistant
- Consultant
- Nursing
- Operation theater Mgmt

Srishti also deployed 5 modules that extend the EHR

- Care Plan Framework
- Clinical Pathways
- Speciality Specific Forms
- Clinical Decision Support System
- Quality Outcome Framework

Adding to the cart, CPOE and eMAR were deployed with non - clinical modules to take care of administrative functions like Financial Management and Supply Chain Management.

Business Benefits

PARAS HMIS was successfully implemented within the planned project time. HMIS has helped Zydus to reach many milestones in the Health Industry. PARAS HMIS adoption has supported Zydus hospital

- Reduced service failures as manual process is automated
- Gain quicker and effective decision making

- Improve integration and responsiveness across various departments because of faster information flow between departments
- Gain from seamless integration between clinical and non-clinical departments.
- Benefit from effective Financial Management, reduce revenue leakages and manage costs
- Benefit from enterprise wide management by integration of ERPS, Clinical system & PACS making management of Patient records/data easy & secure.
- Reliable & cost effective inventory solution.
- Integration with attendance device eased the daily attendance capturing of employees in PARAS
- Improved employee engagement because of implementation of TDS declarations and online leave management functions apart from real time attendance data capturing in PARAS enabled Zydus to generate the payroll within 2 hours on the last day of the month.
- Gain from inventory control by effective implementation of reorder levels and MAC (Monthly Average Consumption) in supply chain management enabled better inventory controls.
- Proactive Patient care, helping greater customer experience, customer walk-ins and hospital branding.

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