



## HIMSS-Elsevier Digital Healthcare Award Special

# 5 Hospitals in Asia Transforming Healthcare Delivery



Asia Pacific is truly pushing the envelope with healthcare innovation from EMR implementation to culturally tailored mHealth platforms, cloud, nursing documentation and telemedicine. With the broad and rapid adoption of digital technology, healthcare institutions are experiencing an increase in operational efficiencies, and improvement in the quality of care for patients.

To celebrate five years of the **HIMSS-Elsevier Digital Healthcare Award** in the region, we look at five of the most outstanding hospitals that have demonstrated exemplary innovation and are using health information technology to raise the standard of care.

Elsevier is proud to be a part of this progressive healthcare landscape through our solutions as well as through this platform of celebration and recognition.

## Apollo Hospitals Enterprise Ltd, India



### ABOUT

- ▶ Established in 1983, it is India's first corporate hospital, and is acclaimed for pioneering the private hospital revolution in the country
- ▶ With patient centricity at the core, Apollo Hospitals will continue to focus on personalized care initiatives that enhance health care outcomes, improve process efficiencies, and reduce unnecessary costs

### HEALTH ICT ACHIEVEMENTS

- ▶ HIMSS-Elsevier Digital Healthcare Award 2016 in APAC – Outstanding ICT Innovation Award for developing a digital dietary module to automate the nutrition care process for patients
- ▶ HIMSS-Elsevier Digital Healthcare Award 2014 in APAC – Outstanding ICT Innovation Award for its “I SEE U” virtual ICU visits for doctors and nurses as well as friends and relatives of patients in the ICU
- ▶ HIMSS-Elsevier Digital Healthcare Award 2013 in APAC – Best Use of Technology in Health and Patient Care for Apollo's Patient Engagement Platform (PEP), Apollo Prism
  - Accessible via web and mobile, utilizing the Hospital Information Systems to feed and compile data during the process of patient care
  - Encouraged individuals to take charge of their own health, enhancing clinical outcomes and reducing unnecessary costs for themselves and the hospital

## Seoul National University Bundang Hospital, Korea



### ABOUT

- ▶ A national medical centre focused on treating adult and elderly diseases
- ▶ In 2013, became the first hospital in Asia Pacific to reach the highest stage – Stage 7 – of the HIMSS Electronic Medical Record Adoption Model (EMRAM) for their Hospital Information Systems (HIS), which can process various complex medical and patient information, allowing the healthcare staff to effectively utilize the information and quickly make decisions, improving patient safety and quality of care
- ▶ Seoul National University Bundang Hospital has grown its use of information technology to serve patient care in a more comprehensive manner over the last few years. Having been revalidated as an acute care Stage 7 facility in 2016, it continues its leadership in achieving improved healthcare quality, safety, and operational efficiencies

### HEALTH ICT ACHIEVEMENTS

- ▶ **HIMSS-Elsevier Digital Healthcare Award 2013 in APAC – Best Use of Technology in Health and Patient Care for their n-Device infrastructure**
  - ‘n-Device’ is a cloud-based virtual desktop infrastructure that was created to effectively operate and maintain the Hospital Information System with a dashboard system customized to various hospital wards and rooms. It also has a mobile electronic medical record archiving and communication system accessible via smart phones and tablets
  - Also features a patient education system to provide flash animation-based educational materials and a personal health record system
  - The n-Device played a key role in improving patient safety, as well as increasing quality of care and efficiency

## Changi General Hospital, Singapore



### ABOUT

- ▶ Public hospital in Singapore with over 1,000 beds caring for a community of 1.4 million people who live in the eastern region
- ▶ Accredited by the Joint Commission International (JCI) since 2005
- ▶ Technology continues to play a significant role in driving the transformation of healthcare and Changi General Hospital's continued efforts in advancing the quality of patient care and safety was recognised in 2016 when it achieved the HIMSS EMRAM Stage 6 IT capabilities

### HEALTH ICT ACHIEVEMENTS

- ▶ **HIMSS-Elsevier Digital Healthcare Award 2014 in APAC – Outstanding ICT Achievement Award for their Enterprise Management Dashboard (EMD).** Initially rolled out in the Accident & Emergency (A&E) department in 2013, the system helped to better manage long queues and bed shortages, while improving the productivity of the hospital's staff. In the year that the EMD was introduced, waiting times were generally reduced by 40%, and the patients' overall satisfaction scores increased by more than 10%
- ▶ **HIMSS-Elsevier Digital Healthcare Award 2013 in APAC – Best Use of Technology in Health and Patient Care for their Closed Loop Medication Management System (CLMM)**
  - The CLMM system with QR barcode medication verification eliminates the risk of incorrect medication serving, blocking those that did not match the doctor's prescription
  - Delivers safer care through ensuring the correct administration of drugs, improves inventory management and enables nurses to have more time for direct patient care. Data from the system also provides the hospital with clinical analytics to improve patient outcomes

## Paknampo Hospital, Thailand



### ABOUT

- ▶ Currently the biggest private hospital in Nakhonsawan province and the first hospital in Thailand to achieve Stage 6 of the HIMSS EMRAM
- ▶ Moving forward, Paknampo Hospital is working towards hospital-wide full digitization by 2017, and have their sights set on achieving Stage 7

### HEALTH ICT ACHIEVEMENTS

- ▶ **HIMSS Elsevier Digital Healthcare Award 2016 in APAC – Outstanding ICT Achievement Award for their digital transformation**
  - In 2014, Paknampo Hospital announced that they would be taking steps towards becoming a modernized, digital hospital. This transformation allowed them to report data within minutes of request to support business decision-making. Furthermore, patient satisfaction has improved 14%, from 75% to 89%. Also, due to more medical records becoming digital, the hospital's completeness of health records has reached 95% in 2016, from 75% in 2011

## Shanghai East Hospital, China



### ABOUT

- ▶ One of the largest hospitals in the Pudong New Area, the hospital underwent tremendous changes in its facilities, incorporating teaching and educational systems over the years
- ▶ Innovation remains at the heart of Shanghai East Hospital since its 2013 achievement. In July 2017, the hospital signed a strategic agreement with MicroPort Scientific to develop innovative medical devices and apply minimally invasive surgery technologies for cardiovascular disease, cardiac failure and surgery, cerebrovascular disease and the comprehensive diagnosis and treatment of tumors

### HEALTH ICT ACHIEVEMENTS

- ▶ **HIMSS-Elsevier Digital Healthcare Award 2013 in APAC – Best Use of Technology in Health and Patient Care for their Clinical Pathway Information Management System (CPIS)**
  - The System was designed to improve the operational and clinical metrics along with a Clinical Pathway Analytical System (CPAS) to perform statistical maneuvering. The CPIS is able to detect and analyse variances in input to treatment and processes, and notified users when deviations occurred. It also allowed discontinuation in cases where patients were unsuitable to be further treated under the CPIS guidelines. The platform is used in 37 clinical departments and has successfully decreased average medical costs per patient by 5%



The HIMSS-Elsevier Digital Healthcare Award is a global platform established in 2013 to recognize outstanding thought leadership in the use of health information and technology to advance patient care and outcome.

To learn more about how your organization can harness clinical decision support solutions to impact care at every stage of the patient journey and promote a culture of quality, visit [Elsevier](#) now.