



# Digital Transformation through CPRS Implementation

## BLK-Max Super Speciality Hospital, New Delhi



### About the Organization

- Dr. B.L. Kapur Memorial Hospital
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- NABH & JCI certified
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### Problem Statement / Digital Challenge

- The main challenge was manual paper-based documentation that delayed care and risked errors especially burdening clinicians like nurses and doctors so a digital Computerized Patient Record System (CPRS) was required to provide real-time, accurate patient data access.

### Impacted key clinical indicators

- Clinical documentation accuracy, audit-readiness, data security, and compliance with NABH digital health standards.

### Digital Tool / Solution Implemented

- Implemented digital documentation platform (CPRS) with integrated Hospital Information System (HIS) to streamline, and secure patient data workflow.
- Developed in collaboration with IT vendors to ensure seamless integration
- Features include real-time dashboards, medication error reduction mechanisms, lab tracking, automated prescription generation, and robust audit/KPI reporting tools.

### Digital Implementation Highlight

- Rollout took six months (Jan–June 2024)
- Comprehensive staff training was conducted across clinical, administrative, and IT departments led by an internal project team headed by Dr. Deepak Tanwar with IT Head Mr. Azad Kumar as key champions.

### Digital Impact

- Instant patient data retrieval with user specific credentials, 25% fewer medication errors, 15% cut in operational costs, and full (100%) NABH Digital Health Standards compliance, earning top-tier recognition (Platinum level).
- The system's audit functionality, documentation protocols, and security measures directly facilitated achievement of NABH Digital Health Accreditation.

### Enablers

- Strong leadership, vendor collaboration, and staff training.

### Challenges

- Challenges like user resistance and system integration, were successfully addressed with trainings/workshops and technical customization.

### Lessons Learned

- Early and inclusive training is vital
- Vendor-IT collaboration ensures seamless integration
- Scalable cloud-based infrastructure will allow sustainability and expansion.