Kampala Family Clinic

- Project Overview and Objectives
- Finance
- Operations
- Six Steps to Great Marketing

**Information Technology**

- Conclusion
IT: Website

Content

- Opening hours
- Location
- Doctor schedules
- Peak/off hours estimations
- Contact information for making appointments

Kampala Family Clinic

We are devoted to providing first class family health care and guidance to our distinguished customers.

Our mission is to improve the health of our clients through excellence in clinical care, education and research.

Make an Appointment

<table>
<thead>
<tr>
<th>Phone</th>
<th>041 457 6698</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>031 227 8759</td>
</tr>
<tr>
<td></td>
<td>031 226 5525</td>
</tr>
</tbody>
</table>

Email: kampalafamilyclinic@gmail.com

Hours of Operation

<table>
<thead>
<tr>
<th></th>
<th>Monday - Friday</th>
<th>Saturday</th>
<th>Sunday</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>8AM - 10PM</td>
<td>10AM - 10PM</td>
<td>10AM - 8PM</td>
</tr>
<tr>
<td>Email</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

© 2010 Kampala Family Clinic. All rights reserved.

January 23, 2010
IT: Email

- kampalafamilyclinic.co.ug addresses (up to 50)
- Set up through Google Gmail
- Emails for
  - Doctors
  - Management
  - Administrative workers
- Joint email addresses
  - reception@kampalafamilyclinic.co.ug
  - consultation@kampalafamilyclinic.co.ug
IT: Software - QuickBooks

- Upgrade to 2008 has created major problems
  - Difficult access to and duplication of management data

- Options

<table>
<thead>
<tr>
<th>Wait for QB 2009</th>
<th>Merge in QB 2008</th>
<th>Status Quo</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Upgrade old data and merge</td>
<td>• Immediately get rid of QB 2006</td>
<td>• Hard to produce reliable management data</td>
</tr>
<tr>
<td>• Might require substantial manual labor</td>
<td>• A/R and A/P require some work</td>
<td>• Difficult financial planning</td>
</tr>
</tbody>
</table>
IT: Software - Encore

- Rollout is frozen
- Restate goals and revive project

<table>
<thead>
<tr>
<th>Quality Improvement</th>
<th>Process Improvement</th>
<th>Management Monitoring</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Historical patient records will improve quality</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Can the necessary data be recorded?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Monitor metrics of existing process</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Design workflow processes in tandem with software capabilities</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Make sure ALL interesting data is collected</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Make sure ONLY interesting data is collected</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- Dedicated project manager
  - Synchronize clinical processes, management requirements and IT issues
IT: Looking Forward

- QuickBooks and Encore don’t integrate well with other software
- Data consistency issues
  - Product lists
  - Product prices
  - Customer (and insurance) information
- Conclusion
  - Because of software limitations, extra care needs to be taken in work process design
IT: Suggestions

- Lack of professional software support greatly limits our choices
- Consider alternative software
  - OpenMRS for Medical Records
    - Free, open source
    - Being used in Uganda and Kenya
    - Easy to integrate
  - Financial software
    - Automation is achievable with different software
    - Cost-benefit analysis is needed before replacing QuickBooks
IT: Software Rollout Plan

Phase I
- Stabilize QuickBooks
  - Migrate data to QB 2008
  - Automatically extract management information

Phase II
- Rollout Encore
  - Enter all prescriptions and referrals
  - Manage patient queues
  - Create standard utilization reports and monitor periodically
  - Incentivize employees to use Encore consistently

Phase III
- Integration
  - Implement price levels in QuickBooks
  - Connect Encore prescriptions to QuickBooks billing
IT: Training

- 15-45 minutes documented training sessions for all staff
- Specific to user types
- Don’t burden users with features they don’t need
- “Sell” benefits as part of training
IT: Backup

- Why backup?
  - Hard disks WILL fail and data will be lost
  - Viruses
  - Catastrophe

- 3 – 2 – 1 rule
  - Information doesn’t exist until you have it…
    - … in 3 places
    - … on 2 different types of storage
    - … on 1 copy outside of office
IT: Backup at KFC

- Good hardware infrastructure
  - File server
  - Backup equipment
- Need better documentation
  - KFC staff should work to handle most problems independently
- Need better organization
  - Multiple locations of different files
IT: New IT Project
OpenXData

- Open source project
- Roots in Kampala with international support
- Customer survey with SMS
  - Wait time
  - Staff politeness
  - Environment
IT: Recommendations

- Merge all financial data into one database
- Appoint project manager for Encore rollout
- While hardware and infrastructure support is good, more work needs to be done to secure good software support
- Keep up excellent work on using IT to improve the company
  - Automate processes
  - Collect customer feedback
  - Use data to generate reports and give staff feedback on how they are doing