

## The Client

Centre for Sight, India's leading Super-speciality Eye care network, currently delivering its services from 45 centers; started its journey in 1996, from a single location. Centre for Sight is one of the industry leaders in eye-care and always excels in introducing the cutting edge technology & processes for best clinical outcomes. The hospital continues to grow and expand to meet the healthcare needs of the community.

## Business Scenario

Center for Sight, since its inception has always been in the forefront of delivering specialized eye care and within a very short span of time, it has become one of the largest eye care service provider across India. Such a fast pace growth demanded a robust and scalable technology backbone which could cover all aspects of Hospital Management across multiple locations function. Some of the business functions were automated but they were running in isolation at each location. As all the locations were running in isolation, making Management decisions were difficult and processes were less transparent. As the organization expanded, the existing isolated application were succumbing to increased load of exponentially growing business. And, to top it all, 120 locations in 24 months was the expansion target. The key here was to deploy a product, which not just supports the existing business, but scalable to match their expansion needs.

## The Challenges

In addition to the complexity involved in handling multiple locations and expansion plans, the challenges lying ahead for the implementation team were:

- System design for Multi business integration
- Process integration
- Financial integration
- Hardware sizing
- Paucity of time

## The Solution

CFS opted for the Enterprise version of PARAS Healthcare Management Information System, a TRUE multi-location product, well suited for managing its business requirements. The first set of deployment happened at 8 locations within 12 weeks of project kick off date.

PARAS was deployed on a Private Cloud and configured to support various locations of CFS. This enabled to have centralized control/monitoring system for each of the location.

PARAS system was deployed broadly in below mention category:



- **ERP**-The key idea behind ERP modules was to take control of the finance, human resource, inventory and supply chain management. Finance module reflects all the financial transactions that have taken place across all locations and helps in viewing this on a centralized server. Inventory and supply chain modules deals with supply chain planning, supplier monitoring, supplier data storage & purchasing function. HR module helps in centralized control and decentralized operations, which allows the leaders of the human resource area to focus on the strategic responsibilities of planning programs for personnel development.
- **PAS**- Patient Administration System covers all patient centric activities including patient registration, corporate and billing. The deployment of the PAS module offered CFS numerous and significant benefits. Few of them are listed out:

- Stores and transfers patient information electronically and therefore has the potential to significantly reduce clinical errors and improve patient safety.
- Allow clinicians to communicate more quickly and accurately.
- Minimizes duplication and improves efficiency of health services.

**CIMS-** PARAS Clinical information Management System has an ophthalmology specific clinical flow with functionality to capture clinical data at highest level of granularity. This enables the clinicians to collect, store & analyze clinical information in an optimal way. As the patient specific Electronic Health Record is location agnostic & cloud hosted; patients can avail services across locations with relevant clinical information available at the point of care. Lastly, PARAS Ophthalmology dashboard and process based Ophthalmology Super Speciality form sets have enabled the CFS Management to achieve a standardized delivery of care across locations and to look at Doctor / Location specific clinical outcomes.

- **Ancillary Modules-** All support functions that enable the smooth functioning of a hospital is covered in these ancillary modules. The ancillary modules deployed at CFS included Kitchen, housekeeping, laundry, linen etc

## Business Benefits

The product is intelligently crafted so as to enable CFS to reap utmost benefits out of this enterprise package. Some of the benefits:

- **Multi business integration:** Bidirectionally integration between business and clinical processes. Helps hospitals in resource optimization
- **Scalability in architecture:** CFS received On-demand application scalability that ensured non-obsolescence of solution as their business grew and continues to.

- Centralized Procurement and optimization of Inventory Management across location of CFS was ensured.
- CFS was presented with the provision of Centralized Monitoring with Audit, Controls & Approvals along with accessibility of Patient & Payer Record at point of care across locations.
- CFS was able to manage their Human Resource, finance and materials modules across locations with ease using PARAS HMIS

Another key benefit that CFS reaped was getting transformed into a paperless hospital and therefore, being environment friendly.

## And Finally....CFS is rewarded !!!

"Center for Sight (CFS)" won prestigious "EDGE (Enterprise Driving Growth and Excellence) through IT 2012" awards given by Information week. The award has been given to CFS for "Private Cloud Implementation" successful roll - out and overall business integration through cloud enabled PARAS HMIS.

## Customer Speak:

*"Center for Sight has seen a sharp growth from 12 locations to 42 locations in last 18 months, to keep continuing this momentum up we needed a robust HIM solution to take control of our end-to-ended IT need. Since we decided to create a private cloud, we chose Srishti's PARAS, as it met our high level objectives like seamless multi - location - multi - business integration, process standardization, efficient management control and most of all, cloud readiness. Srishti's deep understanding of healthcare domain and capability to deliver robust product conforming to best clinical and administrative practices is admirable. As an end result, this collaborative approach is helping us deliver quality patient care services, more efficiently".* Concludes, Mr. Ajay Jassal, Sr. Vice President (Business Process & IT), CFS after being honored with the EDGE Award.

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