

BURSA PUBLIC HOSPITAL PROJECT

Overview

Customer Profile

Country: Turkey

City: Bursa

Type of Institution: Health Ministry

Hospital

Number of Beds: 900

Customer Profile

The Public Hospital of Bursa (BDH)

is one of the best established healthcare institutions with a long history in the region. Its reputation

is largely due to the patient satisfaction it has been enjoying in its medical services to the people

of Bursa, and with its continuing improvements and investments is setting a good example for all

hospitals in Turkey.

Requirements

The stated objectives and requirements of the hospital were;

better record-keeping of the services provided and the medical supplies consumed, integration of

central functions with remote polyclinics, and supporting the range

of services scheduled to

be expanded.

Solution

As the winner of the bidding held in 1999 Bilmed has immediately

started to implement its Bilmedical HBYS solution and completed the

Project in a very short period of time. The institution has proven itself

as a successful hospital operation up until today and

achieved considerable increases in productivity.

Advantages

- Fully integrated HBYS system
- Remote polyclinics/clinics support
 - Work flow management in purchasing activities
- Appointments by multiple means from multiple sources
- Centralized resource planning
- Continuous update and support
- Support for higher number of users in expandable system structures

The Public Hospital of Bursa and its affiliated polyclinics are achieving higher service quality and productivity with Bilmedical HBYS.

The foundations of Bursa State Hospital were laid in 1862 with the sponsorship of Ahmet Vefik Pasha, The Governor of Bursa, within the framework of the reforms carried out during the era of the Ottoman Emperor Sultan Abdulaziz. Upon completion of the Project the institution was launched in 1868 under the name of Ahmet Vefik Pasha Hospital. However, having suffered heavy damages during the First World War and the Liberation War, the hospital has had to undergo a big repair operation in 1922. The hospital whose name was later changed as Memleket Hospital in 1952, is now serving the public from its main buildings and the remote polyclinics in the region.

Thanks to the huge productivity gains realized with Bilmedical HBYS the hospital has been able to renew itself completely, to open new community polyclinics and a 200-bed FTR Center in Çekirge thus bringing its total bed capacity to 900 today

Large segments of the region's population are now benefiting from the services of Bursa State Hospital in one way or another. The details of these services are being recorded with Bilmedical HBYS system, providing guidance to the Health Ministry in determining their healthcare policies.





Remote clinic and polyclinics are integrated to center operator system with Bilmedical HBYS

Facts and Requirements

With the 7 floors and 700-bed capacity of the main building, a separate 4-floor emergencies building, 200-bed Physiotherapy Center in Çekirge, and 2 community polyclinics, the institution is providing services to some 800,000 patients every year. In view of the heavy patient traffic, the goal of the Hospital was to increase its existing capacity on one hand, and achieve optimum productivity through better distribution of resources from the same pool of the central appointment system on the other.

Other requirements were to minimize the mess-up being created during the specimen taking and laboratory activities, and to complete patient formalities within shortest possible times.

Solution

Bilmed analyzed the existing structure and organization of the hospital, identified the processes to be improved and laid out the Project phases to be implemented. After these pre-analyses and initial Project activities, the main hospital data was uploaded, user training and educations were completed, and the processes were interfaced and customized according to the needs of the hospital.

After the completion of all these steps in just 3 months, Bilmedical HBYS was finally put into service. Since then further data analyses have continued to be made dynamically and necessary customizations have been implemented to produce the quality improvements aimed at the hospital.

The institution now enjoys a centralized appointment system which allows telephone, internet or SMS appointments. Bursa State Hospital was in fact the first such hospital in Turkey enabling online telephone appointments. The new appointment system is based on the whole capacity of the hospital instead of just a quota/portion being made available for bookings, and can be updated instantly. Even if the patient does not clearly state his/her choice, the system shall still schedule the appointment in the most optimal way thanks to the

several algorithms described into the system. A doctor who might be absent for some reason or an instrument which might be defective would automatically be removed from the resource pool.

