

A Success Story - Integrated IS deployed at the Oncology Institute of Vojvodina

Infonet Kranj, a member of SRC group is proud to present our first large-scale international project. The project presented a challenge for us on multiple levels: software localization, getting to know Serbian healthcare legislation, learning about healthcare funding, how healthcare institutions are organized and finally, working with interesting people with whom a certain kinship in terms of mentality and way of thinking certainly still exists.

From paperwork to electronic patient records

The goal we set ourselves at the Oncology Institute of Vojvodina (IOV) was to set up an integrated hospital and business IS which would cover all processes taking place in the hospital and create an electronic medical record for each patient.

This goal was particularly interesting for us because before we had only a small software application which allowed registration of patients and issuing of monthly invoices while all other processes and data were recorded on paper.

When won the contract for this project, we took this goal as our own. We worked hard, we drove across endless plains all the way to Vojvodina, we spent a great deal of money owing to the strict speed limits, we got to know the city of Novi Sad (which is well worth a visit!), we forged many friendships with the Institute's staff, we met our colleagues from SRC Belgrade...

... and in April 2007 we revived all the subsystems and full integration among them:

- Hospital IS
- Laboratory IS
- Pharmacy IS
- Radiology IS
- and Business Administration IS

The entire system contains a comprehensive medical record on a given patient. The system records issued referrals to diagnostic tests (lab, radiology, physical therapy ...), diagnostic results - in text format, as a numerical result, as a structure of multiple results or as an image. In addition, the material used in treatment of patient and all drugs administered to the patient are taken out of the pharmacy inventory records, all procedures carried out, materials and drugs used are added up and collected on an electronic invoice which is then sent to the business administration IS. Paper is only used for printing medical reports and notices of discharge handed to the patient after the medical examination or after discharge from hospital.

Users needed to get used to this new way of working, communicating and thinking

practically overnight. This is always a critical juncture in large scale projects, and it can negatively affect the project's success. At this point the management of the Institute and its IT department played a crucial role. They believed in the project's goals and insisted on seeing it through with us, making it possible for us to complete the project successfully.

2007 DISKOBOLOS Award

Each year in Belgrade national awards for the best IT project of the year are presented. It was impossible to overlook our efforts and visual results, therefore the main award for best project in 2007 in the category of healthcare went to our project: the award for the integrated hospital business administration information system.

Conclusion

The software localization has been completed, we have familiarized ourselves with Serbian healthcare legislation, we learned about healthcare funding, organization of healthcare institutions, and we met many interesting people.

Future international projects are already being discussed and we are well-prepared for such projects with our local group in Serbia.

Marjana Pikec

Picture 1. Localized Hospital IS

