

Improving Quality of Care and Patient Safety in Chile



INTERSYSTEMS



GOBIERNO DE
CHILE
MINISTERIO DE SALUD

Fuerza Chile ¡



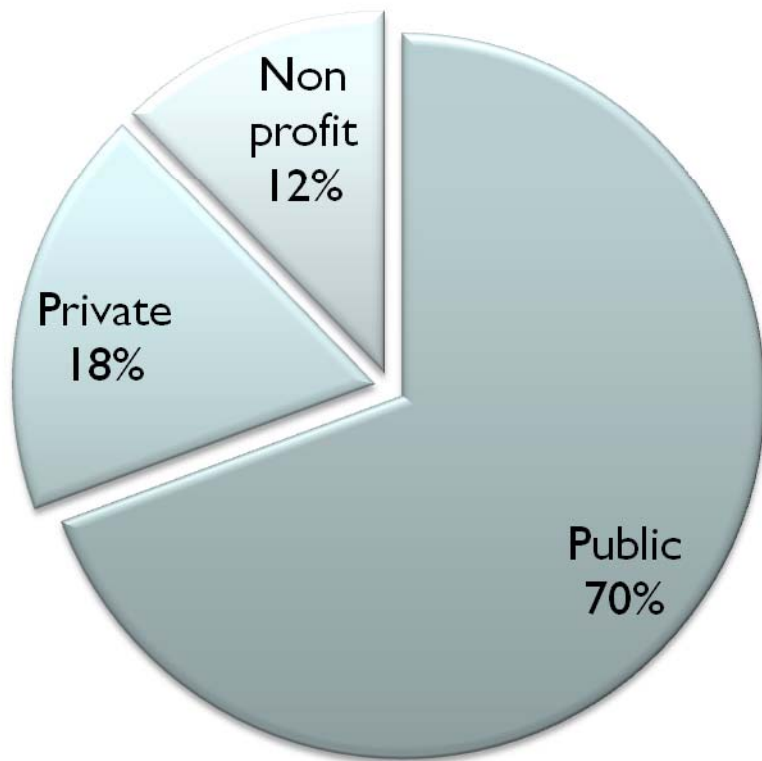
PROGRAMME

1. Project Synthesis “Más Salud Occidente”
2. Results
3. GSI and the standards utilized
4. Next steps
5. Questions



Western Metropolitan Health Service (SSMOC)

Chilean Health Care System



1. One of the 29 Health Services in the Public System
2. Overseen by the Ministry of Health in Chile
3. Coordinates a HealthCare Network of 6 Hospitals, 1 Diagnostic Center, 1 Referenc Center and 33 Primary Care Center
4. 1.200.000 people assigned to the network
5. More than 3.000.000 patients attend by year
6. More than 1.400 beds for health care



