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Editorial

Welcome to the first issue of the Mitrais Medical Systems newsletter in which, each quarter, we will focus on the subjects and challenges facing hospitals and allied medical facilities aiming to elevate the quality of healthcare through the application of information systems.

The newsletter will bring together authoritative articles authored by independent experts such as Don Lewis, case studies highlighting the experiences of individual institutions and other news for medical and IT professionals alike.

We launch this newsletter with Don Lewis addressing the fundamentals of hospital information systems (HIS) and electronic medical records (EMR) as a prelude to subsequent articles on their financial advantages, securing clinician support for an EMR and how to implement an EMR that brings value.

Of the dynamic disciplines of IT and medical care, Don Lewis says "Organizations that have built solid implementation processes that include cultural and process change rather than simply focusing on technology will likely see greater benefits than those organizations that simply consider an HIS or EMR as a 'solution' to a problem."

We trust the content of each newsletter will bear out the importance of that observation in achieving quality healthcare outcomes.

Tarasanti Anindyapraba

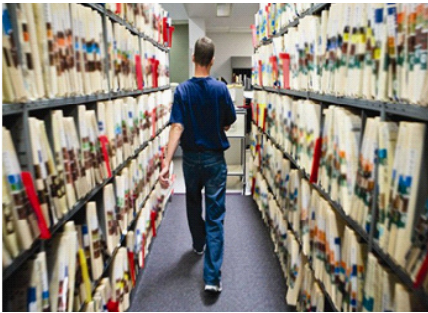
Director Strategic Alliances

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Getting started with a HIS and EMR-How administrative functions build the foundation for clinical benefits (first in a four-part series)

March 2010, Don Lewis, President of Strategic Intersect, Inc. (SII),



You are a healthcare organization that is ready to manage your information electronically. Where do we start? How do we pick the right system? Why should we do this? These are all questions you may be asking yourself as you prepare for this significant change. In this article, I will explore the answers to these and other questions.

Where do we start?

Information management systems for healthcare providers can be divided into two broad categories—Administrative (Financial) systems and Clinical systems. Most organizations choose to start with the Administrative systems first, usually beginning with a Health Information System (HIS), for a number of reasons including:

- The ability to collect additional revenue (which can help pay for the deployment of Clinical systems later)
- The ability to more closely monitor and manage costs
- The ability to gain a big-picture view of the organization that can assist in determining the readiness for and order of Clinical systems implementations
- In the long term, the ability to generate information that can assist with making critical business decisions, such as whether and how to enter new markets

How do we pick the right system?

There are a number of basic steps to follow that will lead to making the best selection for the organization. While discussion of a full system selection methodology is beyond the scope of this article, key steps include:

- Include ****ALL**** of the stakeholders in the selection process and include them **EARLY** in the process. Be sure to include people who are less-than-enthusiastic (or very negative) about the new system.
- Narrow the field of potential vendors very quickly to three or four. If possible, utilize third-party resources who have independently evaluated the vendors and systems utilizing common criteria. Use very broad criteria that reflect the values of your organization. Don't immediately discount newer vendors in the market—technology changes quickly and newer vendors are often able to leverage new technologies much more quickly than older vendors. These newer technologies can often bring significant value in terms of lower costs, easier support, or more rapid deployment. Devote the bulk of your time to evaluating the resulting "short list" of vendors.
- Don't let bells and whistles be determining factors—value things such as vendor support models (there are many), client relations (how well do they listen to their customers), and other "big picture" items much more highly.
- Don't look at how you can modify the system to match your existing processes—instead, look at modifying your processes to match the system. Be open to new ways of doing things—many vendors have spent significant resources documenting best practices from their client base and designing their systems to mimic these. While following the flock isn't always a good thing to do, with process design, it is almost always worthwhile.
- Always make site visits and talk to people who use the systems on a daily basis! While talking to executives will often give you an idea of how the **VENDOR** performs, the people in the trenches know how the **PRODUCT** performs.
- Always come up with your own list of references to talk to (this is where membership in professional organizations can be very useful).
- Develop a scorecard with the items that are most important to the organization—and give each item a relative weight.
- Don't rush through the process—even a small or medium-size organization may need 6-12 months to select a system. This is a decision the organization will have to live with for many years.

All of these steps (and there are many more) probably seem tedious and you may find yourself wondering...

Getting started with a HIS and EMR-How administrative functions build the foundation for clinical benefits (first in a four-part series) - (continued)

Why are we even doing this?

There are as many answers to this question as there are organizations. However, some common themes are emerging around the world:

- **Market forces** - Younger generations want to interact electronically and while they may not be your target audience today, they will be in a few years.
- **Complexity** - Reporting requirements, dealing with multiple payment programs, consolidation of smaller organizations into larger ones; these are all happening in countries on every continent.
- **Government requirements** - Many governments (China, Taiwan, Singapore, New Zealand) are developing mandates that healthcare providers modernize, for financial and/or clinical reasons.
- **Clinical improvements** - While this is a long-term goal, putting Administrative systems in place lays the groundwork for Clinical systems in the future.

