# AIIMS COMPUTERISATION
## Prof. MC Misra, Director, AIIMS

When I took over as the Director of All India Institute of Medical Sciences, New Delhi on 11th October 2013, I received compliments and congratulatory messages from one and all at AIIMS, from within the country and overseas. All my colleagues, fellow staff of AIIMS came to congratulate me and conveyed that each one of them have a great expectation from me. I fully acknowledged their feelings but conveyed that I also have a great expectation from each one of them. I fully appreciate the huge challenge ahead and am confident that we can achieve everything and anything if all of us work in unison and speak the same language when it comes to the welfare of AIIMS family keeping patients at the centre stage.

We all know that AIIMS has become a brand name in India and abroad with people from all strata of society looking up to it to provide ethical, affordable and quality healthcare. This stature and trust from fellow citizens has not come overnight. It has taken decades of extreme hard work by our founding fathers-faculty, residents, nurses, technicians and scientists to reach to this level. Many of us have become complacent and are happy in basking in the past glory of AIIMS. This has to change. With the privileges that come with being associated with this great institution also come great responsibilities and we should all introspect about what we have done for AIIMS as well as what we envision for this institution. I believe that there is immense untapped potential in AIIMS which with the proper nurturing can make AIIMS a truly global brand. Let me assure you all that I will work with single minded determination to take the AIIMS brand to new heights globally.

AIIMS has been catering to an ever increasing patient volume and although the statistics seem overwhelming, a lot can be done to improve patient care as well as to bring satisfaction amongst both the patients and care givers. It is often said that this patient 'load' actually hampers education and research activities which are the actual mandate of AIIMS. You may remember how the railways and banking industry reinvented themselves in India using computerisation in the 1990's. I firmly believe that by leveraging this patient 'load', computerisation can similarly bring a turnaround in patient care at AIIMS besides revolutionizing research and education activities.

I again thank you all for reposing this trust in me and am sure that you will support me in realizing this shared dream for the benefit of society at large. **MC Misra**

## WHAT MATTERS MOST



Our patients in centre

Pride in our AIIMS · Working Together · Communication · Staffing · Valuing our staff · Focusing on priorities · Safe and quality patient care · Valuing our staff

## TIMELINE FOR COMPUTERISATION AT AIIMS

| | 1 Dec 2013 | 15 December 2013 | 1 January 2014 | 1 March 2014 |
|---|---|---|---|---|
| **For Patients** | Appointment for sample collection in OPD. Availability of admission facility at cash counters in RAK OPD (8AM-4PM) | Seamless billing through prepaid cards throughout main AIIMS. Limited appointment facility for next 3 days for patients at OPD registration counters for patients in queue (after the current quota is over) in RAK OPD | Appointment through call centre for select departments. 24 X 7 admission counter in Casualty | Patient display system (PDS) in ED. Admission Counters in IRCH, CNC and Dental Centre from 8Am-8pm |
| **For Technicians** | LIS (Laboratory Information System) in all Labs in Main AIIMS. Result entry of all investigations by technicians | Birectional Interfacing of all emergency Lab equipment with LIS | Birectional Interfacing of all Lab equipment with LIS | E-Roster linked with biometric attendance across AIIMS |
| **For Nurses** | 100% ADT (Admission/discharge/Transfer). 100% Store Indent | Vital entry for all In-patients (At least once in each shift). Nursing transfer notes. E-Roster across main AIIMS | Seamless billing through prepaid cards throughout AIIMS. Complaint logging & resolution display system | E-Roster linked with biometric attendance across AIIMS |
| **For Doctors** | Open PACS implementation all over Main AIIMS. Availability of Lab reports in e-Hospital Software all over Main AIIMS. Electronic Death forms, | Clinical note entry (Admission note, round note, discharge note, operation note etc) in CPRS. Viewing of all labs in CPRS | Faculty Management system for Faculty. Full Wifi all over main AIIMS and JLN Audi complex OPD | CPRS & PACS implementation across all centres in AIIMS |

"The Expectations of life depend upon diligence; the Mechanic that would perfect his work must first sharpen his tools."

Confucius

**COMPUTER-ISATION MODULE FOR AIIMS**

## Creation of Nursing Informatics Specialists (NIS) in Main AIIMS

In a major thrust towards Electronic Medical Records (EMR) implementation in AIIMS, a new cadre of nurses, designated as NIS will formally be deployed in all wards in Main hospital wef 1 December 2013. The NIS cadre was for the first time created in the country at JPNA Trauma Centre and is inarguably one the important reasons for the success of computerisation in the trauma Centre. At the trauma centre, NIS staff is present in ED round the clock and ensure 100% compliance in the eMLC system, PDS (Patient display system), DDDS (Doctors duty display system) as well as CPRS (Computerised patient record system). They also collect compliance statistics in the wards and are the bridge between doctors, nurses & the IT team.