Servicio Salud Metropolitano Occidente

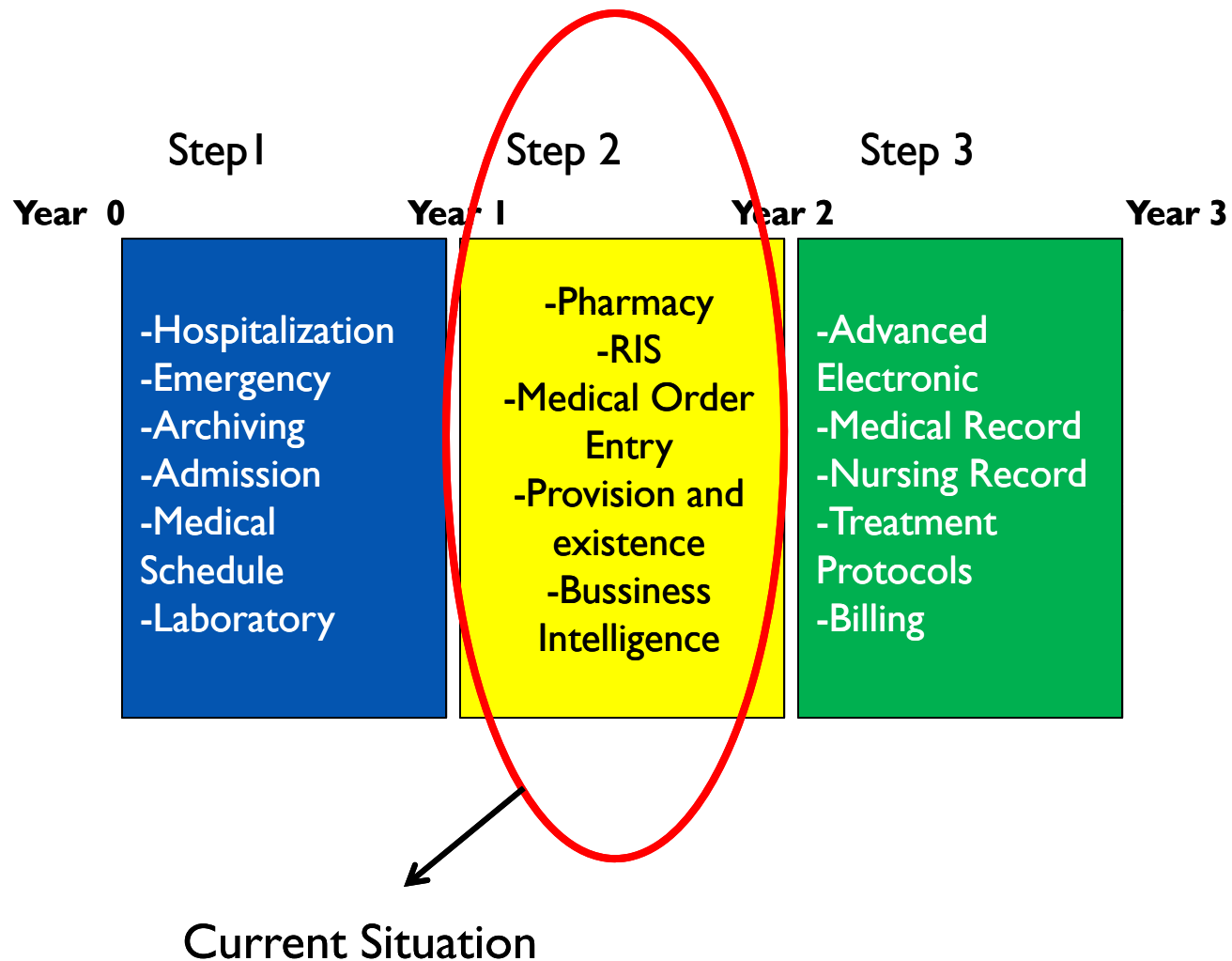


- 6 General Hospitals
- 1 Specialised Institute (Ortopedics & Trauma)
- 1 Health Reference Center (CRS)
- Service management
- RED First priority in healthcare



Figura 5-12 - Arquitectura de TrakCare (basada en Ensemble)

General Timetable: 5 years (+2)



Project “Más Salud Occidente”



Key users

- Validation of flows
- System configuration
- Boards
- Participation in system tests
- Training to Expert Users



Expert users

- Participation in system tests
- Training to End Users



End users

- Daily usage of the system



Work Team



Emergency Care

- ✓ Emergency care
- ✓ Triage
- ✓ Patient movements
- ✓ Recording of diagnosis
- ✓ Request for exams

SSMOC - Windows Internet Explorer

http://10.8.157.42/trakcare/csp/logon.csp

Estado de Camillas Mapa Búsqueda de Atención Consultar a Lista de Servicios Clínicos Incluir en L.E. Hosp Asignar Unidad/Ser Cierre de At. Urgenc RCE

Emerg.Adulto HSJD Emerg.Gineco-Obstetrica HSJD
Sector 1 Pacientes en Espera
Sector 2

Pacientes en Espera (89)	Box 1 Sala de Categorización	Box 2 URG			
<p>GONZALEZ, DONOSO, WALDO ALEJANDRO, 24 Años 1h 3m</p> <p>JARA, LLANQUIHUEN, KATHERINE ANDREA, 24 Años 0h 15m</p> <p>MARAMBIO, PINILLA, GEORGINA MABEL 52 Años, Femenino</p> <p>, DOLOR COSTADO DERECHO</p> <p>VARGAS, .. ROSA DE LAS MERCEDES, 0h 6m</p> <p>AGURTO, DUARTE, ERIC, 21 Años 0h 5m</p> <p>MOLINA, GONZALEZ, JAVIER, 44 Años 0h 1m</p>	<p>MORIS, CÁCERES, CAROLINA ANDREA, 27 Años 0h 23m</p> <p>GAMBOA, RIVERA, CARLOS AUGUSTO, 30 Años 0h 19m</p>	<p>5</p> <p>BELLO, ALICIA DE LAS MERCEDES 82 Años, Femenino 21h 38m</p>	<p>6</p> <p>BRAVO, JUAN RAMON 69 Años, Masculino</p>	<p>Z</p> <p>AGUILERA, JOSÉ AGUSTÍN 63 Años, Masculino</p>	<p>A</p>
		<p>8</p> <p>GONZALEZ, NILDA VIVIANA 53 Años, Femenino</p>	<p>9</p> <p>CATALÁN, JUAN ARNOLDO 38 Años, Masculino 10h 45m</p>	<p>10</p>	<p>A</p>
	<p>Pacientes Categorizados en Espera de Evaluación Médica</p> <p>ALBORNOZ, VILLANUEVA, NEDY DEL CARMEN, 65 Años 23h 21m</p> <p>REYES, RIOS, MARIO, 64 Años 21h 3m</p> <p>LUQUE, RIVERA, LUZ, 68 Años 20h 50m</p> <p>RIFFO, MORA, MARIA BRISTELA, 73 Años 17h 51m</p>	<p>Área de Tránsito</p> <p>DIAZ, ARAYA, GONZALO, 58 Años 0h 33m</p> <p>ROJAS, MAULÉN, LUIS ARMANDO, 66 Años 0h 30m</p> <p>CALISTO, VERA, REINALDINA, 76 Años 0h 12m</p> <p>CESPEDES, CRUZ, MANUEL, 59 Años 0h 3m</p>	<p>Sala de Reanimación URG</p> <p>SOTO, GARCÍA, LEONCIO, 76 Años 98h 32m</p> <p>HUENCHUVIL, .. ANTONIO, 81 Años 26h 30m</p>		

