

LUSAKA EYE HOSPITAL – QUALITY IMPROVEMENT

ABOUT LUSAKA EYE HOSPITAL

- LEH is located in Lusaka the capital of Zambia in Southern Africa.
- The hospital was opened in 2001 for the sole purpose of providing specialized eye care service in the country.
- We see approximately 20,000 OPD patient annually. The main surgical cases are cataract for which almost 2,000 surgeries are done each year.
- We also offer optometry services and other special studies such as OCT, Visual field test and laser treatment.
- Over the years many more Eye service providers have come on board creating a platform for competition in the sector of eye care service.
- Currently it is the battle for survival as eye care providers compete to attract and maintain clients in order to sustain the operations of the institutions.

QUALITY ISSUES

Quality health care is defined as “the degree to which health services for individuals and populations increase the likelihood of desired health outcomes and are consistent with current professional knowledge.

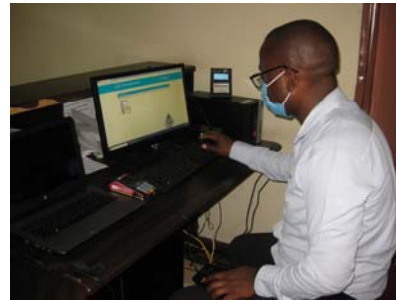
Studies have shown that most of the errors that take place in medical practice are more likely caused by faulty systems and processes, not individuals.

Poor scheduling system, unclear payment procedures and confused patient flow systems are all but some major flows that cause increased patient frustrations and dissatisfactions in health care institutions.

It has become imperative now that mission hospitals such as LEH have to keep abreast with the quality trends if they are to survive. While being a mission hospital is an added advantage, but that alone is not enough. Issues of quality service is what will guarantee sustainability of the hospital's existence.

ABOUT EMR

- One of the strategic goals of LEH is to increase the patient inflow from the current 20,000 to 30,000 by the 2024.
- To achieve this the hospital has to work on quality service delivery strategies.
- Electronic Medical records has been identified as one the strategic activities that will help improve the quality of service delivery at the hospital and hence increase the inflow of patients.



QUALITY BENEFITS OF EMR

- Electronic Medical Records provides the following advantages to quality improvement
 - a) Reduces patient waiting time. EMR provides for a systematic scheduling of patients that promotes the practitioner to ensure that he attends to patients according to the system set.
 - b) EMR means that patients' medical records are served electronically, the risk or chance of losing the information is reduced and hence practitioners are able to follow patients' history and thus provide the best treatment for the condition. This compared to paper files that many times get lost due to misfiling or sometimes damaged means that providing consistent quality service even to long term patients.
 - c) Improved Patient Experience. The complexity that comes with a patient hardcopy files means patients have to physically sign consent forms, Insurance charge slips, personal details; every time they come for treatment makes it hard for patients that are already in pain. EMR provides for the patients information to be accessed instantly, thus improving the patient experience and saving time.

WHERE WE ARE WITH EMR

- The hospital is working with LVPRAD India who are providing the technical and training support for the EMR with the support from Operation Eyesight Zambia.
- LEH has been training employees on how to use the systems and how best to customize it to our situation, including training in basic computer use.
- Operation Eye sight is also willing to support LEH with the requirements, such as additional computers and other internet infrastructural needs.
- The hospital is also upgrading the internet infrastructure as this is very important if the system is to run uninterrupted.

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