



# Digital Transformation of Biomedical Equipment Contract Management

## Indraprastha Apollo Hospital, New Delhi



### About the Organization

- Indraprastha Apollo Hospitals, Delhi Mathura Road, Sarita Vihar, New Delhi
- 708 beds multi-speciality
- Certification: JCI , NABH digital, NABL, NABH (Ethics Committee), AAHRPP, ISO 14001:2015, ISO/IEC 27001:2013

### Problem statement

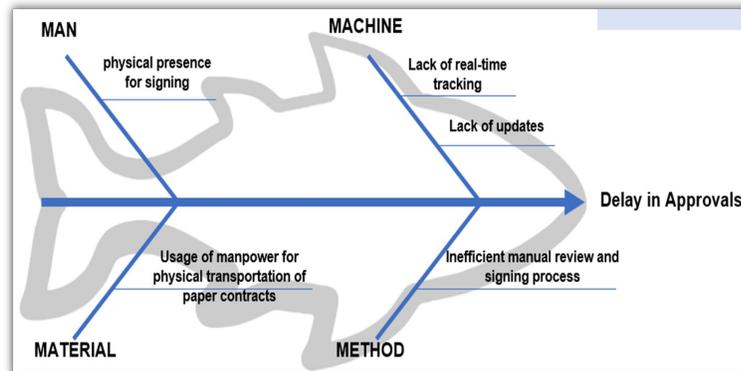
- Manual Contract Renewal Process
- Manual workflow and Time-consuming
- Physically transporting contract forms to multiple stakeholders
- Average long TAT of 21 days
- Delay leading to contract expirations
- Delays in the repair/preventive maintenance of critical equipment
- Adversely impacted consultant and patient experiences and Negative feedback

### Contract Management Software:

- Contract drafting, approval and renewal
- Contract tracking
- Requisition for contracts
- Action histories and contract status updates
- Stakeholder engagement
- Real-time notifications
- Wireless access and direct communication channels

### Improvements

- Reduced TAT
- Reduced time of service
- Improved stakeholder satisfaction
- Less paperwork involvement
- Reminder if the contract is not approved in 48 hours



### Lessons Learned

- Importance of Stakeholder Involvement
- Value of Real-Time Data
- Need for Training
- Continuous Improvement Mindset

### Sustainability of Practice

- Continuous Evaluation and Adaptation
- Integration with Other Systems
- Ongoing Training Programs
- Performance Metrics Monitoring

Requestion Form		Action History for CAMC18																																																																		
<b>Requestion Form</b> Asset Name: DIGITAL RADIOGRAPHY MACHINE (RFD020) Serial No.: NV20021050 Model No.: NOVA-FA Action Status: Renewe Comments: Digital Radiography (DR Machine) First time CMC to be done. DR machine warranty was over on 22 Sep 2023. Service Provider: PROGNOSYS MEDICAL Maintenance Type: CMC Contract From: 23-09-2023 Contract Till: 22-09-2024 Contract Cost (Excluding GST): INR 4,20,000 Original Cost of the Equipment: INR 1,03,04,000 Current Book value (from Finance): INR 68,34,289 Replacement of the Equipment (Tentative Cost): INR 1,10,00,000 EOL: No User Comments: OK Attachment:		<b>Request For</b> <table border="1"> <thead> <tr> <th>Category</th> <th>Requested By</th> <th>Requested On</th> <th>Contract Approved On</th> </tr> </thead> <tbody> <tr> <td>Contract</td> <td>Ramkant Sharma (BIO-MEDICAL)</td> <td>18-09-2023, 17:08</td> <td>19-09-2023, 15:26</td> </tr> </tbody> </table> <table border="1"> <thead> <tr> <th>Milestone</th> <th>Name</th> <th>Owner</th> <th>Status</th> <th>Comment</th> <th>Action On</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>HOD Approval</td> <td>Mr. Manish Sharma (BIO-MEDICAL)</td> <td>Approved</td> <td>OK</td> <td>18-09-2023, 17:22</td> </tr> <tr> <td>2</td> <td>AGM-Operations</td> <td>Dr. Rajnaraina Patra (OPERATIONS)</td> <td>Approved</td> <td>OK</td> <td>18-09-2023, 19:12</td> </tr> <tr> <td>3</td> <td>Chief Operating Officer</td> <td>Dr. Gaurav Kalyal (OPERATIONS)</td> <td>Approved</td> <td>Approved</td> <td>18-09-2023, 20:21</td> </tr> <tr> <td>4</td> <td>DGM-Finance</td> <td>Mr. Pankaj Agarwal (FINANCE AND ACCOUNTS)</td> <td>Approved</td> <td>Approved</td> <td>19-09-2023, 09:14</td> </tr> <tr> <td>5</td> <td>MD</td> <td>Mr. P. Shivakumar (MD OFFICE)</td> <td>Approved</td> <td>NA</td> <td>19-09-2023, 15:26</td> </tr> </tbody> </table> <table border="1"> <thead> <tr> <th>Sr. No.</th> <th>Activity For</th> <th>Action</th> <th>Action By/Owner</th> <th>Time</th> <th>Comments</th> <th>Activity Data</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Contract Request</td> <td></td> <td>Ramkant Sharma (BIO-MEDICAL)</td> <td>18-09-2023, 17:08</td> <td>Digital Radi</td> <td></td> </tr> <tr> <td>2</td> <td>HOD Approval</td> <td>Approved</td> <td>Mr. Manish Sharma (BIO-MEDICAL)</td> <td>18-09-2023, 17:22</td> <td>OK</td> <td></td> </tr> </tbody> </table>		Category	Requested By	Requested On	Contract Approved On	Contract	Ramkant Sharma (BIO-MEDICAL)	18-09-2023, 17:08	19-09-2023, 15:26	Milestone	Name	Owner	Status	Comment	Action On	1	HOD Approval	Mr. Manish Sharma (BIO-MEDICAL)	Approved	OK	18-09-2023, 17:22	2	AGM-Operations	Dr. Rajnaraina Patra (OPERATIONS)	Approved	OK	18-09-2023, 19:12	3	Chief Operating Officer	Dr. Gaurav Kalyal (OPERATIONS)	Approved	Approved	18-09-2023, 20:21	4	DGM-Finance	Mr. Pankaj Agarwal (FINANCE AND ACCOUNTS)	Approved	Approved	19-09-2023, 09:14	5	MD	Mr. P. Shivakumar (MD OFFICE)	Approved	NA	19-09-2023, 15:26	Sr. No.	Activity For	Action	Action By/Owner	Time	Comments	Activity Data	1	Contract Request		Ramkant Sharma (BIO-MEDICAL)	18-09-2023, 17:08	Digital Radi		2	HOD Approval	Approved	Mr. Manish Sharma (BIO-MEDICAL)	18-09-2023, 17:22	OK	
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