Internet 100%

Inicio Windows Live M... 5 Internet Ex... Skype™ - cgabella 2 Microsoft Of... ES Escritorio 11:01

Ambulatory Care

- ✓ Admission
- ✓ Recording of patient demographic data
- ✓ Planning
- ✓ Opening of the ambulatory service



Hospitalisation – Management of beds

- ✓ Admission
- ✓ Control of the movement of the patients in the wards
- ✓ Discharge

The screenshot displays the SSMOC (Sistema de Soporte Médico Operacional) interface within a Windows Internet Explorer browser. The address bar shows the URL: <http://10.8.157.42/trakcare/csp/logon.csp>. The interface features a navigation menu at the top with options such as 'Estado de Camillas', 'Mapa', 'Búsqueda de Atención', 'Consultar a Lista de', 'Servicios Clínicos', 'Incluir en L.E. Hosp', 'Asignar Unidad/Ser', 'Cierre de At. Urgenc', and 'RCE'. Below the menu, there are several tabs for different hospital sectors: 'Serv. Cl. Medicina Sector C HSJD', 'Serv. Cl. Medicina Sector D 2º Piso HSJD', and 'Serv. Cl. Medicina Sector D 4º Piso HSJD'. The main content area is divided into three columns representing different hospital units: 'Sala 219 H1', 'Sala 220 H1', and 'Estación de Enfermería Medicina Sector C H1'. Each unit contains a grid of patient information, including names, ages, and genders. For example, in Sala 219 H1, patients listed include MANUEL RICARDO EDUAR SUÁREZ, CONCHA, Masculino; ALEXANDER, NORABUENA, ALVA, 29 Años, Masculino; DOMINGO FLORENCIO, DUTRINA, OLIVARES, Masculino; VIVIANA, PESCE, ESCOVAR, 43 Años, Femenino; and LUIS MAURICIO, ADASME, CHANDÍA, 41 Años, Masculino. The 'Estación de Enfermería' column lists patients like VERA MARGARITA ANGELICA, 51 Años, Femenino; VALDES JOSE, 21 Años, Masculino; CUEVAS NICOLEFF, 17 Años, Femenino; HERRERA ANA MARIA, 63 Años, Femenino; CANAL Exámenes Laboratorio, Femenino; and CHAPA MARTA, 93 Años, Femenino. The bottom of the screen shows the Windows taskbar with the 'Inicio' button and several open applications, including Internet Explorer, Skype, and Microsoft Office. The system clock indicates the time as 11:10.

Standards and Codification

- ✓ **GSI Standards** for the codification of pharmaceutical products and clinical supplies
- ✓ **CIE X Codes** for diagnostics
- ✓ **FONASA** catalogue
- ✓ **HL7 Standards** for the integration with other clinical systems
- ✓ **DICOM** for the integration of medical images



GSI Estandars, Implementation

- ✓ Safety and Eficiencie in the Supply Chain from Providers (**CENABAST**) to our facilities
- ✓ Trazability of Medications and Clinical Supplies
- ✓ **Common Index Master** for the Network
- ✓ Clinical Catalogue with details matching with **GSI Standars (EAN 128 and EAN 13)**
- ✓ Currently Using **GSI bar codes** in the reception of Hospital San Juan de Dios and Hospital Felix Bulnes
- ✓ **Change** in infraestructure and equipment
- ✓ Change in **the way to do tnings**



GSI Estandars, Problems

- ✓ **Some articles dont have the code GSI** when arrive to our facilities.
- ✓ **Some articles with GSI code dont exist** in our **local catalogue**
- ✓ **The hospital function need code in the minimal level: Unitary Dose**



Next steps

- ✓ **Modular implementation within the Hospitales Occidente network**
- ✓ **Improve the supply chain and logistic in order to **Low Costs****
- ✓ **Traceability and monitoring of pharmaceutical products and medical supplies: **Safety****
- ✓ **Basic Electronic Medical Records**
- ✓ **Specialized Electronic Medical Records**
- ✓ **Introduction of **GES** compliant treatment protocols**



Thanks for your time

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