Conclusion

If your organization is not yet talking about moving to electronic Administrative systems, you may be putting the organization in a position where you have to respond quickly and without due consideration to a government mandate or other forces. Instead, you should be taking the time now to engage your stakeholders and have constructive discussions about the future of the organization and how both Administrative and Clinical systems fit into your long-term plans.

In Part 2: "The Financial Advantages of a HIS - Getting Value from the System"

Singapore's one patient one record plans on track

8 September 2009, Wendy Koh

This article first appeared in FutureGov, a trade media business, specializing in the public sector. FutureGov is headquartered in Singapore.



Singapore's vision to be among the first in the world to implement an electronic health record scheme is on track for its November 2010 rollout and aims

to revolutionize the way healthcare is offered and how providers work within the system, according to Dr Sarah Muttitt, CIO of Ministry of Health Holdings (MOHH), the holding company of the city-state's public healthcare assets.

Biography



Don Lewis is the President of Strategic Intersect, Inc. (SII), an Information Technology strategic advisory firm that provides Interim CIO services and CIO-level expertise to organizations. Don's focus is on aligning IT with business goals by addressing the people and process challenges that accompany times of significant change in organizations. An

executive with experience in turnaround situations and rapid-growth organizations, Don brings 18+ years of healthcare IT experience to the table.

Prior to SII, Don was Chief Information Officer at several organizations, including a large multispecialty, multi-site physician group and a 260-bed hospital.

Don serves on a number of Executive or Advisory Boards for non-profit organizations, is currently serving as an advisor to a startup software company, and is a volunteer member of a Washington State task force charged with developing a comprehensive strategy for allocating Federal stimulus funds to projects within the state.

Don has experience managing other operational areas in addition to IT - a business leader as opposed to a "technology guy." An accomplished public speaker, Don has presented on many topics in numerous forums during his career.

Don may be reached via e-mail at Don.Lewis@StrategicIntersect.com.

The S\$200 million (US\$140 million) project comes at a time when the Singapore Government has expressed its commitment to developing and enhancing the healthcare industry. In his recent National Day Rally address, Prime Minister Lee Hsien Loong said that the focus on elderly care and integrated care for the community will be cornerstones of the healthcare industry in future.

The MOHH partnered with more than 300 clinicians across the island to define the requirements for the e-health records system architecture, identifying from the end-users what they

Singapore's one patient one record plans on track - (continued)

required and needed. The project promises to offer substantial improvements in productivity, accessibility to information and better quality of care.

In an interview with FutureGov*, Muttitt explained that one of the key challenges initially faced was building the expertise and skill-sets needed to drive the project. MOHH brought in a team of international hailing from Canada, Australia and UK to design the architecture and spearhead training and knowledge transfer.

"The other challenge was the issue of governance," added Muttitt. "It's a living breathing architecture that constantly needs to be revisited, validated, maintained, enhanced and evolved. It is a large national program which involves a large investment over many years. So strong strategic leadership, compliance and accountability is critical."

She admitted that initially MOHH faced some resistance in changing the culture and mindset of sharing information, but

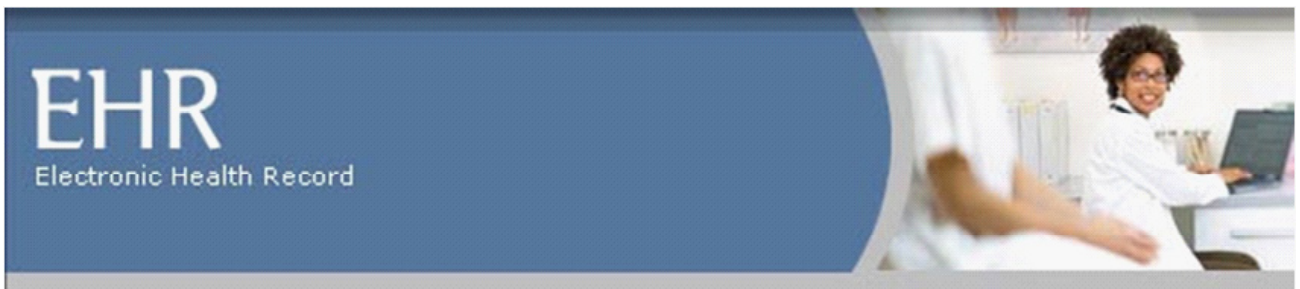
the strong political support and momentum around the issue made it easier to push through change.

"The key was to identify the value proposition for all stakeholders, and once they recognized the benefits of cross-sharing of information, it helped break down some of that resistance. The project has every chance of being successful because of the scale and size of Singapore and the deep IT penetration and infrastructure already present that will accelerate our progress," she said.

Elaborating on the desired qualities of the potential vendor for the tender selection next month, Muttitt said MOHH hopes to work with vendors and potential partners to validate their requirements as well as tweak and optimize not only the solutions but also the implementation strategy.

