

Patient Records Management (PRM)

Implementation Partner: TMS Software | Customer: Hospis Malaysia

ABOUT PARTNER

Established in 1996, TMS Software develops versatile and dependable solutions to connect businesses to the technologies they need with the focus on improving organizational performance and profitability.

TMS is a technology enabler specializing in custom software development, digital transformation and workflow applications.

CUSTOMER AT A GLANCE

Hospis Malaysia is a charitable organization dedicated to providing professional community palliative care to individuals with life-limiting illnesses such as cancer, AIDS, organ failure, and progressive neurological conditions.

Their journey began with one nurse and two volunteer doctors. Through time, their palliative care services have expanded, and they constantly look for opportunities to further develop our care for patients.

Today, they are the largest hospice in Malaysia in terms of the number of patients registered, with a full-time palliative care team comprising twenty nurses, four doctors, a pharmacist, and an occupational therapist.



Industry:
Non-Profit



Country:
Malaysia



100%
Digitalized patient management



100%
Streamlined patient visit schedules



FULL
Treatment plan overview

CHALLENGES

- Needed the ability for instantaneous access and update of patient records via notebooks or hand-held devices for clinicians while they are out and on calls, along with the ability to consult with multiple parties
- Clinicians faced inconvenience in having to retrieve and carry physical files to patient's residence
- Almost all patients are treated at their place of residence, creating logistical challenges for the clinical team
- Unscheduled calls to patients by the clinical team often arise due to emergencies, creating coordination challenges
- Manual tracking of medical equipment loaned to patients is time-consuming
- Palliative care coordination involves multiple parties (doctor, nurse, occupational therapist, and pharmacist) and is currently coordinated manually

SOLUTION

A Patient Records Management (PRM) was built on the Joget platform, enabling Hospis Malaysia to efficiently manage their patient visit schedules and respond to emergencies.

The PRM system offers the capability to coordinate all aspects of treatment and care in a single online record, accessible by multiple care team members for effective treatment and patient management discussions.

RESULTS

- ✓ The collection and analysis of patient data through PRM has provided valuable information on patient management
- ✓ By analyzing this data, Hospis Malaysia can gain insights into the effectiveness of treatments and identify areas where improvements can be made
- ✓ The information within PRM enabled performance tracking of each member of the clinical team
- ✓ For example, response times to calls can be tracked, and the system can monitor how effectively symptoms are being managed by individual nurses and doctors
- ✓ The system can also track the total contact time that each nurse or doctor has with patients, allowing Hospis Malaysia to identify potential training needs or performance issues
- ✓ A full overview of each patient's treatment plan is provided, allowing doctors to consult and ascertain with pharmacists on possible drug interactions or other issues
- ✓ For instance, if a patient is unable or unwilling to take medication orally, decisions can be made about alternative administration methods
- ✓ This integrated approach to patient management ensures that every aspect of care is considered and that the most appropriate treatment plan is implemented