Scanning and Digitization of Medical Records at National Hospitals

CASE STUDY

Company Profile
The Kenyatta National Hospital (KNH) in Nairobi is the oldest hospital in Kenya. Founded in 1901 with a bed capacity of 40 as the Native Civil hospital, it was renamed the King George VI Hospital in 1952. It was renamed Kenyatta National Hospital – after Jomo Kenyatta – following independence from the British. It is currently the largest referral and teaching hospital in the country. KNH has 50 wards, 22 outpatient clinics, 24 theatres (16 specialized), accident & emergency departments and out of the total capacity of 1800 beds, 209 beds are for the private wing. On average KNH provides medical care for 80,000 in-patients and over 520,000 outpatients annually.

Business Situation
At KNH, whenever a patient walked in for the first time, a record or file was created with case history details and the same was circulated to other clinics for reference wherever the patient was treated. From patient details entry to records creation and circulation, everything was handled manually. KNH realized there were 40 million patient files in the records room, with the number increasing day by day. Due to manual procedure, it was becoming highly difficult and a tedious and time consuming activity for KNH to retrieve patient’s record and thus delaying his / her treatment. Situation became worse during emergency scenarios. Adding to this was the money spent on procurement of stationery for creating and maintaining patient files. Manual process proved to be inefficient, difficult to measure and prone to error resulting in duplication, loss of files, etc.

KNH wanted to increase its efficiency by reducing the time patients take to register at the hospital by automating the registry process, reduce time taken to retrieve patient file from the records and also reduce corruption by automating the billing process.

Customer
Kenyatta National Hospital (KNH) is the oldest and the largest referral and teaching hospital in Kenya providing medical care to 520,000 patients annually.

Industry
Private (Healthcare)

Business Situation
Starting from creating patient records to storing, searching and retrieval, everything was done manually at KNH which resulted in delayed treatment as records search & retrieval was time consuming, errors in details entry, duplication of records along with files misplacement.

Solution
Techno Brain BPO / T4T digitized 4.5 million patient records and contributed to a faster retrieval process.

Benefits
- Automated patient registry and billing process resulting in reduced corruption
- Turnaround time for patient records search and retrieval process reduced
- Risks of records duplication, misplacement, damage, etc. reduced as manual procedure is replaced with electronic management
- Security of records enhanced with biometric access to authorized personnel only
Solution

Techno Brain BPO/T4T was approached by KNH to address their problem. Techno Brain proposed Scanning and Digitization of KNH’s medical records and storing them in document management system, centralized location enabling access of patient files to hospital staff from different clinics or locations. To start with Techno Brain had to digitize 4.5 million records of KNH which involved data capture, document scanning and digitization within a realistic time frame. For this project, Techno Brain BPO / T4T through its Impact Sourcing initiative, employed 35 under privileged youth from slums of Nairobi and provided them with basic training on the complete process involved in digitization of medical records.

With the new system, Doctors at KNH and other associated clinics are now able to access patient records online from their workstations unlike in the past where doctors had to request records registry or maintenance officials to search for them manually which was time consuming and resulted in delayed treatment. On the other side, patient had to confirm his / her National ID or other information for identification details which were entered in to the system and the complete patient case history was automatically populated within less than a minute or in few minutes.

The electronic medical records will be used for a wide variety of purposes, such as getting multiple views, diagnostic care and treatment, assessing preventive measures for various illnesses, and for assessing the outcome of clinical trials and research. This will also help the hospital and researchers to monitor common ailments and their prevalence in specific areas.

Benefits

Scanning and Digitization of paper records in to electronic mode has been a huge success for both Kenyatta National Hospital and Techno Brain, wherein the former could experience a notable change in its day to day activities and the latter could see its dream of providing employment to the under privileged and needy youth through its Impact Sourcing initiative.

Key benefits of Medical Records Scanning & Digitization:

- The new system led to a fast and speedy search and retrieval of patient records
- It helped in reduction of manual intervention during records retrieval process thereby mitigating risks such as records getting damaged, mixed up and duplication
- The issue of space constraint in terms of storing the physical files was also resolved as everything is now stored digitally
- Security enhanced with biometric access allowing authorized personnel to the records
- Improved Efficiency, Service Delivery and Productivity

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