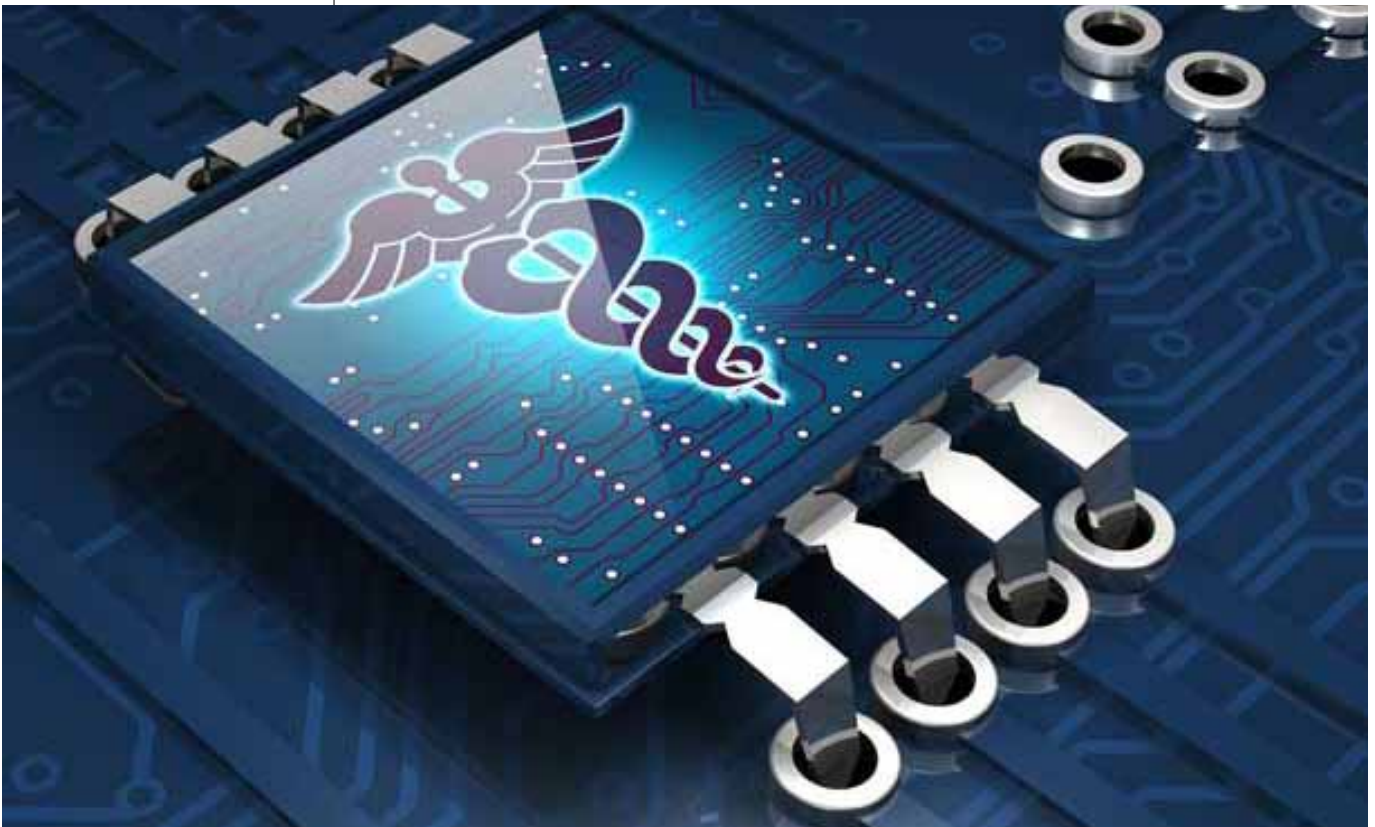# Optimising Hospital Admin via IT

Hospital Management Information System helps to predict the revenues, cash flows and helps to plan for the capital equipment judiciously

By: Suchet Singh

Healthcare is the sunrise sector in many emerging countries. With the rapid expansion of the sector, administrators are realising the challenges in delivering consistent service while also running a profitable venture. Healthcare administrators are also realising the need to adopt good practices and procedures to plan, implement and measure employee utilisation, customer service and revenue management. Hospital administration is one of the core backbone areas within healthcare sector.

In its simplest form, hospital administration is all about optimal management of available resources to meet the larger objectives of customer service and revenue maximisation. Effective hospital administration requires high quality reports that help them to plan and monitor their process and service outcomes. Administration of a hospital is one of the most complex tasks as it requires co-ordination of several interdependent units in a cohesive manner. Hospital administration is also complex because the respond lead times are short and critical to provide a dependable patient care.

