Digital Transformation For Cost Optimisation & Improved Care
Neelam Hospital, Rajpura

About the Organization
- 150-beds multi-super-specialty hospital in Rajpura (Punjab)
- NABH, NABL, NABH Digital Silver, QCI Gold Certified, FOGSI-certified IVF.
- Contact Person: Dr. Sandeep Watts (7527023301)

Problem Statement / Digital Challenge
- Hospital being in the rural region, patients and staff find difficulty in using the digital systems & Tools.
- Manual appointments increased waiting time; handwritten prescriptions caused errors; no digital handover/discharge summaries, making bed allotment difficult.
- Non-integrated lab equipment delayed reporting; manual purchase orders and stock handling made general store and pharmacy management challenging.
- Manual record keeping of the staff, manual salary making, physical records of the trainings, manual leaves approvals

Stakeholder Impact:
- Front Desk burdened by manual appointments and bed check
- Pharmacy affected by illegible prescriptions.
- Accounts delayed by manual bill settlement.
- Lab Staff – errors from manual test reporting.
- Lack of timely incident reporting hindered improvements
- Nursing Staff- indenting of the medications, maintaining the buffer stock, manual handovers etc.
- Delay in salary processing, difficulty in locating staff records

Digital Tool / Solution Implemented
- HIS (IT Dose): Supports registration, admissions, bed allotment, e-prescriptions, pharmacy & departmental stock, incident reporting, asset/equipment management, and bulk TPA/Ayushman settlements.
- Barcoded vacutainers, bi-directional interfacing, and stock tracking reduce errors.
- Ambulance booking/tracking, token systems, digital displays for approvals from TPAs/Ayushman Bharat & updates.
- Video consents, WhatsApp lab reports, OT start and end alerts on WhatsApp and QR codes for feedbacks & basic services.
- HR software has been purchased for the digital attendance and salary making with the incorporation of Learning and Development module.
- Hospital has been a part of ABDM ecosystem.

Digital Implementation Highlight
- Timeline: 6 months from pilot to full rollout.
- Training: 500+ staff across all departments trained.
- Project led by Core team (consultant, nursing lead, IT) & IT Dose.
- Pilot feedback refined prompts and alerts for smooth workflow.
- Monitoring: Monthly reviews tracked progress.

Digital Impact
- Digital registration, token system and doctor display reduced patient queries.
- E-prescriptions improved legibility; HIS enabled better stock control.
- IPD Front Desk: Digital bed availability and TPA/Ayushman approval displays minimized repetitive queries.
- Laboratory: Bi-directional equipment interfacing and barcoded vacutainers reduced errors.
- Accounts: Bulk bill settlement reduced workload and working hours.
- Quality: HIS-based error reporting increased incident tracking, leading to fewer errors and improved patient safety
- HR: Fast salary making, smoothening of leave approvals and training records.

Key Enablers
- Leadership: Board and senior management provided vision, support, and funding.
- Teamwork: Cross-functional task force (IT, nursing, quality, medical) resolved issues quickly.
- Digital Readiness: Existing HIS and cloud infrastructure enabled smooth integration.
- Staff Engagement: Frontline staff testing and training built confidence, reduced resistance.
- NABH Alignment: Working with the NABH Digital Standards and achieving the same was a big help for the transformation.

Lessons Learned / Replicability
- Early Staff Engagement → Smooth adoption, minimal disruptions
- Change Management → Training, champions, continuous support
- Pilot First, Scale Later → Refine before full rollout
- Ensure leadership support & NABH digital alignment
- Assess IT readiness & workflows first
- Appoint internal champions for adoption