

Franco-Vietnamese Hospital improves operational efficiency and clinical effectiveness with a single integrated system



Orion Health Case Study



FRANCO-VIETNAMESE HOSPITAL

Location

Ho Chi Minh City, Vietnam

<http://www.fvhospital.com>

Organisation Type

Private Hospital

Organisation Size

220 Beds, 200,000+ patients per year

Products Implemented

Orion Health Enterprise

Key Benefits

- A single integrated system to share volumes of hospital information; enabling clinicians to get full access to holistic patient medical information instantaneously
- End-to-end management of all hospital departments
- A trans-boundary system that allows users to register and manage patients from around the world

Following on from the initial successful implementation, Orion Health and FV Hospital have continued to work in close collaboration to continue to drive improvements to patient care and patient outcomes across all facets of the hospital operation.

MARK CAPILL,
CEO Hospitals,
Orion Health



The Customer

As the first Joint Commission International (JCI) accredited hospital in South Vietnam, Franco-Vietnamese (FV) Hospital is known for its international standard of care, commitment to clinical quality and patient centric service. It is the first healthcare center in Vietnam to issue a Code of Medical Ethics, and has zero tolerance to all forms of corruption and bribery in healthcare.

Established and inaugurated by a group of ten French doctors in 2003, FV Hospital is a wholly foreign-owned general hospital, offering a wide range of medical and surgical services under one roof, equipped to care for patients from consultation and diagnosis through to the completion of treatment.

With over 950 service staff, including 130 Vietnamese and expatriate doctors, FV provides care across more than 30 medical specialties at its 220-bed hub hospital.

The Challenge

From inception, FV Hospital aspired to have a comprehensive, fully integrated hospital information system with a single database platform. To achieve this, FV Hospital was keen on improving their current healthcare systems to allow for better integration and improved communication throughout their facility.



The Solution

Orion Health was commissioned by FV Hospital to implement its Hospital Information System solution, Orion Health Enterprise. Working closely with FV Hospital, Orion Health implemented a full hospital management solution that successfully integrates with FV Hospital's in-house custom-developed software. Over time, FV Hospital has continued to work closely with Orion Health, upgrading its original HIS, and adding additional modules to extend functionality as required.

Enterprise allows FV Hospital to register and manage patients from all over the world, enhancing patient management throughout the outpatient journey. Through the Patient Administration module, FV can capture patient demographics, book appointments and resources and improve wait list management. Enterprise allows FV to optimise the processing of patients from registration; to allocation to a queue of waiting patients for faster service times. With the Clinicals module clinicians can sign on to a single web based portal to collect, store and retrieve relevant clinical information, customised to the individual and organisations needs.

FV Hospital has also implemented the Pharmacy Information System, Laboratory Information System (LIS), Radiology Information System (RIS), Picture Archiving and Communication system (PACs), Order Entry, Patient Finance, Accounting, and Materials Management modules. The LIS and RIS results are electronically available in the patient's record as soon as they are created, reducing result turnaround times for patients. FV Hospi-

tal is able to utilise these solutions to increase operational efficiency and clinical efficacy due to in-depth knowledge and technical expertise accumulated over the past decade using these solutions and working closely with Orion Health support teams.

The software's advanced capabilities provided a platform for an integrated system to facilitate a seamless and complete hospital administrative cycle, from registration to scheduling, and full multi-currency revenue cycle management.

The latest module to be implemented in June 2018 collaboratively between FV Hospital and Orion Health was the Pharmacy Information System, enabling complete medication workflow from order and filling, to dispensing. With this implementation, FV Hospital gains include:

- Seamless integration across ordering, pharmacy revising, medication supplying, charging, stock management and medication administration
- A reduction in the duplication of data entry and human errors
- A reduction in data redundancy across different systems
- Clinical decision support such as allergy checking, drug-drug interaction, duplicate therapy, and drug to patient condition checking
- Barcode medication administration and simplified return process with scanning
- Electronic daily inpatient supply process (using Routine Fill Processing)





The Results

Within months of implementation, there was an overall improvement in operational efficiency and clinical effectiveness. Other prominent results include:

- Improved workflow within departments and integrated imaging capability with electronic medical records that simplify clinician use and increase time savings
- Automated ordering interfaces enabled better visibility of patient records for clinicians
- Increased patient safety and reduction of medication errors
- Extension of integration capabilities with standard laboratory analysers being integrated back into the deployed HIS solution

Future Developments

FV Hospital will continue to upgrade their platform to the latest version of the Enterprise Solution which includes significant developments in patient administration, patient finance, security and interfacing.

Orion Health

Orion Health is a global leader in healthcare technology. Hundreds of thousands of clinicians in 15 countries use our healthcare information technology solutions every day to improve clinical workflow, decision-making and patient care for more than 100 million patients. We offer population health solutions across the whole healthcare landscape, from integrating electronic health records to care pathways and medicines management.

Find out more at: orionhealth.com



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