

In a crowded marketplace of healthcare providers and vendors, two have become the best partners. HIMSS speaks with **Mr. Michel Amous, Regional Managing Director for Middle East and India at InterSystems**, and **King Khaled Eye Specialist Hospital's Mr. Amar Hijazi, Director of Information Technology Department**.

Join us as we examine the ROI that InterSystems TrakCare has generated for King Khaled Eye Specialist Hospital, ask questions about TrakCare, and learn more about InterSystems' strategy to stand out from the crowd in the Middle Eastern healthcare marketplace.

Why InterSystems?

-  InterSystems meets most of King Khaled Eye Specialist Hospital's (KKESH) user requirements, especially the ophthalmologists' needs
-  InterSystems has a good reputation from other clients in support and communication
-  InterSystems provided us with a rapid implementation



Mr. Amar Hijazi, Director of Information Technology Department, King Khaled Eye Specialist Hospital

Using InterSystems TrakCare, KKESH has become the first acute care facility in the Middle East to achieve the HIMSS Analytics EMRAM Stage 7. [Read on here.](#)

How has the implementation of InterSystems' EMR improved patient care and generated ROI, both quantitative and qualitative?

When we implemented InterSystems TrakCare health information system, we were validated at Stage 6 on the HIMSS EMR Adoption Model (EMRAM) within just five months after the go-live and Stage 7 in less than two years.

Our team worked closely with InterSystems to select 40 key performance indicators (KPIs) that we could measure before and after the TrakCare implementation. The Quality Management department at KKESH found significant measurable improvements in 39 of the 40 KPIs. Here are three examples:

Cost:

Before implementing TrakCare, KKESH had contracted an outsourcing company, costing 750,000 SR yearly, to manage the transcription process and to release a discharge report that took four months to produce. Using TrakCare, the discharge reports are produced immediately after each encounter using internal resources. In addition to the savings achieved by not outsourcing, we also reduced related communications activities and increased the quality of patient service.

Transcription Volume and Cost

Pre-Implementation	Post-Implementation
SAR 750,000	SAR 0
	100% Improvement

82% reduction in volume and direct cost saving of SAR 750,000

Clinical Indicators (Prescriptions):

TrakCare helped to improve the safety, accuracy and efficiency of managing patients' medications. Compared with paper prescriptions, TrakCare improved healthcare quality and reduced healthcare costs by reducing adverse drug events.

Order clarifications (time for clarifying physician orders by nurse/pharmacists)

Pre-Implementation	Post-Implementation
3hr 7min	38min
	Process eliminated = Saving of 2hrs 29min per order clarification

Transcribing and verifying medication prescriptions by nurses

Pre-Implementation	Post-Implementation
1hr 6min	0min
	100% Improvement

Administrative Indicators (OPS Services):

TrakCare reduced waiting time for outpatient appointments and improved patient care by:

- Decreasing unnecessary tests: Before TrakCare, it was possible for doctors to order tests that the patient had done before because they did not have easy access to previous test results, which were occasionally misfiled. Now, TrakCare enables healthcare providers to see prior test results and order only the necessary new tests and procedures. This saves time, money, and discomfort to the patient while reducing the risk of adverse events.
- Enabling our care providers to have quick, easy access to patient health information that is available to the right people in the right place at the right time.
- Better management of our patients' prescriptions through e-Prescribing and reducing patient waiting times.



Refer to illustration on page 2 >

Continuation of Administrative Indicators – OPS Services:



According to the recently-released KLAS report “HIE 2016: Shifts in Vendor Performance and Provider Outlook,” InterSystems is a top performer especially in the ME region. Congratulations! What is InterSystems’ differentiation strategy in this region?

► InterSystems’ differentiation strategy in the Middle East is based on:

- Providing rapid value to clients
- Enhanced value through wide adoption by making TrakCare easy to use for all care professionals at every point of care
- Delivering impeccable, proactive delivery and support services

InterSystems TrakCare is a powerful unified EMR system that has local editions to meet country-specific requirements. How does TrakCare overcome challenges of interoperability and meaningful use?

► InterSystems TrakCare is built on HealthShare, a health informatics platform that enables organizations to:

- Capture health and health-related information from everyone involved
- Share that information in a meaningful way among everyone in the care process
- Analyze and understand all of the information, structured and unstructured
- Act on that understanding to drive improvements in care and efficiency

► InterSystems HealthShare was among first to receive certification for health IT interoperability from IHE USA and ICSA Labs and has been also certified for Meaningful Use 1 and 2 (MU1, MU2) as an electronic health record module for ambulatory and inpatient settings.

“I am proud to work for a company that provides the information engines that power many of the world’s most important applications in healthcare, finance, government, and other sectors – where lives and livelihoods are at stake. I value InterSystems’ culture focused on client success and long-term partnerships with clients, several of which began at the company’s inception in 1978 and remain strong to this day. As a privately held company, with offices worldwide, we focus on delivering excellence in our products and services that support millions of people in more than 100 countries. I am excited about InterSystems’ future because we make complex information simple to use for decisions and actions every day. The need for that will continue to grow.”



Mr. Michel Amous, Regional Managing Director for Middle East and India at InterSystems

What will InterSystems be showcasing at the Ministry of Health and HIMSS Middle East Conference & Exhibition?

As a Diamond sponsor of the MOH and HIMSS event, InterSystems will be showcasing the latest version of InterSystems TrakCare, with new advanced capabilities for ICU, mHealth, and patient engagement. We are also launching the world’s first laboratory business management system, TrakCare Lab Enterprise, designed to manage the lab as an agile, knowledge-driven business in an increasingly interconnected world. TrakCare Lab Enterprise is a capability that is part of the unified TrakCare EMR system.

Ministry of Health & HIMSS Middle East Conference and Exhibition 2016

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