



From Paper To Pixel: Digital Leap Towards Smarter Healthcare Kamalnayan Bajaj Hospital, Ch. Shambajinagar



About the Organization

- Charitable Trust / 300 bed Hospital
- Ch. Shambajinagar, Multi speciality / 800 user base
- NABH , NABL, ISO 9001,14001,Accrediated
- Contact details to know more –
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Key operational or clinical challenge:

- Bulky paper manuals, time-consuming trainings, and inconsistent patient education created inefficiency, high costs, and environmental burden.”

Digital Solution:

- Digitized Manuals & Handbook – 32 departmental manuals and employee handbook made digitally accessible across all departments.
- Digi Lecture Program – QR-based scheduling, pre/post-tests, and feedback reduced training time and improved staff engagement.
- Digital Patient Education – Disease-specific EduCards and infographics shared via WhatsApp for wider reach and better understanding

Stakeholder(s) most affected

- Clinical staff, Administrative staff, IT system Administrators, Hospital management

Digital Tool / Solution Implemented

- HIMS, HRMS, Finance Are fully digitalized
- All above are Outsourced through Vendors
- Key features (e.g., dashboard, patient safety tracking, Inventory, Procurement, Vendor Payments, KPI reporting, EMR, Billing and Insurance Management LIS, RIS)

Digital Implementation Highlight

- 3 Months taken to roll out
- 350 Staff trained / 32 departments covered
- 90 Internal champions that led the initiative

Digital Impact

- Environmentally sustainable - Eliminated recurring printing costs.
- Scalable - Program can extend to doctors, students, and community health workers.
- Inclusive - possibility to expand patient education in regional languages and more specialties.
- Time-efficient - faster training, reduced administrative workload.
- Information Accessibility & Documentation Compliance – digital manuals ensure updated and standardized protocols.
- Training & Competency Evaluation – QR-based pre/post-tests enhance measurable staff competency.
- Patient Rights & Education – WhatsApp-based infographics strengthen patient awareness and engagement.

Enablers:

- Leadership support & NABH inspiration (Digital Health Foundation Course).
- Dedicated IT infrastructure: PCs in every department with controlled access
- .Use of simple tools: Canva, PowerPoint, PDF editors, QR generators, WhatsApp.
- Cybersecurity & controlled access: password-protected files, Seqrite security

Challenges:

- Resistance to change
- Data Migration issues
- Interoperability Gaps
- Regulatory complexity
- Downtime and technical glitches

Lessons Learned / Replicability

- Sustainability is achievable – once digitized, processes save cost, time, and resources.
- Staff acceptance improves gradually when guided with training and leadership backing.
- Replicable in other hospitals – solution uses low-cost, widely available tools (QR codes, & WhatsApp).
- Scalable to larger scope – can cover academics, community health, and multilingual patient education