

International Institute of Health Management Research (IIHMR)

NEW DELHI

Total marks: 70

HIT Implementation management

Time – 2.0 Hours

Bansal hospital is a 100 bed multi speciality hospital at Kanpur, they have 2 more 25 bed facility in Lucknow and Benaras. The group has decided to replace the present HIS systems that they are using for last 10 years. It has tied up with a service provider who will take care of this overall implementation and support for 3 years. The estimated implementation time will be 6 months and each roll out will be of 1 month each. EMR implementation will be part of this project and will constitute a major part of the project scope. Standalone ERP and CRM needs to be implemented separately however the interfacing is part of this implementation. This new HIS will be hosted on cloud and all locations will be connected to this centralized deployment.

Some of the cost components are as follows:

- License of the software: INR 10,000 per bed per year in SAS model after Go Live
- Implementation effort : 40 man months
- Man month cost for implementation : 2 L
- Interfacing effort : 5 man months
- Roll out effort : 10 man months
- Support effort : 5 persons throughout the support duration
- Man month cost for support : 1 L

Questions 1 : List down various components of a Implementation project, prepare a mini project plan of the Bansal hospital HIS implementation and roll out. (20 marks)

Questions 2 : Please discuss the Clinical transformation part of the HIS implementation , What are the benefit of a clinical transformation project? Please suggest 5 practical steps for high adoption rate for EMR by the clinician at Bansal Locations (10 marks)

Questions 3 : Define Customization vs configuration in respect list 5 difference between these two process. (10 marks)

Question 4 : List down 5 major challenges of implementation and suggested mitigation strategy to avoid the same. (10 marks)

Questions 5 : Please define the concept of Total cost of ownership for the implementation project and calculate the TCO for the Bansal hospital HIS implementation and support for three years. (20 marks)