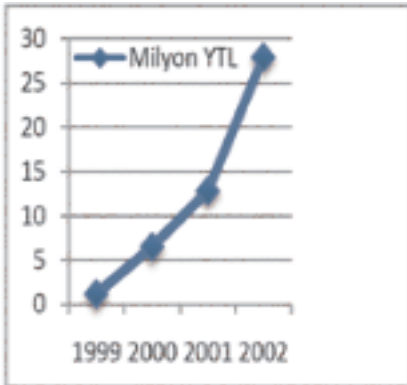
With the use of integrated and barcode-supported "Patient ID Cards" duplicate recording has been prevented. Through the extensive barcode applications, activities have gained speed and the chances of making errors have been minimized. The two community polyclinics Heykel and Hürriyet have been included in the system and fully integrated with the data base of the institution. As a result of this, all medical services rendered to patients including tests requested, consultations etc, and their medical histories are now centrally tracked on the system.

Our ILS module which is fully integrated with the system and which allows import/export of data between the requesting units and the instruments has been installed. With this feature, test requests can now be directly routed to the instrument platforms and the results sent back to the requesting unit after the approval of the Laboratory Manager. Online recording of patient's history, prognosis, diagnosis, the tests requested, and the reported results (Lab Results, Radiology and Pathology Reports) provide valuable data for both the treatment and the researches. Epicrisis reports are generated automatically in predefined or desired formats, and patients are billed with speed and accuracy.

The Physiotherapy and Rehabilitation Center in Çekirge has also been integrated into the system to constitute the first such integration of two separate hospitals using the same system.

Benefits

Apart from being able to increase the quality of services and setting up a shared data base, Bilmedical HBYS has significantly contributed to the financial performance of Bursa State Hospital and its community polyclinics as well. The advantages of implementing the Bilmedical HBYS were highlighted in the "Performance Audit Report" of the Government



Revenue improvement of Bursa State Hospital following the implementation of Bilmedical HBYS

Accounting Office in March 2005 and Bursa Hospital was shown as an example of how a really automated system would improve the productivity of the public institutions. "The total revenue of Bursa State Hospital which was merely 1.2 Trillion TL in 1999 has, with the installation of a fully automated system, gone up to 6.5 Trillions at the end of 2000, to 12.8 Trillions in 2001, and to 27.9 Trillions in 2002. According to the hospital management this revenue increase was largely due to the Automation System implemented at the hospital" the report says.

Fully Integrated HBYS System

Integration of all system modules with each other in fact amounts to the sharing of data between these modules. Based on a core patient record and a reference number, all services rendered to patients are tracked, billed, and reported in detail. For example;

since the patient's data is integrated with all the related modules, diet lists are prepared automatically. Since the staff module is integrated with medical modules, employee performance ratings can be automatically reflected on their salaries. And, since the purchasing module is fully integrated with the system, purchase request for an item which is already in stock can be met from the existing stocks

Continuous Update and Support

Bilmed is always at the service of its customers and responds to their requests within shortest possible times. The strong structure of its product supports fast coding and reporting, and the solutions are provided proactively, that is well before the needs actually arise.

Expandable System Structure to Support High Numbers of Users

Bilmedical HBYS runs smoothly in hospitals of various sizes and capacities from 1000+ bed education and research hospitals to 50-bed private hospitals. With its easily expandable structure Bilmedical HBYS has been the "Software of Choice" for many growing institutions.

Bilmedical HBYS can easily support the increases in user numbers and any additional requirements mandated

by laws and regulations without impacting the overall performance of the system. The Engineering design of its database is also another major strength of Bilmedical HBYS and offers exceptional infrastructure and optimization. It paves the way for easy expansion of institutions. In fact Bursa State Hospital has been growing at a rate of 30% every year and Bilmedical HBYS has kept supporting the increasing number of terminals without compromising the performance of the system.

Remote Polyclinics/Clinics Support

Since Bilmedical HBYS can be integrated with Terminal Services, the growing capacity of the hospital itself and the remote polyclinics added during this period have all been successfully supported. Currently whatever is done centrally can also be done from these distant locations, and tracked under separate accounts. While it is possible to measure the productivity at any point in the system, billing can be handled from a single location.

Work Flow Management in Purchasing Activities

The system ensures efficiency in all purchase processes by taking into account such factors as productivity, speed, and previous procurement data in its evaluations. Work flow management starts with the purchase requisitions being submitted from the departments of the hospital. After an automatic analysis of the stocks, if the system determines the need for such a purchase, it evaluates the supplier proposals received and then recommends the best proposal automatically. The purchasing transactions completed are then stored in the system in reportable formats to be used as reference for future purchases.

