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Research Paper Management

Current e-Governance Scenario in Healthcare sector in India

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ABSTRACT

Current e-Governance scenario in healthcare sector in India is disappointing. Public health service run by Government is overburdened and collapsing. Large geographical size, increase population density, inaccessibility, illiteracy, poverty, poor nutritional status, diversity of food habit and life style are various impediments. Government priorities for providing food, safe water and school education are yet to be fulfilled. At this stage low budget for health, lack of funds and coordination have triggered down trend in health services. As medical science is fast developing and information resource is pouring in, there is urgent need for dissemination knowledge by interlinking primary, secondary and tertiary level health centers by ICT applications. This paper reviews ICT applications at National Level and also in Gujarat province. It presents facts on tele-medicine, tele-referal service and health information dissemination by Video conferencing, Gramsat and e-Gram tools used in Gujarat. The prospects and constraints of ICT implementation for Governance of healthcare are addressed.

Keywords : e-health, e-governance, tele-referral service, World Ahead

Introduction

Storing of information in digital form accessible and transferable, wherever and whenever needed is essential. A tele-healthcare system can be as simple as providing a patient with the means to alert a remote care provider of their need for assistance. There has been undue delay in implementing e-governance and e-healthcare in developing countries like India due to following reasons A. Absence of competition in health sector – for long time healthcare is handled by Public Health System (PHS) with no competition. B. Weak customer with low bargaining power. C. Non existence of funding system like insurance or social security agency. D. Strong professional culture among doctors hostile to new ICT applications. E. Doctors and nurses believe on their skill than on computer. F. Lack of computer aid in medical and nursing education.

Automated information management tools like internet, web based libraries, CME, Electronic Medical Record (EMR), Electronic Health Records (HER), and Computerized prescriptions are important components. Quality Assurance by Total Quality Management (TQM), medical and nursing audits supported by computerization of all processes like store, pharmacy, finance and purchase section, inventory and administrative machinery would save money, time and transcend human error. Computer is highly useful for medical and nursing teaching, evaluation of entrance tests and various competitions for awards and certifications to eliminate human bias and error. EMR enable easy communication of patient data between different healthcare professionals like Gram Panchayats, specialists, care team and pharmacy. EMR may be integrated by e-mail for patient's education. EMR can be kept in patient custody in form of a CD-ROM or Smart Card. Prescribing information is available on internet having drug database and drug dictionary. Computerized prescription has the advantage of correct dose, duration, and patient and pharmacy compliance. ICT tools enable the Government for effective programming of anti-poverty projects related to health, nutrition and employment.

Booming of e-health.com based on the fact that 40% of internet queries are health related is a successful business plan. Due to large population, lack of infrastructure, low per capita income, diseases and illiteracy, it is felt that nearly 70% of vulnerable populations are in the villages and out of reach. Here comes the concept of Village e-health Centers to provide basic health care via online video-conferencing.

Current E-Health Scenario in India

E-health is a relatively recent term for healthcare practice which is supported by electronic processor and communication. Seminal 2001 definition published in the article what is e-health? "e-health is an emerging field in the intersection of medical informatics, public health and business, referring to health services and information delivered or enhanced through the Internet and related technologies." According to EU ICT s for Health: "e Health describes the application of information and communications technologies across the whole range of functions that affect the health sector, from the doctor to the hospital manger, via nurses, data processing specialists, social security administrators and of course the patients."

Corporate healthcare is gearing into fast track growth using latest technology to provide best quality services to face the competition. Changing the dynamics of healthcare is the prime objective. Health care ICT helps in increase productivity. Web services are essential for medical professionals, administrative members and patients to organize, share and access medical services.

Wipro for Delhi Municipal Corporation (DMC): Wipro provided Hospital Information System (HIS) to six hospitals of DMC. This HIS has 28 modules meeting the hospital needs, like Patient Registration, Demographic Details, Outpatient Visits, Doctor's Appointments Scheduling, Admission / Discharge / Transfer, Order Entry, Laboratory / Radiology/ Cardiology Result Reporting, Operation Theatre Management and Pharmacy etc. automating these functions has helped DMC in handling large numbers of patients and helps them in providing better patient care. An Electronic Patient Folder with details of each visit would be available at all of these locations once the implementation is done at all six hospitals. This will enable the doctors to have ready access to past episodes and information of the patient, thus ensuring efficient patient care.

