

Enhancing patient experience through digital health, (EMR module), best buy for advancing health system

Abstract

Background: The E-Health transformation of the health sector in Dubai kept as a top priority since two-decades back. As part of comprehensive e-government transformation initiative, Dubai has to move to absolute smart -government within few years ahead from now, taskforces, plans, resources, and activities are already assigned and going on successfully at the current time

Objectives: To study utilization and performance of Salama Dubai Health authority digital application of clinical care management

Methodology: retrospective Records review , experts interview and contacts , online literature review by using engine search through key word

Results: As an efficient management system, multiple core applications were obtained. More than 25 applications were integrated through a single interface. Patient's appointment, queue management, pharmacy, radiology, dental records, laboratory information system, as well as information about the patient on biomedical devices e.g.ventilator, dialysis machine, cardiac machine, etc. are all linked and integrated through the Electronic Medical Records. By unifying records, the system will reveal high flexibility in creating a more streamlined, and efficient care provision system, which eventually ensuring care accuracy and patient safety

Conclusions: In Digital Healthcare envisions, the enormous investment in technical resources and workforce has been pumped to address the infrastructure requirements, both at the technical and manpower level of the capacity building process. A sustainable digital health ecosystem extensively empowered local eHealth workforce. Significant financial resources have been pumped in the pipeline so far to reach this objective.

Keywords: patience experience, digital health, DHA

Volume 9 Issue 6 - 2019

Hamid Yahya Hussain

Consultant Research, studies & Data analysis, Dubai Health authority, UAE

Correspondence: Dr Hamid Yahya Hussain, Consultant Research, studies & Data analysis, Dubai Health authority, UAE, Email hussainh56@gmail.com

Received: December 18, 2019 | **Published:** December 31, 2019

The context of E-health in Dubai

Introduction

The E-Health transformation of the health sector in Dubai kept as a top priority agenda since two-decades back. As part of comprehensive e-government transformation initiative, Dubai has to move to absolute smart -government within few years ahead from now, taskforces, plans, resources, and activities are already assigned and going on successfully at the current time, tremendous Developments were put in a place since ever. In Digital Healthcare envisions, the enormous investment in technical resources and workforce has been pumped to address the infrastructure requirements, at both the technical and work force level of the capacity building process. A sustainable digital health ecosystem extensively empowered local e Health workforce. Significant financial resources have been pumped in the pipeline so far to reach this objective. Extensive Stakeholders-(government, education, industry, healthcare organizations, and others have been put on board, a framework for standards and professional development in eHealth were created. Loyal, long-term discussions, sharing the experience with worldwide best practice, exchanging multiple ideas, then ideas, and then moving forward to invest in the eHealth workforce and professional development.¹⁻⁵

Objectives

To study utilization and performance of Salama Dubai Health authority digital application of clinical care management

Methodology

Retrospective Records review , experts interview and contacts , online literature review by using engine search through keyword

Results

As an efficient management system, multiple core applications were obtained. More than 25 applications were integrated through a single interface. Patient's appointment, queue management, pharmacy, radiology, dental records, laboratory information system, as well as information about the patient on biomedical devices e.g.ventilator, dialysis machine, cardiac machine, etc. are all linked and integrated through the Electronic Medical Records . By unifying records, the system will reveal high flexibility in creating a more streamlined, and efficient care provision system, which eventually ensuring care accuracy and patient safety

Results & discussions

Branding a radical transform of regional digital health services

A new Electronic Medical Record (Salama) –almost three years back launched by Dubai Health department –inspires a deep rooting shift in the region’s digital health services; such marked resonates, deeply forward-creating insight of the United Arab Emirates pioneer ship, outlook and leadership to placing Dubai as the happiest metropolitan in the world through major initiatives like 10X. A 10X strategy of Dubai obviously incubated an innovative government works, such a unique work that inspired the future and upgrade Dubai’s competitiveness. The Digital application of Salama anticipated to bolster powerful doctor-patient communication; and going to enrich and simplified a comprehensive database, economizes time and effort of the corporate. All will be achieved in parallel with the effective provision of adequate medical information about patients. Eventually, the overall infrastructure of the health sector will be maximized, and lead to addressing customer happiness along with achieving sustainable development.