Multi-Channel Appointment System and Central Resource Planning

Appointments can be made by telephone/internet/SMS or directly applying to the hospital. This capability has increased patient satisfaction and contributed positively to the distribution of patient traffic. The appointments can also be cancelled in the same manner saving considerable time and resources.

- Allergy
- Anesthesia
- Brain Surgery
- Dermatology
- Endocrinology
- Infection Diseases
- Physiotherapy and Rehabilitation
- Gastroenterology
- General Surgery
- Eye Center
- Chest, Heart and Cardiovascular Surgery
- Cardiology
- ENT (Ear,Nose,Throat)
- Nefrology
- Neurology
- Orthopedics and Traumatology
- Psychiatry
- Plastic and Reconstructive
- Romatology
- Urology
- Internal Diseases

Bursa Public Hospital
branches

About Bilmedical

The software as a whole has been developed by a team of Turkish experts in accordance with the current laws and regulations of our country.

The projects we delivered for the Public and Private sectors allow full traceability of the medical and financial activities of external polyclinics/clinics around the core patient transaction. They also allow telephone/internet/SMS appointments to be made with the hospitals or hospital chains operating through the same call centers.

Our pilot applications include service features such as Web-based GSS – Medula 2 integration processes, SSK (Social Security), Bağ-Kur (Vocational Pension Fund), Emekli Sandığı (State Pension Fund) “Online Provision” inquiries and MERNIS (Citizens ID Net) inquiry and validations.

HBYS not only supports international code systems like ICD-9-10 etc., but can also integrate and use the independent code systems developed in some educational and research institutions with national and/or international systems. ATC (Anatomic, Therapeutic, Chemical Classification System) and EAN Barcode systems are among other systems supported by our software.

Bilmedical application projects support integrated solutions responding to the critical Picture Archiving and Communication System (PACS), Radiology Information System (RIS) needs of radiology departments. Besides our readily-available solutions, we are also able, through our partner-based teleradiology solutions, to extend the operation of the system to remote locations where no radiologist/expert exists, or design specific solutions for the use of hospital chains wishing to collect and track all its specialized physicians under a single system

About Bilmed

Founded in İstanbul in 1989 with the purpose of developing leading edge integrated automation solutions for all the individuals and institutions using and providing healthcare services in the industry, Bilmed has been successfully supplying its clients with all the required application projects based on its flagship product “Bilmedical Hospital Information Management System”.

Our company which is certified under the ISO-9001-2000 Quality Management System is conducting its operations in a positive, hardworking, and shared manner, with absolute respect to labour, know-how, and the rights of all the individuals, service sharers, and partners involved, and in strict compliance with environmental regulations and applicable confidentiality requirements.

Bilmed, through the projects it has been implementing at many well-known healthcare institutions, and through its outstanding technology, is playing an important role in setting the standards of the industry.

Reference Projects

Public Hospitals:

*Haydarpaşa Numune Hastanesi
İSTANBUL*

Bakırköy Ruh ve Sinir Hastalıkları Hastanesi - İSTANBUL

Metin Sabancı Baltalimanı Kemik Hastalıkları Eğitim ve Araştırma Hastanesi - İSTANBUL

Beyoğlu Göz Eğitim ve Araştırma Hastanesi - İSTANBUL

*İstinye Devlet Hastanesi
İSTANBUL*

*Fatih Devlet Hastanesi - Gebze
İZMİT*

Private Hospitals:

*Memorial Sağlık Grubu
İSTANBUL*

*Şafak Hastanesi - Beşyüzevler
İSTANBUL*

*Şafak Hastanesi - Göztepe
İSTANBUL*

*Şafak Hastanesi
Gaziosmanpaşa - İSTANBUL*

*Medicana Hastanesi - Çamlıca
İSTANBUL*

*Medicana Hastanesi
Bahçelievler - İSTANBUL*

*Medicana Hastanesi - Avcılar
İSTANBUL*

*Hospitalium Çamlıca Hastanesi
İSTANBUL*

*Hospitalium Haznedar Hastanesi
Bahçelievler - İSTANBUL*

*Hospitalium Şişli Hastanesi
İSTANBUL*

*JFK Hastanesi - Bakırköy
İSTANBUL*

Akademi Hastanesi - İZMİT

*Dünya Hastanesi - Sultanbeyli
İSTANBUL*

*Dünya Hastanesi - Maltepe
İSTANBUL*

*Merkez Hastanesi - Gebze
KOCAELİ*

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