Role of HMIS

Without a comprehensive Hospital Management Information System (HMIS) in place hospitals have suffered inefficiencies, delays, frustration. The basic distinction between a good hospital and an 'also ran' hospital is the way objectives are achieved quickly. The objective of every hospital is to ensure speedy recovery of patients and meet their revenue potential. HMIS helps in quantifying the inputs and outcomes of the organisation. With the help of an HMIS, hospitals can quickly evaluate their needs, plan for the right resources (whether support staff, or doctor or equipment). Implementation of HMIS also brings better financial planning to the hospital. HMIS helps to predict the revenues, cash flows and helps to plan for the capital equipment judiciously. Use of a Hospital Management Information System enables hospitals to buy their resources

according to their budget and requirements.

With the increasing complexity of medical care, every hospital should be well equipped with complete solution for various flows. One of the prime factors that hospitals should focus on is its quality outcomes. The quality outcomes that are analysed with the help of quality reports enables hospitals to take appropriate decisions to improve the internal quality structure. Every hospital should quickly understand their essential needs in order to function efficiently. The HMIS therefore manages to reduce the burden by assessing the patient needs and enabling to provide quick information on the immediate needs and helps to prioritise the essentials according to the patient's visit.

World class hospitals use clinical data to improve the clinical structure. They realise that the efficiency and quality of their services is directly dependent on analysing

the clinical data. With the clinical outcome reports, the hospitals would work forward to improve their efficiency. HMIS would enable a hospital to plan and employ the clinical reports effectively. Clinical data will enable the hospital to make a decision on requirements of clinical instruments. Availability of right HMIS makes the maintenance and management of equipment an easy task. Based on the clinical outcome, the HMIS decides the need and essentials of every patient in the hospital.

HMIS also aids tracking and assigning of clinical healthcare cost. Most of the times some of the equipment invariably employ sophisticated technology made up of complex system. The problem of maintenance and management of equipment is a challenging process. Hence, HMIS system enables managing the needs of every clinical equipment. Based on the clinical outcome, the HMIS

Helping Senior Management

Hospital administration can be effective if the information available to make the decision is correct and is timely. Unfortunately, with manual system or islands of automations, the information is sketchy, and most of the times, the management can't take decisions based on data. HMIS helps the senior management make the right decision based on objective data, reporting and reviewing becomes timely and effective. With the increasing complexity of medical care, every hospital should be well equipped with a complete solution for various flows.

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Streamlining processes

Lack of HMIS has led to revenue leakages and difficulties in effectively managing the hospital. To meet the complex requirements, it is essential to implement hospital management information system. A good HMIS helps to streamline every operation in a hospital and ensures process adherence and better control. The hospital management information system also helps to systematise operations and helps in tracking the costs, revenues and resources.

HMIS also helps in uncovering manipulation, misplacements, and misidentification. From this feature, hospitals can benefit from insights on revenue leakages. More importantly, HMIS helps to assesses customer needs quickly and respond timely to their treatments. The need of every patient is different. HMIS manages the right identification of the patient, right allocation of the staff

About the author

Suchet Singh is the CEO of Srishti Software and brings over 24 years of rich IT experience and strong management skills to the table. He has successfully evolved business development, relationship management and strategic alliance with partners, all achievements attributed to his vision, seasoned leadership and management capabilities. Before his stint at Srishti Software, Suchet was at a senior position at Sobha Renaissance-IT. Suchet holds a Bachelor of Engineering degree from Mysore University.

and facilities in a seamless and error freeway.

At an organisational level it also contributes to integrate the complete hospital process right from admission to discharge process, bed turnover rates etc. HMIS help hospitals benefit from improved efficiency, especially in managing vast supply of medical equipment, and resources. To maximise hospital efficiency and reduce waste you need to know what you have, where you have and where it needs to go. HMIS helps healthcare organisations track their cost of operations and ensure no revenue leakages happen.

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With the increasing complexity of medical care, every hospital should be well equipped with a complete solution for various flows. One of the prime factors that hospitals should focus on is their quality outcomes. The quality outcomes that are analysed with the help of quality reports enable hospitals to take appropriate decisions to improve the internal quality structure. The data outputs of HMIS enable high quality outcome management, the reports are rich and are available at the click of a button. HMIS facilitates slicing and viewing of every flow in hospital such as PAS, CIMS, Para-Clinical, HR, Stores and finance. That is the power of integration and process view a HMIS brings to the hospital administration.

With advancements in technology, hospitals should now gear up to have new mix of technology and planning in order to function efficiently. Hence it is significant for every hospital to have a system that streamlines essentials in order to facilitate smooth hospital flow. **HBI**

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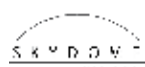
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