<http://www.futuregov.net/articles/2009/sep/08/singapores-one-patient-one-record-plans-track/>

The chosen website



The Healthcare Information and Management Systems Society (HIMSS) is a comprehensive healthcare-stakeholder membership organization exclusively focused on providing global leadership for the optimal use of information technology (IT) and management systems for the betterment of healthcare. This site provides information about EHR and also better pictures about the benefits of EHR implementations. In this section you will find many resources that contribute to the ability for healthcare organizations to realize a longitudinal electronic record that spans across the continuum of healthcare. You can find some case studies and success stories illustrate challenges, successes and various factors in the outcomes of EHR implementation, the standard applied.

http://www.himss.org/asp/topics_ehr.asp

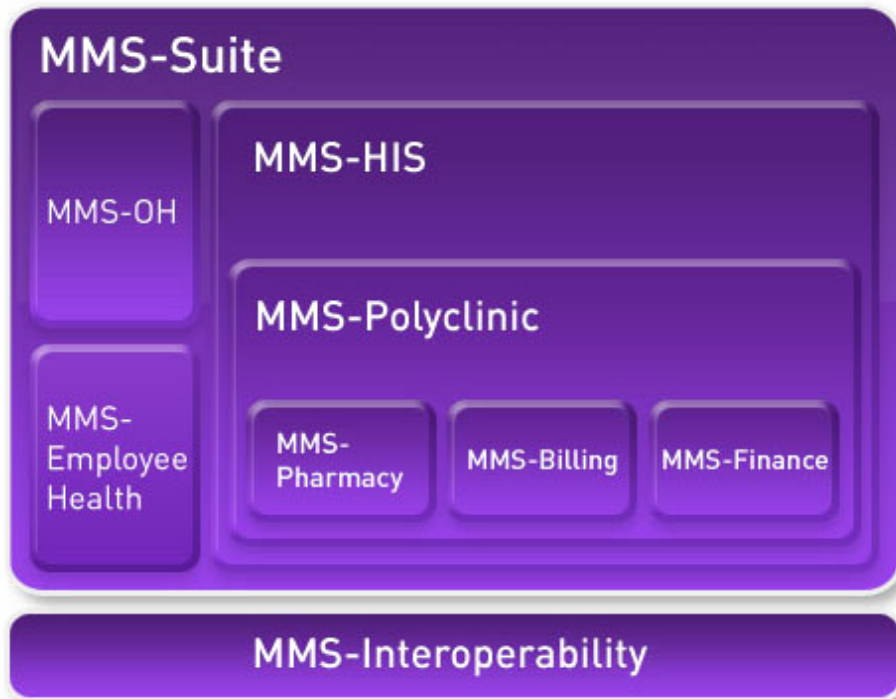
About Mitrais

mitrais
clarity in care

Mitrais, an internationally-recognized company that provides information system services, was established in Indonesia in 2000. Its international reputation has helped make the company a Microsoft Gold Certified developer and an Oracle Partner. Mitrais has also certified products in SAP NetWeaver. With its head office in Bali and branch offices in Jakarta, Singapore, and Sydney, the company has more than 100 clients. The majority are internationally-recognized companies from Indonesia, Malaysia, Australia, South Africa, the UK and the USA. Supported by more than 300 employees, Mitrais delivers quality services against the highest international benchmarks. The company entered the health industry with its proprietary hospital management information system which is marketed globally as the Mitrais Medical Suite.

The Mitrais Medical Suite – an overview

The Mitrais Medical Suite – MMS consists of the following products which can be supplied separately or as one fully integrated system.



- **MMS-Suite** A comprehensive Hospital Information System suitable for remote industrial facilities where medical services provision and occupational health management is a critical and integral part of the operation.
- **MMS-HIS** A Hospital Information System which integrates clinical and non-clinical aspects of hospital operation. It is suitable for hospitals (or groups of hospitals) of any size.
- **MMS-Polyclinic** A comprehensive clinical information system designed for ambulatory care facilities.
- **MMS-OH** A comprehensive occupational health system designed for organizations where employee health surveillance, work environmental monitoring and incident management are vital. Targeted for industrial companies such as mining and energy, processing plants and factories.
- **MMS-Billing** A patient administrative and billing system.
- **MMS-Finance** A stand alone financial system, its integration to MMS provides a one stop solution in hospital information system.
- **MMS-Employee Health Benefits** A claim administration and payment management system. It is designed to enable companies of any size to have a proper management of health benefits from employment to retirement.
- **MMS-Pharmacy** A comprehensive pharmacy system integrating POS and inventory management.
- **MMS-Interoperability** Provides the link between MMS and other systems such as LIMS, PACS, hardware, financial system and other commercials packages enabling easy integration of different applications and platform.

For further solutions and information about Mitrais Medical Suite, please visit our website:

www.mitraismedical.com or contact us at info@mitrais.com.