King Saud University Takes Care of Patient Records with OpenText

Medical and Administration Records Go Electronic with OpenText ECM Suite, Saving Time and Improving Patient Care

Industry
Education and Medical

Customer

OpenText Partner

Business Challenges
- Paper based processes were time consuming and costly
- Lack of integration to other hospital systems
- Risk of document loss through misfiling
- Delays in patient diagnosis and treatment
- Limited document storage space available

Business Solution
- OpenText ECM Suite

Business Benefits
- Improved patient record access, providing faster treatment
- Reduction in manual filing, reducing costs and saving office space
- Integration with other hospital systems, increasing ease of access to information
- Customisable to meet departmental needs, provision of online forms and workflow

King Saud University (KSU), based in Riyadh in the Kingdom of Saudi Arabia, was the kingdom's first institute of higher education, opening in 1957. The College of Medicine opened in 1969 and in 1982 a dedicated university hospital, King Khalid University Hospital, opened its doors. This 800 bed facility provides both general and specialty medical services.

With a dedicated outpatient building, more than 40 operating rooms, and fully equipped and staffed laboratory, radiology, and pharmacy services in addition to supporting services, the hospital provides primary and secondary care services for Saudi patients from the Northern Riyadh area. It also provides tertiary care services to all Saudi citizens on a referral basis. All care is provided free of charge for eligible patients, as is medication.

A facility of this size generates a significant volume of paperwork, both in general administration and patient records. Consequently, the volume and complexity of managing such information continued to increase over the years, causing delays in locating patient records, an overhead in manual filing and record management, as well as difficulty in integration with hospital management systems. The decision was made to find a better way, one that made use of technology.

Moving away from manual, paper filing

The continued growth in paper records, with all its inherent problems, was the catalyst for change. KSU recognised that moving from a paper-based system to an electronic method of working would help improve efficiency, reduce the burden of physical paper storage, and ultimately lead to better patient care. Quick and easy retrieval of patient records, for example, would improve the overall experience of patients, reducing delays in treatment.

KSU engaged local OpenText partner, Mediterranean Sea and Gulf Computer Systems (MGS). MGS have extensive experience in the field of document and record management, workflow, and associated solutions and it was this track record and similar implementations in the region that led KSU to their selection.

Using their knowledge of the OpenText ECM Suite, MGS were able to work with KSU to help define requirements and to initiate the project to implement the OpenText solution. Working with various departments, including IT, business administration, and various medical groups, the project commenced in 2007.

By moving away from paper based systems to electronic ones, KSU have not only improved the service that they are able to provide, but they have also reduced costs, allowing precious resources to be directed to their core objective—high quality patient care. They no longer have the burden of manual filing, which in turn leads to delays in the retrieval of records, and potentially in lost documents through misfiling. This could cause delays in treatment and in administrative procedures.

Integrating with Hospital Management Systems

Over a two and a half year period, the solution has been implemented across the organisation, with some 3,500 users actively using the solution in their day-to-day business. A key component for the success of the solution was to integrate with other hospital IT systems. MGS and KSU developed the scope together to take advantage of the capabilities of OpenText and to meet the needs of each department. KSU started small, with a pilot involving just a few users. From there they were able to build momentum, building their knowledge and skills to help integrate with other systems.

"Working with MGS to integrate the OpenText ECM Suite with our core hospital management systems, we've been able to streamline our processes, provide immediate access to records at the point of need, and reduce the amount of paper we both generate and store," commented Dr. Ahmed Albarrak CIO and Chairman of Medical Informatics, King Saud University.

Encouraging user adoption

The adoption of the new solution, with its electronic ways of working, was a big change for many of the users at KSU. After years of working with manual, paper records, users had to be coaxed into using the new system. After some initial resistance, by working closely with users to communicate the benefits, this was quickly overcome.

"The ease with which we were able to customise the solution to meet the needs of our users was a huge benefit in gaining their confidence. The flexibility that OpenText offers has been key to the success of the project," added Dr. Ahmed albarrak the CIO of the University Hospitals.

KSU embarked upon a program of training and education with awareness campaigns across all departments, forming teams to help communicate to the wider user community. User adoption has been so successful that no one would now contemplate returning to the old ways of working.

The future of information at KSU

With a solid foundation now laid, KSU are well positioned to expand the system into other areas. As additional types of information become prevalent in their workplace, they will be able to seamlessly add these into the OpenText system. Additional business processes can now be quickly mapped and configured and brought on stream.

"One of the key advantages for us is that we now have a single, easy-to-use information store which integrates with other hospital systems. We no longer have to think how or where we would store medical information. The answer is simple—in the OpenText ECM Suite, thanks to the hard work and dedication of our own staff and both MGS and OpenText teams," concluded Ahmed Albarrak.

MGS

MGS is a leader in providing specialized enterprise IT and business solutions and consultancy services. They provide quality, world-class, brand-name IT business solutions, reliable and professional services, and unparalleled customer service through IT applications. They also offer, in particular, Enterprise Content Management (ECM) solutions. MGS partners with global vendors such as OpenText, SAP, KOFAX, Horvath & Partners, NovoDynamics, and Communication Intelligence Corp. (CIC®) to provide a wide range of unique business solutions and services. MGS currently operates through three offices: Kuwait, Riyadh and Beirut.

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ecm suite