

# Case Study

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## Business Documentation Services of Indus HMIS



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## Client Profile

It was back in 1986 when Karachi was hit by a bomb blast that the city faced the first emergency of its kind, causing the civil hospitals to be inundated with the injured in critical condition and on the brink of death.

The hospital was unable to cope with the victims brought in, causing many doctors and hospital staff much distress.

This event pushed health industry professionals to band together and establish the PWA, a first in philanthropy in the health sector.

The success of their first project encouraged these same individuals to come together again in 2005 and found a complete general Hospital.

They unanimously pledged their support to make a difference to the healthcare situation in Pakistan, and as their efforts came to fruition, The Indus Hospital officially began operations in the year 2007.

It was the country's first paperless and 100% cashless, state-of-the-art, tertiary care hospital.

All medical services including high-end surgical procedures were not only provided indiscriminately to everyone in need, they are rendered absolutely Free of Cost with integrity as well.



## Business Situation

While Indus hospital had developed few documents internally for their HMIS product but they needed Xcelliti to document the HMIS in standard compliant approach to access the right information quickly, accurately and clearly.

It was critical that the software was presented in the most professional way to compete against other players in the market.

Xcelliti team has applied its best skills and practices to document the processes of Indus Hospital Management Information System – HMIS.

## Solutions Provided & Benefits

Our consultants have used an effective workshop technique to document the processes of Hospital Management Information System – HMIS. To lower down the complexity we involved multiple stakeholders, a workshop is one of the quickest and most cost-effective ways of eliciting requirements.

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Following are the Key Deliverables:

- ✘ Business Process Document
- ✘ Technical Documentation
- ✘ Marketing Collaterals (Corporate Ad, Brochure, Banner, Presentation )

Following are few goals achieved by this project:

- ✘ Assures continuity of process and, therefore, the continuity of quality that the process represents
- ✘ Makes training new employees and contractors easier; it gets them to productivity faster.
- ✘ Makes possible a conscious examination of the processes to improve them. Makes it possible for an organization to learn from the past
- ✘ Preserves the intellectual property of the organization. When it comes time to sell or merge, the existence of documented procedures facilitates the process, increases the value of the company.