

# Kampala Family Clinic

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- ▶ 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

January 23, 2010



## 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

Phone: 041 457 6698  
031 227 8759  
031 226 5525  
Email: [kampalafamilyclinic@gmail.com](mailto:kampalafamilyclinic@gmail.com)

### Hours of Operation

Monday - Friday	8AM - 10PM
Saturday	10AM - 10PM
Sunday	10AM - 8PM

# IT: Email

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- ▶ **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

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

## Wait for QB 2009

- Upgrade old data and merge
- Might require substantial manual labor

## Merge in QB 2008

- Immediately get rid of QB 2006
- A/R and A/P require some work

## Status Quo

- Hard to produce reliable management data
- Difficult financial planning

# IT: Software - Encore

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- ▶ Rollout is frozen
- ▶ Restate goals and revive project

## Quality Improvement

- Historical patient records will improve quality
- Can the necessary data be recorded?

## Process Improvement

- Monitor metrics of existing process
- Design workflow processes in tandem with software capabilities

## Management Monitoring

- Make sure ALL interesting data is collected
- Make sure ONLY interesting data is collected

- ▶ Dedicated project manager
  - ▶ Synchronize clinical processes, management requirements and IT issues

# IT: Looking Forward

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- ▶ 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

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- ▶ 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

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## 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

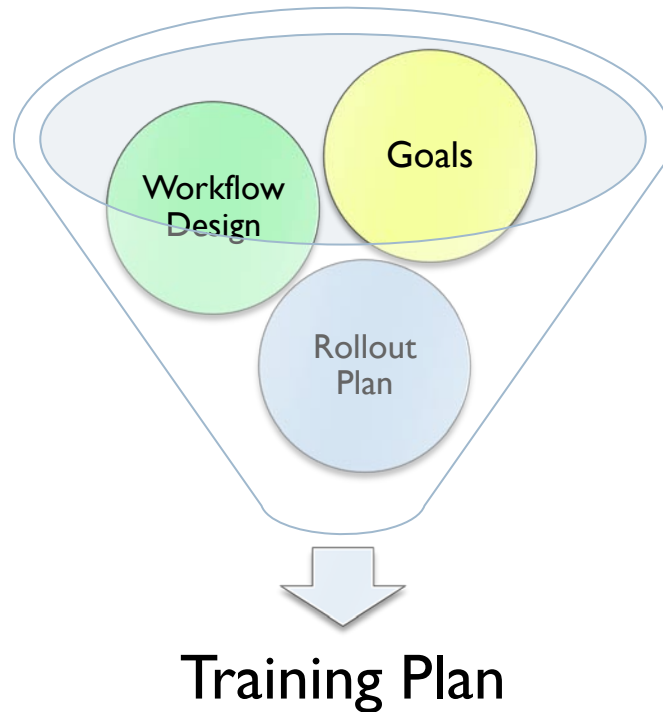
## Phase III

- **Integration**
  - Implement price levels in QuickBooks
  - Connect Encore prescriptions to QuickBooks billing



# IT: Training

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- 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

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- ▶ **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

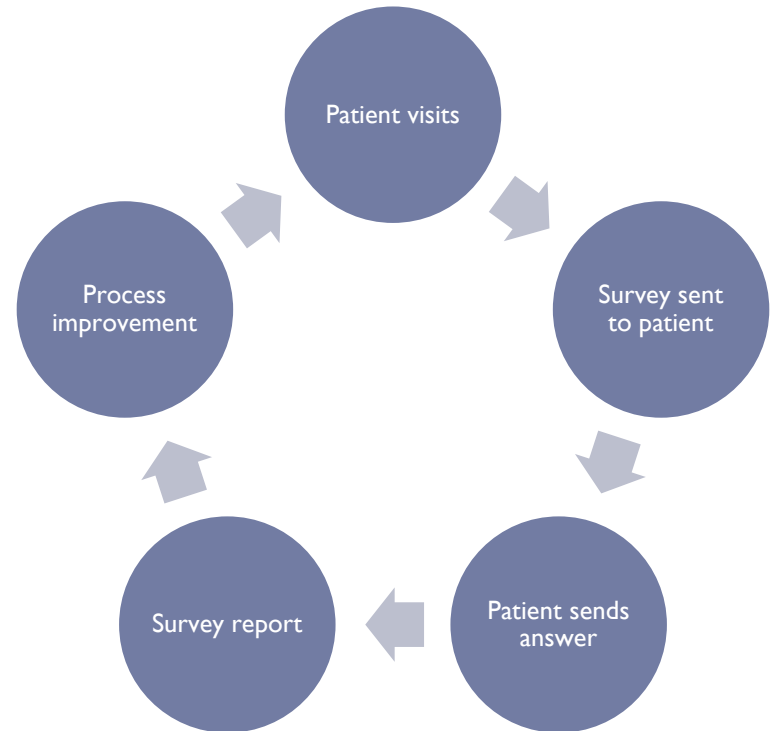
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- ▶ **Good hardware infrastructure**
  - ▶ File server
  - ▶ Backup equipment
- ▶ **Need better documentation**
  - ▶ KFC staff should work to handle most problems independently
- ▶ **Need better organization**
  - ▶ Multiple locations of different files

# IT: New IT Project OpenXData

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



# IT: Recommendations

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- ▶ 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