



AMALA COLLEGE OF NURSING

(An undertaking of Amala Cancer Hospital Society)

Amala Nagar P.O., Thrissur-680 555, Kerala, India.

Website : www.amalanursingcollege.org

FIRST CYCLE NAAC ACCREDITATION 2022

CRITERION 6

GOVERNANCE, LEADERSHIP AND MANAGEMENT

6.2. Strategy Development and Deployment

6.2.2 Software implementation details

Submitted to



THE NATIONAL ASSESSMENT AND ACCREDITATION COUNCIL

**SOFTWARE
IMPLEMENTATION
DETAILS**



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Software Implementation Completion Report

Introduction

This project designed to solve the operational issues of day-to-day activities of the hospital and all institutions under Amala Medical Society. In this project IT department developing two web based application, the first one is 'OneAmala' and second one is 'iApps'. Both are powered by IT Department of Amala Institute of Medical Sciences.

Scope

It is a Content Management System (CMS) to communicate with departments. Main event details and photos will be published in OneAmala. Other functions include phone directory, availability of circulars (public) and training schedules by HR departments. It resolves operational issues like IT hardware, maintenance, electrical complaints, phone complaints etc. iApps services includes "iServ" which is mainly used to raise the tickets for the above operational issues, and take part in managing the clinical activities such as discharge summary, investigation request etc. The server provides separate login ID for all the employees of Amala Institute of Medical Sciences, Amala College of Nursing, and other institutions under Amala Cancer Hospital Society. Quality management system for NABH is functioning under iApps.

Steps taken by IT

1. To conduct a meeting with Assistant Director & COO for make a project plan & select project team members.
2. Interact with department HOD's & employees to take their inputs.
3. Submit final project report for approval.
4. 07/01/2016 IT starts this project work.

Key Benefits of 'OneAmala'

1. Phone Directory.
2. Patient Shifting.
3. Intranet Mail.
4. Doctors Leave Information.
5. All Circulars.
6. Patient Feedback Form.
7. iApps.

Key Benefits of 'iApps'

1. Employee Attendance History.
2. Employee Training History.

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3. Employee Feedback.
4. Service Request for IT, Electrical, Bio Medical, Maintenance, Telephone, HIS, Other help.
5. Incidents Reporting
6. iDoc for Official Communication.

Implementation Steps

1. Within three months after getting the approval, IT completed the software development work.
2. Configure dedicate server.
3. Deploy application in the server.
4. Conduct introduction meeting and staff training.
5. Gap analysis completed during the training.
6. Released final software version (3/10/2022)

Thanks.

Thanks should be given to all of the following for working on, advising on or just being plain supportive through the project.

Project Steering Group

1. Director.
2. Assistant Director.
3. Chief Operating Officer

Project Working Group

1. Department HOD's.
2. HR Department.
3. Selected Staff

Project team

1. Sujith
2. Alitta

Project Closure Note

The CMS project has achieved the main aims and objectives of the project within the defined budget and planned timescale. This report confirms the closure of the Content Management System project. It also details the deliverables and the achievements of the project.

Objectives

The objective of the CMS project was to implement a web publishing tool which met the requirements of the Amala medical society.

Deliverables

CMS product – The Content Management System was developed after following evaluation procedures and gaining Board approval. The product, For Computing Services, in-house hardware has been installed.

CMS Hardware – The architecture of the CMS hardware resulted in the purchase of 1 application

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server. These servers have been built and installed by IBM.

Operational Procedures – The service delivery and support of the CMS is detailed in the Operational Procedures. Back up procedures and problem resolution is described along with the CMS publishing process and model. Computing Services will keep and maintain this document for their own records.

Training Material – In-house training will be provided by Computing Services training team. Also a Web accessibility/ usability workshop will be run in conjunction with CMS roll-out.

Benefits

The benefits of implementing a Content Management System will become more apparent as the application is rolled-out further, across departments. The main improvement will be the look and feel of the Amala external facing web sites, these will change to give a more consistent appearance and navigation style. Another benefit achieved by the CMS project is the provision of a reliable, organized web-publishing tool which will link to central data sources, removing data duplication in web sites.

Handover

The Content Management System will now be under the IT team. They will be responsible for assigning logins to users and supporting the CMS application by providing assistance to departments where and when required.

Roll Out

The IT teams have already begun the roll-out of the Content Management System. That is, the application is now being implemented in various departments within the Amala medical society. Considering the complexity of the roll-out process and the length of time it will take, appropriate working procedures should be established and followed. The roll-out progress needs to be monitored and working procedures reviewed at regular intervals therefore it may be beneficial to employ an Implementation Manager to priorities, plan and co-ordinate the roll-out.

