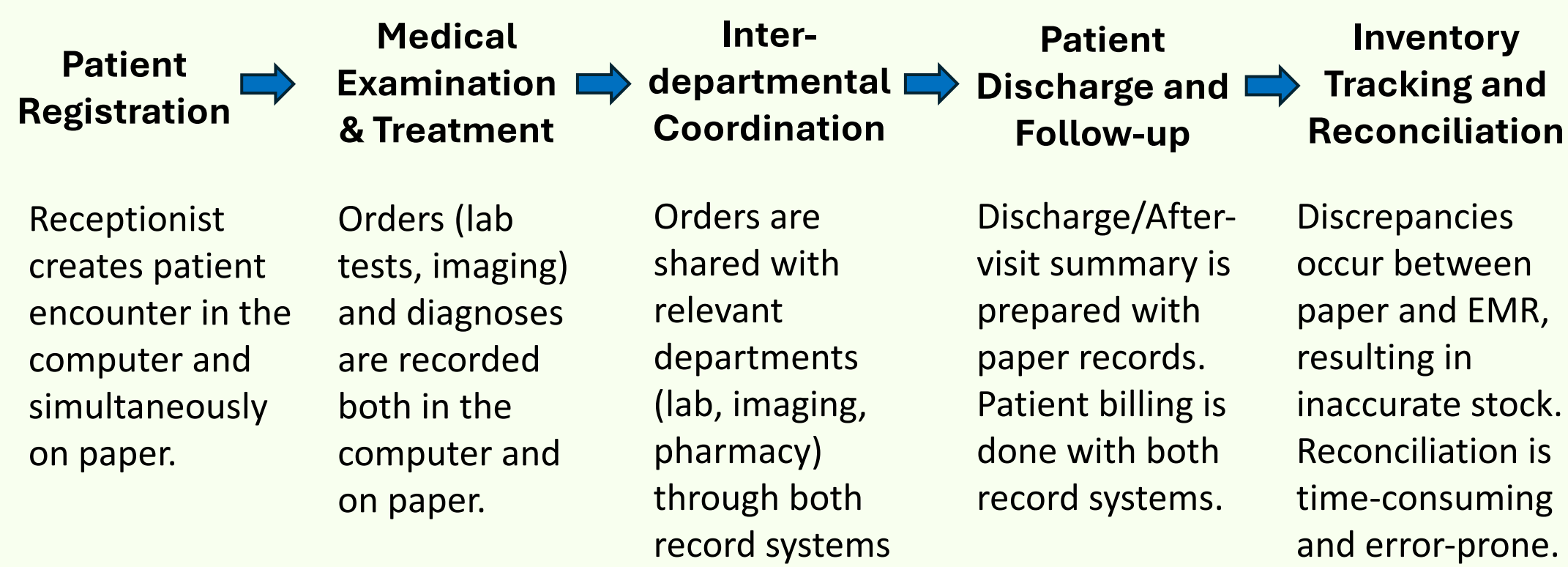


1. REASON FOR ACTION

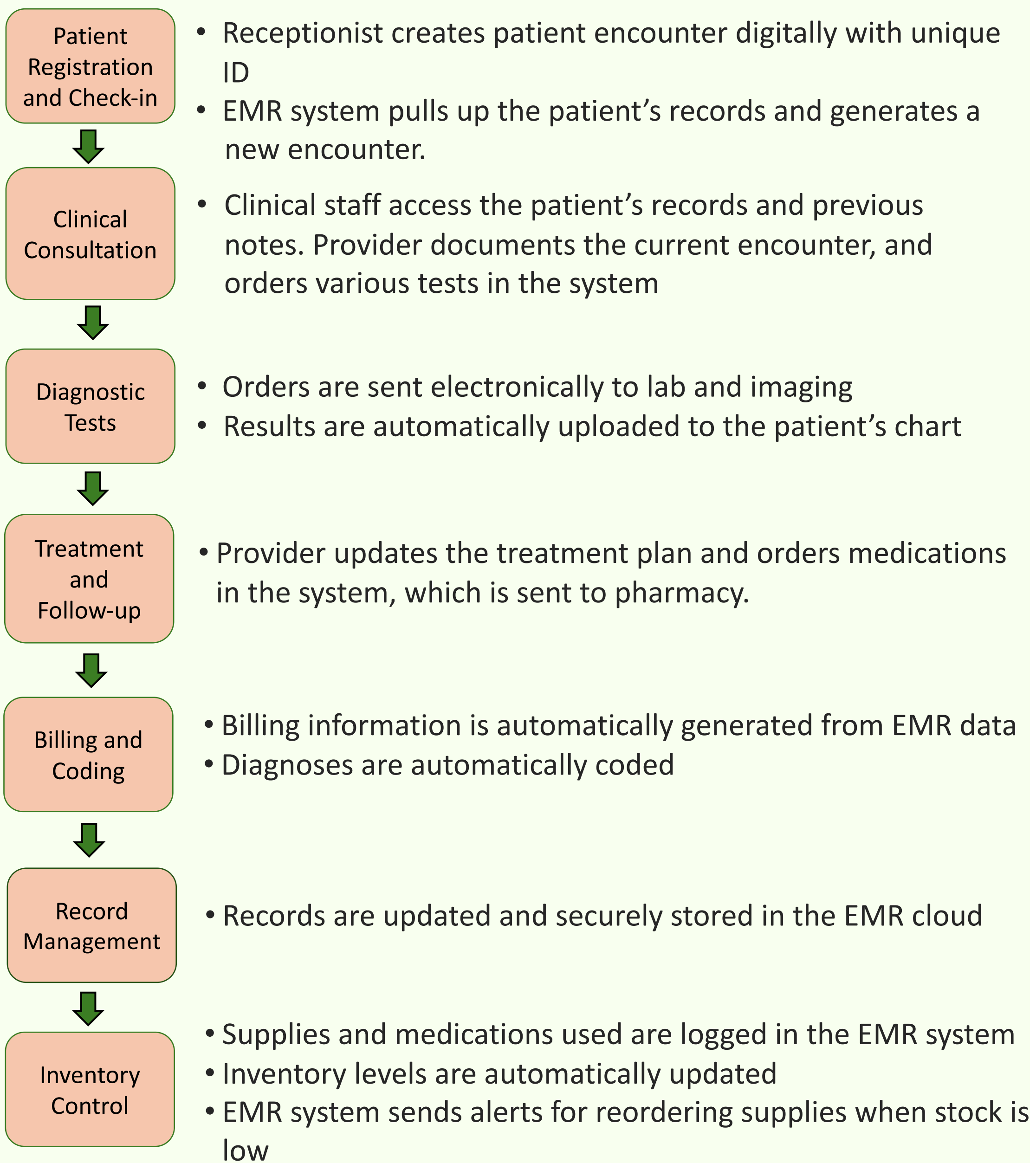
Kendu Adventist Hospital currently utilizes a hybrid medical record system that involves both paper and electronic records which presents several challenges:

- Data duplication and inconsistent records
- Inter-department coordination and communication issues
- Medical errors and inaccurate reporting
- Discrepancies in inventory tracking and stock reconciliation
- Decreased staff efficiency and productivity.

2. CURRENT STATE



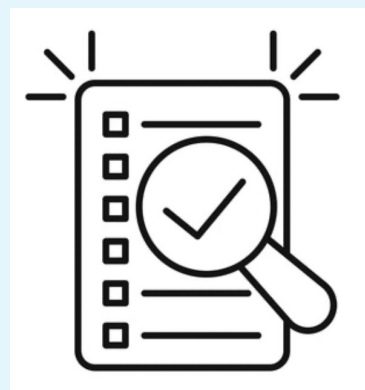
3. TARGET STATE



4. GAP ANALYSIS

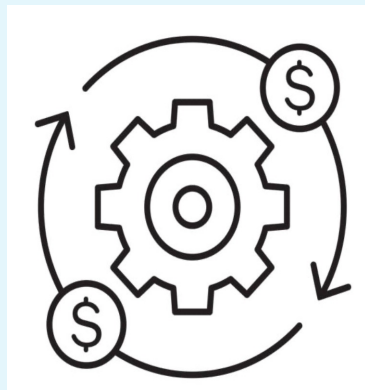
	Hybrid System	Fully Digital System
Data Accuracy & Consistency	Prone to human errors. Inaccurate data due to lack of standardization	Reduced errors; accurate data due to structured formats
Efficiency & Productivity	Time consuming to update and maintain records	Streamlined workflows with automated processes
Data Security and Privacy	Vulnerable to physical damage/theft, difficult to track; unauthorized access	Enhanced security measures (encryption, access controls), easy to track and audit records
Inventory Control	Manual tracking of inventory levels, difficult to get real-time inventory status leading to stockouts	Real-time inventory updates, easy access to real-time inventory status for timely reordering and reducing stockouts

5. SOLUTIONS APPROACH



Data Accuracy and Consistency

If we standardize data entry protocols and use validation checks within the EMR, **Then we expect** to significantly reduce clinical errors and inconsistencies, ensuring increased high-quality and reliable patient data.



