

Superspecialty hospital extends its class-leading medical expertise across a large network

Hospital:
Superspecialty
Hospital

ICU:
75 beds

Location:
Kolkata,
West Bengal

Problem

A leading multispecialty hospital in eastern India with extensive critical care and a rapidly expanding extracorporeal lung and circulatory support program was finding it increasingly hard to scale its high-quality critical care footprint across the region. Traditional models of scaling were leading to provider burnout and operational inefficiencies. The leadership at the hospital realized that they would have to leverage technology to empower their teams of caregivers to continue to deliver leading-edge care across an entire network of ICUs in multiple locations within the same building and beyond. As they were exploring technology solutions - it was clear that the technology solution would have to be engineered for easy adaptability and must be uncomplicated to adopt for caregivers and simple to implement for the hospital.

They had prior experience with an international, well-reputed technology provider whose solution was unable to address these pain points and as a result, the adoption was limited. For an aspirational hospital, it was only a matter of finding the right technology and more importantly the right partner that would help in their journey towards achieving their vision of growth whilst continuing to be a leader in high-quality critical care delivery. The team was looking at possibilities that would technologically enhance units within the hospital system while also being flexible enough to allow the center of excellence to reach smaller network hospitals. At the same time, the digital transformation would usher in transparency, and accountability and allow clinical teams to conduct clinical research and measure their performance metrics with ease. Existing platforms had limitations in providing the required analytics, on-the-go clinical data, and ease of use to build capacity. The tools they were using were also not agile enough to expand within units beyond their hospital, which was needed to create an empowered ICU network that spanned East India.

In summary, the key requirement was for a future-ready solution that would empower the clinical teams to standardize care and assist in evidence-based management with 24/7 real-time insights, along with a rapidly expanding hospital network.

Cloudphysician

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to learn more about Cloudphysician's reimagined critical care solution configured to future-proof your ICU.



DISCOVER THE
SMART -ICU SOLUTION

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Solution

Cloudphysician presented its Smart-ICU solution, the RADAR platform, and activated 3 ICUs comprising 32 beds on RADAR. A detailed and clear project plan ensured that various stakeholders were trained and supported throughout the entire change management process.

Over the course of just a few weeks, daily clinical operations moved to RADAR. In addition to the traditional integration of bedside devices, a state-of-the-art computer vision module, Netra, assists nurse documentation by automatically updating vital signs from incompatible monitors. Patient notes, orders, vitals, MAR, and other care modules were accessible to the team anytime, anywhere. Clinical workflows were standardized, enabling collaborative care across secure patient-level chats, a real-time HD visual stream of the ICU, and a priority-based alert system.

The clinical team was further assisted by an AI-based intelligent assistant (Aira) which dramatically cut down the time needed to write patient notes. This enabled the clinical teams to reduce repetitive and redundant tasks, and instead focus on triaging and ensuring patient-centric care.

Today, RADAR has scaled to 100 beds across multiple ICUs creating an empowered critical care network across eastern India, where high quality and uniform care is provided along the entire chain. The ease of deployment and delivery of care was evident when a new ICU at a network hospital went live in just under 2 weeks' time allowing tertiary level care to reach the network hospital - this had not been done before in the hospital network.

This forward-thinking and industry-defining collaboration created a one-of-a-kind Smart-ICU network delivering excellence in care while empowering the clinical teams with evidence-based patient data in real-time, all in a simple plug-and-play system.

“Cloudphysician's RADAR platform is an absolutely game-changing innovation in the Indian healthcare industry. An amalgamation of leading healthcare practices with a modern top-of-the-line software product, it is the first time a modern software system has specifically been designed with the doctor and nurse workforce in mind for the Indian context. Cloudphysician's platform has revolutionized Medica Kolkata's management of its ICU patients with the incorporation of the latest in order sets and workflows for significantly superior patient outcomes with decreased staff workloads. I wish the best to Cloudphysician for further innovations in this space. We Indian patients and doctors are waiting.”

- Dr. Aviral Roy, Consultant Intensivist, Medica Hospital

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