Currently there are 10 nurses who are undergoing intensive training in Trauma centre as well as in Computer facility (main AIIMS). Each NIS will be deployed on every floor of the main Hospital and will be responsible for the three wards on that floor. Additionally, one NIS will be posted in old private and new private block(s). Our vision is to have a team of at least 40 NIS by March 2014 so that they can be posted round the clock in main ED and in other centres of AIIMS. We are confident that the presence of NIS in the main hospital will go a long way towards successful computerisation of AIIMS.

On-duty phone   No of NIS

1st Flr(AB1,C1,D1) 9868398624

2nd Flr(AB2,C2,D2)9868398625

3rd Flr(AB3,C3,D3)9868398626

4th flr(AB4,C4,D4)9868398627

5th flr(AB5,C5,D5) 9868398628

6th Flr(AB6,C6,D6)9868398629

7th flr(AB7,C7,D7)9868298630

8th flr(AB8,OT)9868398631

New pvt -9868398632

Old pvt-9868398633

## Vista EMR debuts in AIIMS

After the success of Vista EMR at Trauma centre, the free & open-source solution has been extended to main AIIMS and will be fully functional by 15 December 2013. For those who are not aware, Vista EMR is the **world's top rated EMR** and is running in hospitals



**Graphic   TPR Chart**

with combined capacity of more than **100,000 beds** in USA! All residents who have rotated to



**Cover Sheet of CPRS**

AIIMS Trauma centre can vouch for its user-friendliness and capability. This EMR has also been credited for transforming the p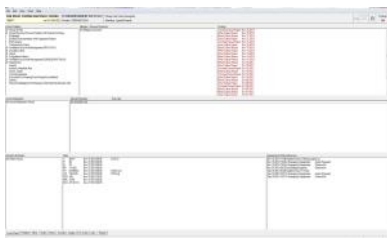oorly performing government hospitals in USA to ones which provide the best care. Not convinced? Please read the article http://www.washingtonmonthly.com/features/2005/0501.longman.html to know more about this amazing product. We are very excited about rolling out Vista throughout AIIMS and believe that it has the potential to catapult AIIMS to the next level in patient care & research.



**Patient NOTES**

## Open PACS Implemented throughout Main AIIMS

Easily accessible & user friendly PACS has always been on the top of the wish list for doctors at AIIMS. You will be happy to know that the undisputed global leader in free & open source PACS (DCM4CHEE) has been successfully implemented at main AIIMS. It is now possible to see CT, Angiography and radiographs done in Main radiology department in almost real time anywhere in main AIIMS through any of the computer placed in wards! You can also view the images on your hand held devices such as smartphones, PDA's & IPads! This implementation has been possible due to strong support from the AIIMS department of radiology. We plan to add modalities like portable X-ray's & ultrasound machines to this PACS in the coming weeks
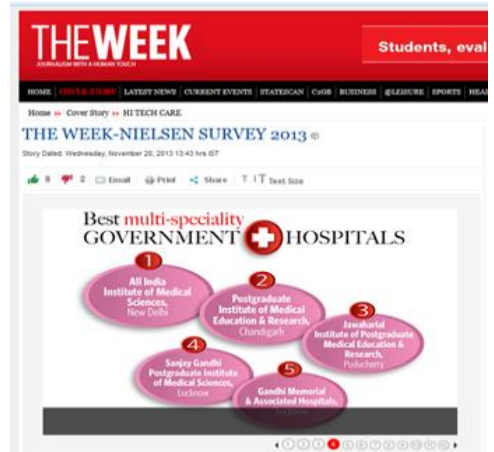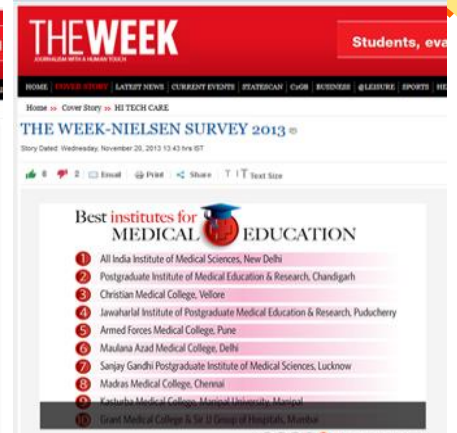
## Lab results on your fingertips!

Running to find out the lab reports? Your wait may soon be over. In a major initiative by different labs in the department of Lab Medicine (Including emergency lab), the technicians are entering reports into the e-hospital software provided by NIC (National Informatics Centre) and these results can be viewed on any computer in any ward anywhere in main Hospital. Huge **thank you** to all **technician**s working in different labs for making this happen. This proves how team work can improve patient care on the ground. We soon plan to have bidirectional automated interfaces between the auto-analysers and the e-hospital software so that manually entry may not be required. Also, work is in progress to make all lab results appear in Vista-CPRS so that all data can be viewed in a more user-friendly manner.