The power of the System

As an efficient management system, multiple core applications were obtained. More than 25 applications were integrated through a single interface. Patient’s appointment, queue management, pharmacy, radiology, dental records, laboratory information system, as well as information about the patient on biomedical devices e.g.ventilator, dialysis machine, cardiac machine, etc. are all linked and integrated through the Electronic Medical Records . By unifying records, the system will reveal high flexibility in creating a more streamlined, and efficient care provision system, which eventually ensuring care accuracy and patient safety. About 11,000Dubai Health Authority employees were remarkably trained Salama operational system. Furthermore, about (60) DHA employees who already enrolled in implementing phase, have been extensively trained in the United Arab Emirates and in the United States by Global Corporate of EPIC. As Salama System proof great success integrating electronic medical records at Dubai Health Authority to run out advanced and multiple healthcare facilities, it opens doors widely to stepping in unifying electronic medical record national wise. Salama Digital health care application system at DHA will integrate “Nabid” Digital health record, to widening an electronic medical record system and linking private to public health care delivery processes. Thus, every resident will have one integrated medical record in the UAE.⁵⁻¹⁶

From fragmented to unified care records

In the present era, No one has the time to piece together fragmented health information. Health Share serves up the unified health and cares record – for providers, payers, patients, and government healthcare systems – in a meaningful format, surfacing what matters, intelligently. Yet (Salama) EMR, digital health application managed that effectively at the public health sector in Dubai recently through the following

key features

- a. Digital access to appointment information, prescriptions, lab results, in-patient visits, etc.
- b. Access to children’s vaccination plan.

- c. The queuing system feature allows users to book their appointment and receive an e-token, which helps in reducing wait times.
- d. simplifies medical record access to enhance the patient experience
- e. Link to family member accounts and option to switch user to access their profiles.
- f. Search option for health facilities and medical professionals.
- g. Information about visiting doctors in DHA health facilities.
- h. Information about DHA hospitals, primary and specialty health centers and medical fitness centers.
- i. Driving directions to DHA’s primary health centers.
- j. Access to a patient’s health history.
- k. Obtaining quality data on population morbidities and mortalities
- l. Obtaining statistics on diseases and behavioral risks trends.
- m. Providing full information about utilizing professional taskforces and resources at health care facilities on a daily base.

Initial assessment of Salama e-health system performance revealed that the system showed powerful potentials to

bridging serious gaps

a. Eliminates the Blind Spots

Duplicative or missing services are incompatible with safe, efficient, high-quality care. By bringing together information from across the entire health and care system in real-time, Health Share eliminates the blind spots that lead to gaps in care, missed opportunities, and dangerous and expensive duplication.

b. Driving Transformation beyond the EHR

Improve results with innovations that complement and extend what your day-to-day operational systems can do

c. Creates a Unified Care Record for Collaborative Care

Health Share creates a unified, community-wide health record as the foundation for coordinated, value-based care and population health management. With embedded intelligence, and delivery of just the right information at the right time and place within the delivery, management, and payment processes.

Salama digital health application enables powerful features

- a. Align payers, providers, and patients around a common plan of care
- b. Create cohesive, virtual teams, regardless of governance structure: ACOs, MCOs, Patient-Centered Medical Homes, clinically integrated networks (CINs), or other team-based care delivery model
- c. Unite clinical, administrative, claims and social determinants data

Ability to share data between the acute and ambulatory care settings is pivotal to support transitions of care and care coordination between providers across disparate systems of record.”

Brings Together the Information that Matters,

Connecting providers, patients, and payers through a unified care record and analytics that span the care continuum

Ensuring the integration and interoperability of health applications and data with a corporate commitment to FHIR, HL7, IHE, and other global healthcare information protocols and messaging formats. Inter Systems Noted as an A-List Vendor for Customer Satisfaction and Retention.

Dissolving old e application in the current strong system

So far, more than 1.4 million DHA patient medical records and more than 12 million transactions have been transferred to the Salama system. To ensure the smooth transition to the new electronic system, patients are requested to provide their Emirates ID, medical care and health insurance. Following the completion of the registration process, each patient registered in these centers will have one integrated medical file across all facilities that will help the doctor follow a treatment protocol in the event of a hospital transfer and to ensure homogenous treatment.

