# Caritas Pulse
# Caritas Hospital, Kottayam

## About the Organization
- Caritas Hospital is 655 Bedded Multispecialty Hospital
- Kottayam, Kerala,
- 2000+ Users
- NABH, NABL, NABH Digital, Nursing Excellence, ER, Ethics Committee, Blood bank
- Contact details: +91 9497713604

## Problem Statement / Digital Challenge
- Limited Accessibility to real time Data
- Lack of Forecasting Tools- Like Predict Patient Flows Trends in Each Area According to season, Re-Schedule OPD Timing, Manpower Allocation Planning, Expansion of Infrastructures
- Enhancing Operational Efficiency
- Enabling Real-Time Decision-Making
- Ensuring Seamless Patient Flow
- Strengthening Patient-Centered Care
- Elevating Quality and Compliance
- Supporting Continuous Staff Development
- Enhancing Emergency ResponsivenessPaper Dependent Workflows
- Which stakeholder(s) were most affected (e.g., nursing, admin, patients)?-Operations, Admin, Nursing Etc
- Key NABH quality indicators / aspects impacted
- Patient Waiting Times, Patient Satisfaction etc

## Digital Tool / Solution Implemented
- Caritas Pulse is a web-based platform consist of following modules - BI Analytics, Discharge plan & tracking, Audit management, Social & Mental support, Transit management, Emergency broadcast, Staff knowledge assessment
- Designed to Digitally transform hospital operations,
- Enhance Patient care & streamline internal workflows.
- Developed mostly in-house at Caritas Hospital,

## Digital Implementation Highlight
- 1 Year the tool implemented, still developing new features
- Staff in Operations, Admin, Nursing Etc trained
- Initiated by IT, Operation & R&D Team

## Digital Impact
- Reduced Discharge Turnaround Time by 30%.
- Enhanced Internal Logistics, reducing average waiting times by up to 40%
- Emergency Response Efficiency improved by 50%
- Improved Data Visibility and Decision-Making
- Enhanced Inpatient supported through the integrated pastoral, mental, and social support module
- Strengthened Audit and Compliance Readiness

## Key Enablers
- Enablers are ward secretaries, Discharge coordinators, pharmacists, PAs etc
- Resistance to Digital Change
- Workflow Integration Across Departments
- Ensuring Real-Time Data Accuracy
- Infrastructure and Connectivity Constraints
- Accountability

## Lessons Learned / Replicability
- Improving Patient Engagement will increase Patient Satisfaction
- Digital Tools will impact Workforce optimization
- Device-Agnostic & Web-Based Architecture will work better

## What other hospitals should consider when adopting similar practices:
- Elevated operational efficiency, patient care coordination, & staff engagements across the hospital.
- Caritas Pulse Engagement Portal -https://pp.caritashospital.org/