Efficiency and Productivity

If we integrate the EMR system with existing workflows and provide comprehensive training for all staff members, **Then we expect** to improve operational efficiency and productivity, reducing the time spent on data entry, retrieval, and management.



Inventory Control

If we integrate inventory management module within the EMR system to track and manage medical supplies, **Then we expect** to achieve real-time inventory visibility, reduce the risk of stockouts, and improve overall inventory management efficiency.

6. RAPID EXPERIMENTS (PDSA CYCLE)

PLAN	DO	STUDY	ACT
Identify goals, assemble the team, assess the current state, select EMR system, develop a transition plan, set metrics	Implement EMR in a pilot department, conduct staff training, monitor KPS, and collect feedback	Analyze pilot data, gather staff and patient feedback, review success metrics, identify areas of improvement	Adjust plan based on feedback and data, roll out EMR to other departments, monitor and refine processes
Clear objectives and plan, informed selection and preparation, defined KPIs for success measurement	Effective pilot implementation, trained staff, initial data for evaluation	Identification of issues and improvement areas	Improve plan, continuous optimization, fully integrated EMR system

7. COMPLETION PLAN

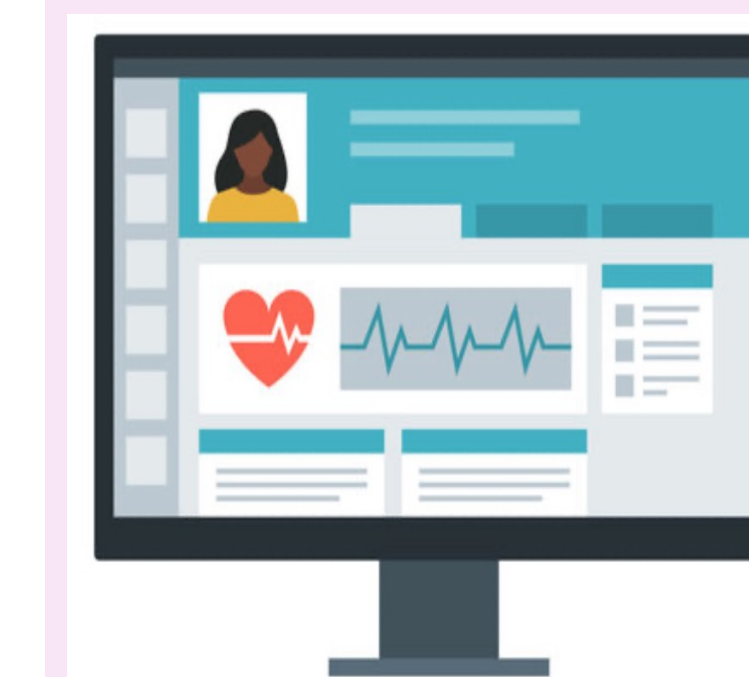
Task	What	By Who	By When
1. Planning	Define goals, scope, timeline, and KPIs	Project Manager	Month 1
2. Team Assembly	Form transition team and select EMR system	Executive Leadership	Month 2
3. Pilot Phase	Implement EMR in pilot department, train staff, migrate data	IT & Pilot Team	Months 3-4
4. Monitor & Adjust	Track KPIs, gather feedback, refine plan	Project Manager & Team	Month 5
5. Full Rollout	Implement EMR in all departments, ongoing training and support	IT & Transition Team	Months 6-9

8. CONFIRMED STATE

Impact of fully digital EMR on Key Performance Indicators

1. **Data Entry Time:** Measured in minutes per patient record.
2. **Error Rate:** Percentage of data entry errors.
3. **Record Retrieval Time:** Measured in minutes.
4. **Inventory Accuracy:** Percentage of accurate inventory records.
5. **Staff Productivity:** time taken to complete various clinical and administration tasks

9. INSIGHTS



Implementing an EMR will significantly improve efficiency, accuracy, and overall productivity, while enhancing data security and patient engagement. New ideas to sustain and spread these changes include developing robust support networks for staff, incorporating patient feedback, and leveraging advancements to drive improvement and innovation in patient care.