Telemedicine in Dubai

The Dubai Health care city (DHCC), initially appeared to be taking the lead in the region in developing telemedicine as the DHCCA had reportedly licensed at least one hybrid telemedicine establishment. However, the DHCCA is now no longer licensing telemedicine establishments in the DHCC until the UAE government issues federal regulations that specifically govern telemedicine in the country. Notwithstanding the foregoing, the DHCCA is currently accepting applications from parties interested in practicing telemedicine in the DHCCA to determine if the practice can be permitted under an existing license category in the DHCC. The DHCCA will review such applications on a case-by-case basis. One of the key drawbacks in practicing telemedicine in the UAE at this time is that it is unlikely that any of the three regulators will allow a healthcare provider to prescribe medication for patients without an in-person consultation. Although there is no telemedicine regulatory framework in the DHCC, the hybrid telemedicine practice operating in the DHCC does not prescribe medication without an in-person consultation. Entities looking to practice telemedicine in the UAE are advised to approach the relevant regulatory authorities and seek legal advice as soon as possible in order to ensure compliance with existing regulations.

Conclusions

In Digital Healthcare envisions, the enormous investment in technical resources and workforce has been pumped to address the infrastructure requirements, both at the technical and manpower level of the capacity building process. A sustainable digital health ecosystem extensively empowered local eHealth workforce. Significant financial resources have been pumped in the pipeline so far to reach this objective.

Recommendations

Continuous upgrading, gaps bridging, technical responsiveness and steward shipping needs to be addressed through periodical revision with peer applications at different best practice setting shall be the only pathways to maintain active surviving of the applications with extremely high returns.

Ethical Issue

Ethical standards applied throughout all stages of the research.

Conflicts of Interest

The author declare that there are no conflicts of interest.

Acknowledgements & funding

None.

References

1. Ferris TG, Shields A, Rosenbaum S, et al. Use of Electronic Health Records in U.S. Hospitals. *The New England Journal of Medicine*. 2009;360:1628–1638.
2. Frederick SA. Advanced Technology in Pediatric Intensive Care Units: Have They Improved Outcomes? *Pediatric Clinics of NA*. 2018;63(2):293–301.
3. Gray SH, Pasternak RH, Gooding HC, et al. Recommendations for electronic health record use for delivery of adolescent health care. *J Adolesc Health*. 2014;54(4):487–490.
4. Jabali AK. Progress in adopting EHR in Saudi eastern region private hospitals. *International Journal of Healthcare Management*. 2017;10(1):13–19.
5. Jarrar M, Abdul Rahman H, Don MS. Optimizing Quality of Care and Patient Safety in Malaysia: The Current Global Initiatives, Gaps and Suggested Solutions. *Glob J Health Sci*. 2015;8(6):44132.
6. Jarrar M, Abdul Rahman H, Shamsudin AS. The Impact of Patient to Nurse Ratio on Quality of Care and Patient Safety in the Medical and Surgical Wards in Malaysian Private Hospitals: A Cross-sectional Study. *Asian Social Science*. 2015;11(9):326–332.
7. Jha AK, Burke MF, Desroches C, et al. Progress Toward Meaningful Use: Hospitals' Adoption of Electronic Health Records. *The Am J Manag Care*. 2011;117–124.
8. Khurana HS, Groves RH, Simons MP, et al. Real-Time Automated Sampling of Electronic Medical Records Predicts Hospital Mortality. *Am J Med*. 2016;129(7):688–698.
9. Love V D. Improving electronic health record adoption among rural health-care workers: A correlational study. *Dissertation Abstracts International Section A: Humanities and Social Sciences*. 2016.
10. Middleton B, Hammond E, Brennan PF, et al. Accelerating U. S. EHR Adoption: How to Get There From Here. *J Am Med Inform Assoc*. 2005;12(1):13–9.
11. Nguyen L, Bellucci E, Nguyen LT. Electronic health records implementation: An evaluation of information system impact and contingency factors. *Int J Med Inform*. 2014;83(11):779–796.
12. Rowland JH, Control C, Sciences P, et al. Cancer Survivorship: A New Challenge in Delivering Quality Cancer Care. *J Clin Oncol*. 2018;24(32):32–35.
13. Sutherland SM, Kaelber DC, Downing NL, et al. Electronic Health Record-Enabled Research in Children Using the Electronic Health Record for Clinical Discovery. *Pediatric Clinics of North America*. 2016;63(2), 251–268.
14. Tagalico R, Reider J. Progress on adoption of electronic health records, "Progress on Adoption of Electronic Health Records". Centers for Medicare and Medicaid Services. 2015.
15. Webber EC. Population Health and Pediatric Informatics. *Pediatric Clin North Am*. 2013; 63(2):221–237.
16. Yazici HJ. An exploratory analysis of hospital perspectives on real time information requirements and Perceived benefits of RFID technology for future adoption. *International Journal of Information Management*. 2014;34(5):603–621.