



MIND IT
SYSTEMS
Your Reliable Technical Partner

Customer Success Story

Helping Healthcare chain in their mission to become best private healthcare provider in country

 Modern

 Scalable

 Secure

Executive Summary

A leading hospital chain in East Asia wanted to build a world-class hospital management system to become the best in their country. The requirement was to undertake a build vs buy journey and then analyze what should be built, including prototypes, workflows, tech recommendations, and guidance for their internal development team to start development. Mind IT Systems analyzed and created a complete solution on a basis on which the system can be built.

Testimonial

“Mind IT Systems is collaborating with us to analyze solutions for our new hospital management system, including EHR, PACS Integration, Drug Database, and Clinical Decision Support. We have been running our hospitals for 13 plus years and are working towards being the best in our country. Their expertise in Healthcare and IT is enabling us to build world-class systems to serve our patients better”

Quick Facts

Client

Industry: Healthcare

Employees: 1001 - 5000

Geographic Presence: Headquartered in eastern Asia

Profile: The client group is one of Vietnam's largest private healthcare providers.

Technologies Recommended

- .NET MVC
- .NET WPF
- Redis
- Solr
- My SQL

Objectives

The client has been through two Hospital Management Systems in the past 13 years and found them severely lagging with respect to European World Class Healthcare Systems. The objective was to build the solution, including a complete analysis for building the best Hospital Management System in the Country while providing best-in-class turnaround times and a complete prototype of the solution.

Challenges

- Meeting European Standards
- Scaling up and Responsiveness
- Making it a Practitioner friendly by utilizing healthcare expertise
- Multi-Location and Multi-Lingual

Impact



Sales Increase
Efficiency up
Central Solution



Manual work
Lesser Conflicts

Details

Client Profile

The client is a private-sector healthcare group and one of Vietnam's leading healthcare providers. The group started offering the first Hospital-Hotel model in Vietnam with the purpose of improving people's health and providing highly complex health care to the community. They are well-known Integrated healthcare providers and leaders in Vietnam's private sector. The client is focused on excellence, expertise, empathy, and innovation.

Industry Landscape

Vietnam represents a potentially large healthcare and medical equipment market. Identified as a national development priority, the public healthcare sector has received increasing government budget allocations and interest from the private sector. Experts estimated market size at \$2 billion in 2017.

Due to low-quality service in the country, around 100,000 Vietnamese people go abroad for higher-quality treatment. This group spends approximately \$5 billion USD every year out of pocket, indicating that domestic healthcare needs drastic improvement. Private healthcare has started blooming only in the last decade, as earlier, the nation had to rely only on state-run healthcare institutions.

The healthcare system has an estimated 1,062 state hospitals, 200 local private hospitals, and 15 foreign-invested hospitals with a total of 145,000 beds. There are over 200 new hospitals at some stage of the planning process.

Now the opportunities: The government of Vietnam has approved a national master plan to develop the healthcare network up to 2020. These cover public/private based health/preventative medicine and primary care systems as well as medicine manufacturing and supply. Per this plan, by 2020, 25 hospital beds, at least eight physicians, and two pharmacists should be available for every 10,000 people.

Problem Statement

With the new hospital coming up, the scale of operations was set to increase by 500%, and new specialized services were to be part of the upcoming state-of-the-art facility. The client wanted to remove dependency on product providers and thus build, on their own, the best Hospital Management System in the Country. New Centralized Solution was also expected to take care of five healthcare locations and be multilingual. The solution was expected to include learnings from Global Health care systems, with recommendations on what to build, and how to build, including prototypes and flows for complete screen-level solutions.

Solution

Mind IT Systems undertook a build vs buy journey to build a world-class hospital management system and then defined what needed to be built in conjunction with expertise from various healthcare practice leaders worldwide.

- The newly developed prototype provided a unified patient, practitioner, and management interface, resolving many operational black holes with complete online management.
- Solution was built to fulfill custom needs and prevalent practices in East Asia after analyzing various hospitals' best practices and software systems.
- Solution included complete prototype, BPMN flows and solutions for following mission-critical modules:
 - Master Patient Index
 - Appointment
 - OPD Management
 - OPD Billing
 - Insurance
 - EMR and Templates
 - Labor and Delivery
 - Lab Medicine and Pathology
 - Specialty Diagnosis
 - Emergency
 - ADT (In-patient Mgt.)
 - Nursing Services
 - IPD Billing
 - Inventory

- Pharmacy
- Operating Theatre
- Notifications and Alerts
- User Access Control
- Patient Portal
- Outcome Management

Results

For almost three years, Mind IT Systems has worked with this healthcare provider in close collaboration to keep solving their business problems through the use of technology. Working with multiple healthcare experts over time, recommended solution has been built in alignment with the business and industry evolution.

New Hospital Management System Prototyping has been built to reduce bottlenecks and significantly improve efficiency. A centralized Solution, once developed by the client's team following the detailed solution developed by Mind IT®, is expected to help all Hospital Locations coordinate with each other and provide better unified services to patients. From a business standpoint, there is a ~40% reduction in the time expected on the system as new processes highly optimize patient-practitioner data-keeping. Further, OPD and IPD are both expected to have their expenses cut down due to the streamlining of software and processes, thus removing redundancy and personnel dependence.

The major results are:

- Centralized patient/ member records
- Enhanced customer experience
- Reduction of costs and wastage
- High Improvement in operational efficiency

This project has helped them in their mission to become best private healthcare provider in their country, as now the solution clearly outlines what needs to be built and how.

About

Mind IT Systems is a leading global organization focusing on solution via Custom Application Development, Product Engineering, Enterprise Solutions, Business Intelligence and Analytics along with Quality and Testing Services.

Our focus is on developing intellectual property for our clients, while working for quick turnaround development and build scalable and robust solutions for our Global clients.

We continuously strive to innovate for our clients leveraging our experience across domains and technologies with unwavering focus on excellence. We build long term relationships with our customers and work towards long term shared goals to achieve satisfaction for everyone. Depending on your needs, Mind IT Systems provides flexible working models of Onsite, Offsite, Full time, Timeshare and Dedicated Offshore Delivery Centre.



Mission

To bring people's possibilities to reality by engineering awesomeness



Vision

Empowering Humanity



Values

- **Reliability:** We are dependable
- **Integrity:** We say what we do, and we do what we say
- **Responsibility:** We are accountable and answerable
- **Excellence:** We do the Best

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in <https://linkedin.com/company/mind-it-systems>



<https://minditsystems.com/>



<http://facebook.com/MindITSystemsWorks>



info@minditsystems.com



<https://twitter.com/MindITWorks>



+1 415 707 0591, +91 987 135 2101