TCS for Tamil Nadu: The Tamil Nadu Government has allotted Rs. 5 crore to Tata Consultancy Services (TCS) to develop a suitable solution to maintain Electronic Medical

Record (EMR). The system will start functioning in all the 26 district headquarters hospitals, 162 taluka hospitals and 77 non-taluka hospitals and some of the Primary Health Centers (PHCs) managed by the Government. This application created by TCS is web-based, wherein each patient will be allotted a unique ID. All related data will be fed into the system. The system, being centralized, can be accessed from anywhere, making the clinical history of the patients handily available. ICT is employed in medical college hospitals in Tamil Nadu to manage in-patient and out-patient details, medical records, office automation, and lab and pharmacy services. Such electronic data flow lends accuracy. Tamil Nadu State AIDS Control Society has successful web based management information to cover 1100 VCTC, Blood Bank, ART centers, STD clinics, ANC, NGOs. Number of HIV+ cases, age sex breakup, ART stock, VCTC kits stock in monitored by Chennai head office. Data privacy, authenticity is used for aids. Final decrease in aids prevalence in Tamil Nadu speaks about success of e-governance and ICT applications.

21st Century's Health NET in Goa: The Government of Goa in association with 21st Century Health Management Solutions implemented a Rs. 2.5 crore Hospital Management Information System (HMIS) called Health NET in Goa Medical College Hospital. The objective is to improve the availability and quality of healthcare delivery process and give Goa a fully computerized healthcare system by providing good quality healthcare services to all segments of society, especially the poor in remote locations. It includes Patient Management Systems, Hospital Management Systems, the Laboratory Management System, Blood Bank Management System, the Advance Imaging System Library and Academic Section Management System, and Management Information System.

Intel's World Ahead: The World Ahead Program is an initiative launched by Intel to provide education and healthcare service in India. In the healthcare sector, Intel has carried out tele-health projects in Baramati, Maharashtra and Trivandrum, Tamil Nadu and child health monitoring in Chandni Chowk, Delhi. Rui hospital connected with Aurobindo Eye hospital Madurai and Narayana Hrudayalaya Bangalore for getting tele-health service for Heart and eye patients. Later a Trivandrum hospital acquiring clinical support from Shankar Netryalaya by TCS, in St Philomena Girls' Higher Secondary School, Trivandrum. The web-based solution introduces school children and facility to benefits such as digitalized health records and health camps with participatory and action-based health learning. The child health monitoring system in Chandni Chowk in Delhi for poor needy urban children, to check for under nutrition as per WHO guideline. Intel has experience in ICT application in Health sector in Mexico, Brazil, China and South Africa.

HP in Maharashtra: In January 2007 with 100 cr. funding automation project of 19 Govt. hospital and 14 medical colleges started. HP healthcare solution and Amrita Technology worked together for system integration and doctor's training. HP services used at J J Hospital (Grant Medical College), where the registration desk deals with 5 lakh OPD patient and 30 thousand in-patient annually. There has been remarkable change in patient experience towards e-healthcare and computerization.

E-Mamta: Mother and child tracking application in Gujarat: As a major initiative in this regard, the Health and Family Welfare Department of the Government of Gujarat, has introduced a mother and child name-based tracking information management system called 'e-Mamta' in collaboration with the NIC, Gujarat. This is the first-of-its-kind system, that has been conceptualized and developed by Gujarat and the Government of India has adopted it for replication in all other states.

A web-based software application accessed through www.e-mamta.guj.nic.in, the system covers the entire population of Gujarat with special emphasis on rural, urban slum and slum-like population. Health details of about 85 lakh families in the entire state consisting of about 4.30 crore individuals covering more than 80 percent of the population have thus been entered so far in the software's database and system generated unique Health IDs have been provided to all.

The system aims at registering individual pregnant mothers and children in the age group of 0-6 and adolescents along with their full details to ensure complete service delivery of antenatal care (ANC), child birth, post natal care (PNC), immunization, nutrition and adolescent services and to track the left outs, if any. Finally, the services are aggregated to generate reports that are reliable and valid. The approach is therefore to plan, deliver and monitor, which is proactive rather than reactive.

Concluding Remarks

This paper analyses the scope for application of ICT at Primary, Secondary and Tertiary healthcare institutions. Effective computerization of hospitals and medical colleges supported by Networking and video conferencing would increase effectively, quality of patient care and patient satisfaction. Telemedicine aims to deliver specialist care at doorstep to the helpless patients in remote area. Presently ICT implementation in health services is in infancy but its further use in both medical education and healthcare industry will revolutionize the healthcare provided by Government hospitals, corporate sector. This overview of e-governance scenario with ICT application aims to create awareness among physicians, medical students and IT industry. This will save their precious time which can be utilized for higher professional growth. Finally good quality health care delivery at doorstep in low cost would safeguard national health leading to economic growth.

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