## AIIMS on the top!!!!

Not surprisingly, the recent survey done in Sep 2013 by "The WEEK"  magazine shows that among 15 main city hospitals s AIIMS tops as best hospital in India with the best multispecialty facility and provides best medical education.

The work for making this the number 1 institute in our country undoubtedly goes to our forefathers who had the vision and dedication for AIIMS.

We would all agree that a lot needs to be done and we cannot rest on our laurels if we want AIIMS to be one of the best institutes in the world!

# Read my Lips!: Priorities of our new Director

## THE TIMES OF INDIA

### Dr MC Misra is new AIIMS chief

**Durgesh Nandan Jha, TNN** Oct 11, 2013, 11.34PM IST

NEW DELHI: India's premier medical college and hospital, All India Institute of Medical Sciences, got a new director on Friday with the appointment of Dr MC Misra. Till now, Misra was the head of the institute's trauma centre. Dr Misra (61) is known as a leading surgeon and is also credited with developing the AIIMS Trauma centre into a model of care for emergency services in the country. Speaking to TOI soon after taking over as the AIIMS director, Misra said, "My aim will be to make AIIMS more patient-friendly. Computerization of patient records, capacity building to ease admissions and reducing the waiting time for surgeries and procedures will be the priority."

## hindustantimes

*Oct 2013 Rhythma Kaul rhythma.kaul@hindustantimes.com*

I plan to reduce wait for surgeries, OPD queues

NEW DELHI: Dr MC Misra spoke to HT after he took over as the director of the All India Institute of Medical Sciences (AIIMS). What are you priorities as the AIIMS director? I want AIIMS to be more patient-friendly. We will work to reduce queues for diagnostic tests, OPD consultation, pharmacy and also the wait period for surgeries. The proposed surgical centre, mother-and-child centre and full-diagnostic block will segregate patients. Computerisation is necessary to maintain medical records. I want to introduce a system to allow patients to make appointments online or on phone. Why has research work at AIIMS, which is primarily a research institute, taken a back seat? We don't have sophisticated laboratories needed for high-quality research. Yet, many scientists use the label of AIIMS to move abroad. Our faculty is burdened with clinical work and hardly get time for research. We must recruit more people. ICMR and DBT are working to create set-ups conducive for research. Work done by doctors and scientists has hardly been shared due to gag orders. Don't you feel that they should be free to share their work? Absolutely. I feel that the work we do at AIIMS is under-projected, and we must change that. There have been corruption charges against an AIIMS staffer. How do you plan to maintain transparency? We have to plug gaps and ensure no single person is responsible for decision making at all levels. Technology has made advances. Will it come to AIIMS? We have to look at two things: the role of technology and the cost. I want to develop a set-up within AIIMS to create low-cost versions of these tests.

## The Indian EXPRESS

### There should be no waiting list for cancer, says new AIIMS director

Pritha Chatterjee : New Delhi, Wed Oct 16 2013, 08:15 hrs

Two days after he took over as the director of AIIMS, Dr M C Misra said he would focus on the introduction of an appointment system for patients and a centralised payment mechanism — preferably cashless — for various procedures. "I am trying to work out a mechanism where patients can book appointments with doctors so they don't have to come and wait for hours. We had a call centre-like centralised system at AIIMS Trauma Centre. I am trying to see if we can replicate it here," he said.

He said such a system would reduce workload. "In the long run, I imagine it is possible for a patient from Bihar referred here for a cardiac procedure to take an appointment before travelling to the capital. If we publicise the numbers properly, and educate the public, I am confident we can achieve it," Dr Misra said.

## India+ MedicalTimes
### An AalaTimes Media Venture

**INTERVIEWS** by **Vidhi Rathee** Dr M C Misra, Director,AIIMS, New Delhi,Sunday, October 13, 2013

Need to introduce computer and other IT related services in public healthcare sector

**What are your plans about computerization of services to make healthcare delivery better at AIIMS?**

The idea of electronic health record systems has been still hanging at AIIMS. Computerisation of services can help in better coordination not only in the hospital but also between the hospitals. In western countries, the figure is two computers per patient whereas in India the figure is as low as one computer for 100 patients. The ratio indicates an urgent need to introduce computer and other IT related services in public health service sector. It can bring positive change in processes leading to much needed clarity and ensure better level of satisfaction to patients in the hospitals. Adopting paperless practices could help in providing useful information to large number of visiting patients by readily available database that can curb disorder and confusion that generally happens due to lack of information regarding details of patients and availability of services.

So yes, introducing technology and apportioning maximum computers for ease of work and timely services remains my priority.