

PSG Group gains 360 view of patient data with fully integrated electronic health record system for multiple healthcare units

Client profile

PSG Group, located in Coimbatore, India, is a well-established conglomerate with a history dating back to 1926. The group has contributed significantly to education, healthcare and community development. With a focus on social responsibility, PSG Group operates numerous educational institutions, hospitals and research centers, fostering innovation and providing quality services.



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When we decided to opt for an electronic health record (EHR) solution, NTT DATA was chosen after a competitive evaluation of multiple companies. Thanks to the dedicated team, support and competence of NTT DATA, we were able to implement our outpatient EHR in a record time of about 8 months at PSG Hospitals and are on track to extend the same to the inpatient department as well.

Their professionalism and support are truly top-class, which gives us the confidence that NTT DATA is the right partner for implementing additional smart solutions.

Dr Bhuvaneshwaran, Medical Director, PSG Hospitals

Summary

PSG Group wanted a custom clinical solution that seamlessly integrates with their homegrown electronic health record (EHR) system for better standardization of healthcare records and holistic visibility of patient-related data. The solution had to be fully mobile, with customized, specialty-specific configurations, and capable of supporting clinicians with real-time decision-making. By partnering with NTT DATA, they were able to realize the outcomes of streamlined operations, an enhanced clinician experience and data-driven insights through a fully digitized, unified repository.

Business need

Integrating in-house EHR for data-driven insights and enhanced patient care

PSG Group, a leading healthcare and education provider with a network of more than 2,000 hospital beds across three facilities, sought a unique solution to integrate seamlessly with their homegrown EHR. The primary goal was to standardize health data across their vast network, facilitating medical education and research while continuing to deliver exceptional care to over a million patients annually. They partnered with us to develop and deploy such a custom clinical solution, drawing on our extensive and proven capabilities in healthcare technology, with significant benefits.

Solution

Custom clinical solution enabling an end-to-end digitalized workflow

Careful consideration was given to clinicians when designing the solution for transitioning from traditional paper-based records to a fully digital workflow.

Key features of the solution included:

Seamless EHR integration

The solution integrated smoothly with the client's homegrown EHR system, providing clinicians with a unified interface to access lab results and medical images, and manage prescriptions.

Flexible, mobile and accessible

The solution enabled clinicians to access the EHR through desktop computers, mobile carts and dedicated tablet devices at the patient's bedside, or via a mobile app for remote access.

Specialty-specific configuration

The system offered intelligent workflows and clinical template designs, allowing customization for various specialties while maintaining data standardization across the network.

Real-time decision support

Clinicians benefitted from instant notifications and alerts, along with customizable views of patient data (notes, results, medications and images), significantly improving the accuracy and speed of clinical decision-making.

Outcomes

Integrated data repository to improve clinician experience and patient insights

The implementation of this integrated EHR solution has yielded significant benefits for the client:

Streamlined operations improve outpatient management

Through electronic prescriptions and paperless records, they can now manage over 2,000 daily outpatients, while also improving efficiency and reducing errors.

Connected network enables more holistic care

The fully integrated EHR unifies all of their community health centers and three hospital units, creating a common medical repository for seamless data sharing.

Digital workflow enhances clinician efficiency

A smooth transition from paper-based to digital records across all specialties, thanks to intuitive workflows and customizable templates, gives clinicians access to critical information when they need it.

Data-driven insights for research and education

Standardized health data allows for advanced analytics and research opportunities, supporting the client's commitment to medical education and improving patient care.

Improved quality of care and patient safety

Real-time alerts and comprehensive patient data views empower clinicians to make faster, more informed decisions, directly impacting the quality and safety of patient care.