

# FOGSI-KCDM Digital Health Awards 2026 - Workflow Efficiency & Practice Productivity

## About the Applicant

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- Location – Sree Renga Hospital, Chengalpattu, Tamil Nadu
- Type of practice - Private



## Problem Statement / Digital Challenge

### Operational challenge

- Manual –Inconsistent documentation / Errors
- Administrative challenges
- Documentation burden
- Literacy barriers

### Clinical challenge

- Risk of patient identification errors
- Missed safety steps
- Fragmented communication
- Training barriers

### Digital solution

- Implemented a digitally enabled workflow to streamline clinical and administrative processes and to enhance maternal and newborn safety

### Stakeholders affected

- **Nursing staff:** documentation burden, errors in medication administration and patient identification
- **Doctors team:** Delays - in accessing patient data / labour monitoring / timely decision-making
- **Administrative staff:** Inefficiencies in registration, billing, and record management
- **Patients / caregivers:** Delays in care/ inconsistent communication / Poor comprehension

## Digital Implementation Highlight

Time taken for rollout – 3 to 6 months

### Staff trained / departments covered

- OB-GYN, Nursing, Labour Room, OPD, Pharmacy, Laboratory, Billing, Radiology

### Internal champions

- Quality & Patient Safety Team (SRH)
- OB-GYN & Nursing Leaders
- Collaborations –Noora Health –Pilot project



## Digital Tool / Solution Implemented

### Description of the tool/solution

- HIS / EMR / E-prescribing / Lab– Agile Software
- Fetal Monitoring – CTG / Partograph / WHO Safe Child Birth Checklist – Whatsapp
- Bar code based medication administration
- Radiology PACS / E Imaging Solutions – Sonocare
- Digital Education for Nurses – HX Plain Software
- SMS - discharge communication / follow-up
- QR Based Digital health literacy – Noora Health
- Teleconsultation – Curable Platform

### In house / Outsourced - Both

### Key features

- Dashboard - Pie charts / bar graphs / Digital prescription
- Patient safety tracking - Compliance trends of WHO SCC / Digital health literacy in Tamil
- KPI reporting - Prescription audit / Nurse competency assessment / Patient and carers feedback

## Digital Impact

### Operational Improvements

- Digital rollout across 6+ departments
- 90% maternity coverage with end-to-end workflows
- 50% reduction in documentation time
- 90% improvement in patient identification speed
- 50% reduction in communication delays
- QR-based education at 8–10 touchpoints
- 80–90% patient engagement
- 40–60% increase in follow-up compliance
- 30–50% fewer missed follow-ups
- Streamlined maternal care workflows

### Quality & Safety Improvements

- ~100% WHO SCC compliance
- ~100% partograph compliance (real-time monitoring)
- 90% reduction in medication errors
- 80% reduction in documentation errors
- ~100% barcode-based patient ID
- Early detection of high-risk labour
- Improved safety for 500+ mothers & newborns /year

## Awards and Recognitions

- **NABH Digital Standard Accreditation:** 1st in Tamil Nadu and 5th in India
- **Best QI Project** – WHO SCC Implementation Recognized by QIMPRO -Team excellence for Continual Quality Improvement
- **Best Presenter Award:** QIMPRO



### Key Enablers

- Strong leadership commitment
- Simple, scalable technology
- Structured training & mentoring
- PDSA-driven QI approach for continuous improvement
- Local language (Tamil) for better patient engagement
- High multidisciplinary team involvement



### Challenges

- Resistance to change from paper to digital
- Ongoing training & capacity needs
- Dual documentation during transition phase
- Variable digital literacy (staff & patients)
- Dependence on internet & devices

## Lessons Learned

- Simple digital tools = high impact (Barcode, SMS)
- Continuous training & PDSA cycles
- Local language (Tamil) for caregiver engagement

### Replicability

- Start with high-impact, low-cost solutions
- Ensure leadership + multidisciplinary ownership
- Integrate into existing workflows
- Invest in ongoing training & capacity building / Audits
- Localize content for better patient connect

### DIGITAL TRANSFORMATION

Safer Childbirth – Made Simple  
Scalable  
Sustainable



- [https://drive.google.com/drive/folders/161LaOTR6kWObNFuysl-pezMVii5\\_y-fA?usp=drive\\_link](https://drive.google.com/drive/folders/161LaOTR6kWObNFuysl-pezMVii5_y-fA?usp=drive_link)