Conclusion

The Content Management System implementation was a success because it followed the appropriate project management methodology and had clear objectives from the start. Projects that constantly monitor progress and review plans are more able to adapt to the challenges that arise during the life of the project.



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Saiju C Edakkalathur

Chief Operating Officer (IT In-Charge)
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HMS Implementation Completion Report

Introduction

A hospital information system (HIS) is an element of health informatics that focuses mainly on the administrative needs of hospitals. In many implementations, a HIS is a comprehensive, integrated information system designed to manage all the aspects of a hospital's operation, such as medical, administrative, financial, and legal issues and the corresponding processing of services. Hospital information system is also known as hospital management software (HMS) or hospital management system.

Scope

The administrations of healthcare sector are opting IT solutions for the better management and patient care in their hospital campus. Amala Hospital selected 'Info Connections' as our HMS implementation partner and their software name is 'Homes'. Have a look at some salient features of 'Homes'.

Daily functions like patient registration, patient's chart, visits, ordering, pharmacy billing, distribution, medical history, a list of procedures, medicine administration, OT scheduling, IP discharge, monitoring blood bank, managing admission and overall management of various departments can be easily performed with higher accuracy after the installation of hospital software.

HMS Implementation Process

1. To conduct a meeting with Assistant Director & COO for make a project plan & select implementation partner.
2. Arrange demo for department HOD's to select best three HMS for detailed demo.
3. Arrange detailed demo for all departments HOD's, dept in charge, all team leaders.
4. Make comparison report to select implementation partner.
5. To help management for financial negotiation.
6. Provide help to implementation partner to complete the GAP analysis.
7. Arrange customized software demo for all team members with the help of implementation partner.
8. Give training to all staff & medical student in their own area.
9. First phase implementation was started April 2014 and completed September 2014.

Key Benefits of 'Homes' (HMS)

1. Patient registration.
2. Patient's chart.
3. Visits.
4. Medicine, Services & Consumables ordering.

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5. Pharmacy billing.
6. Medicine distribution.
7. Medical history.
8. A list of procedures.
9. Medicine administration.
10. OT scheduling.
11. IP discharge.
12. Monitoring blood bank.
13. Managing admission.
14. Overall management of various departments.

Implementation Steps

1. Provide help to implementation partner to complete the GAP analysis.
2. Arrange customized software demo for all team members with the help of implementation partner.
3. Give training to all staff & medical student in their own area.

Thanks.

Thanks should be given to all of the following for working on, advising on or just being plain supportive through the project.

Project Steering Group

1. Director.
2. Assistant Director.
3. Chief Operating Officer

Project Working Group

1. Department HOD's.
2. In charge's.
3. Team Leaders.
4. All IT department

Project Closure Note

The HMS project has achieved the main aims and objectives of the project within the defined budget and planned timescale. This report confirms the closure of the hospital Management System. It also details the deliverables and the achievements of the project.


Objectives

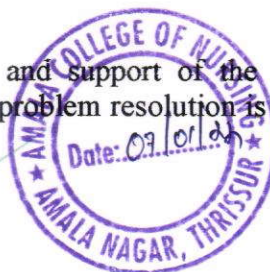
The objective of the HMS project was to successfully implement a perfect hospital management system which met the requirements of the Amala medical society.

Deliverables

HMS Hardware – The architecture of the HMS hardware resulted in the purchase of 1 application server, 2 Database servers. These servers have been built and installed by IBM/ Lenovo.

Operational Procedures – The service delivery and support of the HMS is detailed in the Operational Procedures. Back up procedures and problem resolution is described along with the


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HMS publishing process and model. Computing Services will keep and maintain this document for their own records.

Training Material – In-house training will be provided by Computing Services training team.

Benefits

Hospital information systems provide a common source of information about a patient's health history, and doctors schedule timing. The system has to keep data in a secure place and controls who can reach the data in certain circumstances. These systems enhance the ability of health care professionals to coordinate care by providing a patient's health information and visit history at the place and time that it is needed. Patient's laboratory test information also includes visual results such as X-ray, which may be reachable by professionals. HIS provide internal and external communication among health care providers.

Handover

The HMS will now be under the IT team. They will be responsible for assigning logins to users and supporting the HMS application by providing assistance to departments where and when required.

