

Award category 12 - Productivity improvement, and quality improvement of products, processes and services

Productivity & Quality Improvement of Processes & Services at District Hospital Dompe due to Information Technology

An evaluation of efficiency and effectiveness of processes and services were done within a three-month period when a new administrator (DMO) took over the responsibilities of the District Hospital, Dompe in 2009. During 2009, the hospital was not well-organized. Entrance in patient waiting area at OPD was used for all admitted and transferred patients, visitors, clinic patients, etc. Unnecessary delays led to over-crowding of the OPD which led to wasting time of patients. Lot of paper-based medical records such as OPD registers, drug registers, balancing books, OPD prescriptions, etc were in use. This situation had to be changed. Therefore, business process re-engineering (BPR) assessment was done at the end of December 2009. It was identified that a paper-less environmentally friendly patient medical record system using Information Technology (IT), improvement of internal and external infrastructure and well-organized and re-arranged hospital space to provide efficient health care was required. Identification of human resources, financial resources and publicity for donations from private sector for hospital development was also done.



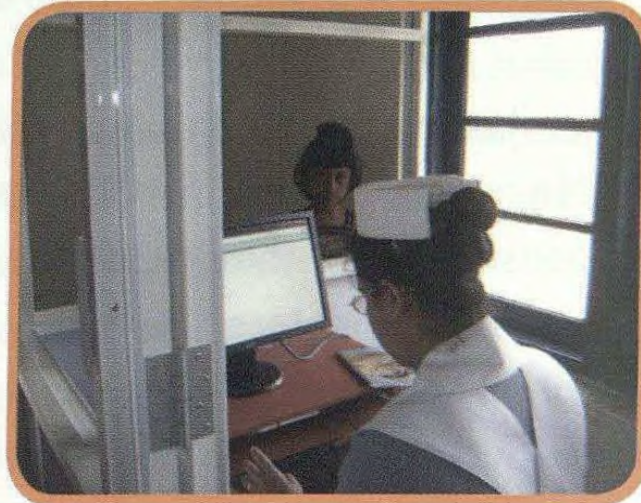
An agreement was signed between the Information & Communication Technology Agency (ICTA) and the Dompe Hospital & Regional Directorate of Health Services (RDHS) Gampaha in September 2011. ICTA facilitated funds worth of Rs. 4.1 Million for software, hardware and networking. The project was managed by a medical officer. Improvement of basic computer skills were done with the involvement of Faculty of Computer Science and Engineering, University of Moratuwa for all staff members to prevent technology phobias. Computer literacy was improved for selected staff members to maintain processes and services. Change management of staff was also done for positive thinking.

ICTA Provided Free and open source Hospital Health Information Management Software to manage OPD, Pharmacy, Clinics & wards & medical records. e Indoor Morbidity & Morality Report (e-IMMR) was provided by the Ministry of Health

National Award Winners

connected to the Statistic Unit via Internet. Computer System was launched on December 27th, 2011.

After introducing IT, Services and Processes as well as Quality & Productivity was improved. System generated patient health cards were issued with a Patient Identification Number (PIN) and Patient Specific Bar-Code after registration. Electronic Queue Management Center directed the patients to the correct places. Barcode scanners helped the doctors to identify patients demographic data. Prescription, Laboratory Investigations, Medical & Surgical & drug Histories, Diagnosis were saved in the system & Backups were generated automatically, assuring data security. Daily generated drug balancing summaries were also maintained using IT. Sending quarterly e-IMMR statistics to statistics unit via internet was done. Notifiable diseases were reported to relevant Medical Officer of Health (MOH) immediately via email. Improving Processes & Services using IT led to introducing m-channeling services for the first time in Sri Lanka on 05/11/2013 in a government hospital.



The patients waiting time was more than 2 ½ hours in 2010. This time was dropped to more than an hour after introducing IT in 2011. It was further dropped to ½ an hour after introducing the automated appointment system in 2013. Patient satisfaction survey was done in 2013.



About the winners



Dr M. H. P. Kumara

Dr Kumara obtained the M.B.B.S degree from University of Kelaniya in year 2000. He also bears Certificate in Food Quality Assurance from University of Sri Jayewardenepura. Worked as the District Medical Officer (DMO) at the District Hospital Dompe from 2009 to 2013. He initiated the e-Hospital Dompe Project and gave the leadership to the project until its completion in 2013.



Dr K.B. Sampath Kulathilaka

Works as the Medical Officer In-Charge of “e-Hospital-Dompe” and “m-Channelling” projects. He was responsible in the project implementation part. He is dedicated to promote “e-Health” in Sri Lanka with an eye to improve the quality of care provided by the health sector with the appropriate adaptation of ICTA.

Winners of Certificates of Merit

