



# Practical Digital Enhancements in Biomedical Engineering Management

## HCG Cancer Hospital, Bengaluru



### About the Organization

- Type & size of hospital : Specialty Oncology , 220 beds
- Location, specialties/user base: Bangalore, Oncology, Urban Base
- Type of Accreditation /Certification : NABH HCO Stds 5<sup>th</sup> edition.
- Contact details to know more : Dr Navin Chugh

### Problem Statement / Digital Challenge

- Key operational challenge: Loss of track of assets, Missed PM and Calibration, Availability of calibration certificates for audit.
- Stakeholder(s) most affected: Clinicians, Nursing, BME, Quality Dept, Finance
- Key NABH quality indicators / aspects impacted: Timely calibration and PM monitoring.

### Digital Tool / Solution Implemented

- Bio Medical Engineering asset tool to manage inventory, PM, Calibration schedules, Availability of Calibration certificates.
- Inhouse developed
- Key features: KPI for TAT, alerts for timely PM and Calibration, viewing of calibration certificates and History log sheets.

### Digital Implementation Highlight

- Time taken for rollout : 2-3 months – Phase wise.
- Staff trained : BME, Quality, Nursing, Medical Services.
- Internal champions that led the initiative: Quality (Dr. Navin Chugh ), Corporate, BME and IT.

### Digital Impact

- Operational improvements: Management of inventory, PM, Calibration schedules adhered to without miss, Availability of Calibration certificates for audit readiness.
- Quality or safety improvements: Care outcomes not compromised due to machine errors, audit readiness, asset tracking.
- This initiative has led to compliance with BME Objective elements

### Enablers

- NABH Digital Health Standards for Hospitals' requirements, Dr Navin Chugh, Corp IT Team

### Challenges

- To finish the roll out in the required time.

### Lessons Learned / Replicability

With good in-house IT team:

- Most of the work can be delivered in a cost effective manner
- Initiative can be scaled to group level, and
- Required changes (as per continuous improvement) available within a shorter TAT.