Roll Out (Date of Completion: 4/1/2016)

The IT teams have already begun the roll-out of the HMS. That is, the application is now being implemented in various departments within the Amala medical society. Considering the complexity of the roll-out process and the length of time it will take, appropriate working procedures should be established and followed. The roll-out progress needs to be monitored and working procedures reviewed at regular intervals therefore it may be beneficial to employ an Implementation Manager to priorities, plan and co-ordinate the roll-out.

Conclusion

The HMS implementation was a success because it followed the appropriate project management methodology and had clear objectives from the start. Projects that constantly monitor progress and review plans are more able to adapt to the challenges that arise during the life of the project. Although this accomplishment could not have been achieved without the hard work and effort of the project team over the last six months.



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END USER ANNUAL MAINTENANCE CONTRACT (E U A M C)

for

HOMES (*Hospital On-line Management Empowering System*)

This EUAMC is an agreement between **Mr. Jemmu Arangassery** proprietor of **INFO CONNECTIONS** (software consultancy firm) referred hereinafter as “**first party**” and **Amala Institute of Medical Sciences** referred hereinafter as “**second party**” for the timely maintenance of the existing HOMES system.

- **SUPPORT SERVICES:** First party will provide support services related to the HOMES Software Package. Use of support services is strictly for the existing system and services include fixing the issues and making minor enhancements to the system. Any supplemental software codes provided to second party as a part of the support services are considered out of the scope of the Software Package and subject to charges.
- **MAINTENANCE OR SYSTEM ERROR RECOVERY TIME AND RESOURCE ALLOCATION:** First party is committed to run the HOMES system without any down time due to the software error. First party will recover any type of system down due to software error within **3 hours**, which will be calculated from the intimation received time. Non critical issues will be resolved in a timely manner and this will be communicated appropriately.
- **HOSPITAL MANAGEMENT AND END USER COMMUNICATION:** First party will provide an email system for the communication between first party and second party. This will enhance and ensure better understanding between two parties. Also there will be a phone number for end users to raise the issues with the support team. First party will send a weekly status report to the second party with the work progress of the reported issues. There will be a monthly in-person meeting between first party and second party.
- **BACKUP DATA AND SOURCE SECURITY:** The security of the system and data backup will be the responsibility of the second party. Second party may not make duplicate copies of the Software Package or the software tools accompanying the Software Package.

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- **EUMAC CHARGES AND PAYMENT TERMS:** Second party shall pay the EUMAC charge of **Rs.10,00,000/-** (Ten Lakhs Only) per financial year. The payment schedule for the financial years covering the contract is as follows:

Installment	Date	Amount
1 st Installment	1 st April	Rs. 4,00,000 /- (Four Lakhs Rupees only)
2 nd Installment	1 st August	Rs. 3,00,000 /- (Three Lakhs Rupees only)
3 rd Installment	1 st December	Rs. 3,00,000 /- (Three Lakhs Rupees only)

- The service tax for the AMC charge will be deducted from the total AMC charge and to be paid by the first party.
- **EUMAC TERM and TERMINATION:** The Agreement is valid for financial years **2022-23**. Both parties may terminate the agreement with 3 months of written notice.
- **EUMAC SUMMARY:** This **EUMAC** is the entire agreement between first party and second party relating to the Software Package and the support services and they supersede all prior or contemporaneous oral or written communications, proposals and representations with respect to the Software Package or any other subject matter covered by this **EUMAC**.

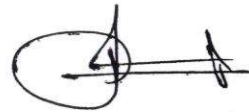


Mr. Jemmu Arangassery

Proprietor,

INFO CONNECTIONS

First Party



Saiju C Edakkalathur

Chief Operating Officer

Amala Institute of Medical
Sciences, Thrissur

Second Party




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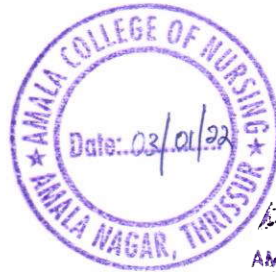


INSTALLATION DETAILS OF MEDICAL EDUCATION SUITE

EduSoft Software, a complete ERP solution for all academic procedures which is under the Logiprompt Techno Solutions India Pvt Ltd is installed in Amala College of Nursing, Thrissur as on 09/07/2021. EduSoft has 20+ pro modules. This software is designed to manage different operations of the College. Logiprompt Techno Solutions understands that all future updates of the software will be informed and managed based on the need of the College.

Aneesh Ramachandran

Operations Head



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