
SMARTCARE PRO PROGRAM MANAGERS PRESENTATION

Presenter name:

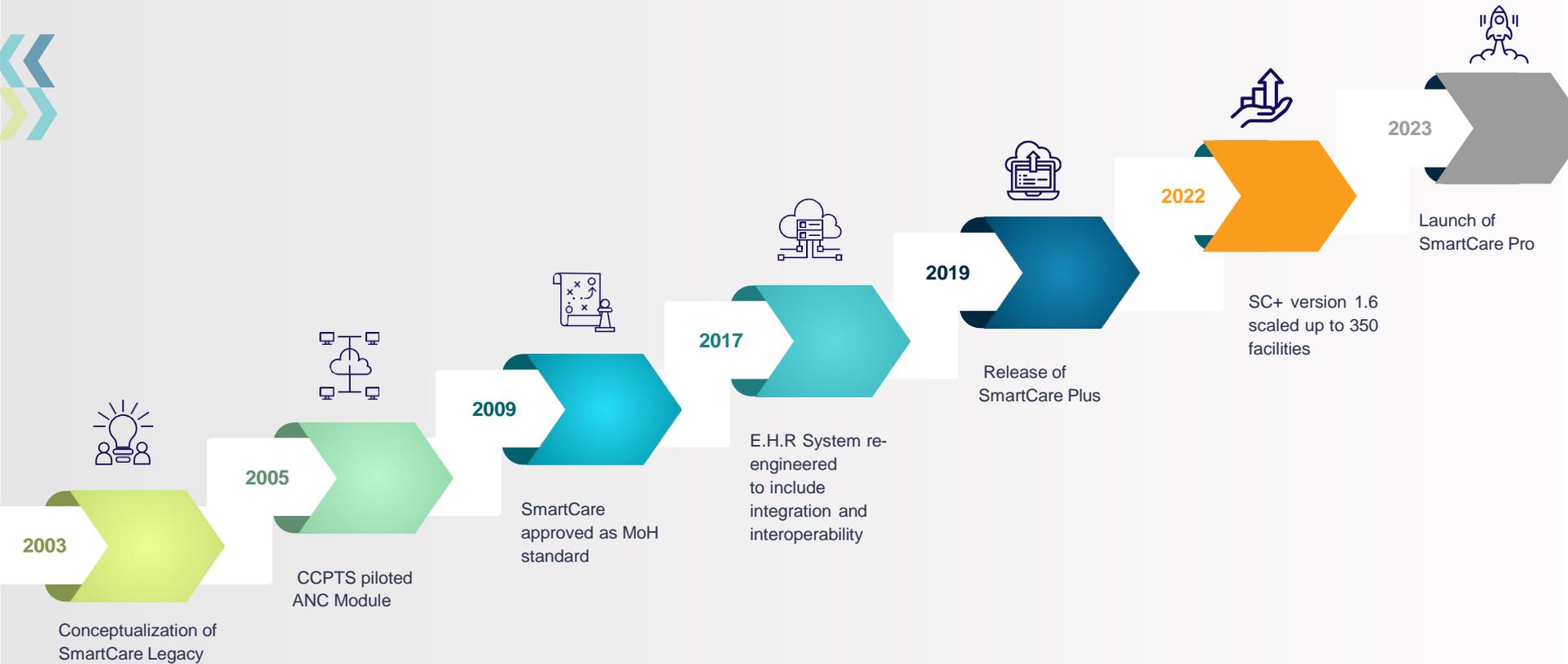


AGENDA

- E.H.R Development evolution timeline
- What is Digital Health
- Ecosystem of Digital health
- Electronic Health Records (EHRs)
- Brief overview of the SmartCare Systems
- Current challenges vs enhanced system
- Features of SmartCare Pro
- Overview of Training strategy
- Data migration and integration
- SmartCare Pro the E.H.R of Choice



E.H.R DEVELOPMENT EVOLUTION -TIMELINE



WHAT IS DIGITAL HEALTH?

Digital health is defined as the field of knowledge and practice associated with the development and use of digital technologies to improve health (World Health Organization-W.H.O). It encompasses a wide range of technologies such as mobile devices, telehealth and the use electronic health records such as SmartCare Pro.

Digital health revolves around four main themes commonly referred to as 'The 4 Ps' all digital health solutions aim to meet the requirements of these 4 Ps



Predictive- They use data to predict health trends accurately for decision making and national planning.



Personalization- They help HCWs track a client's health for personalized treatment.

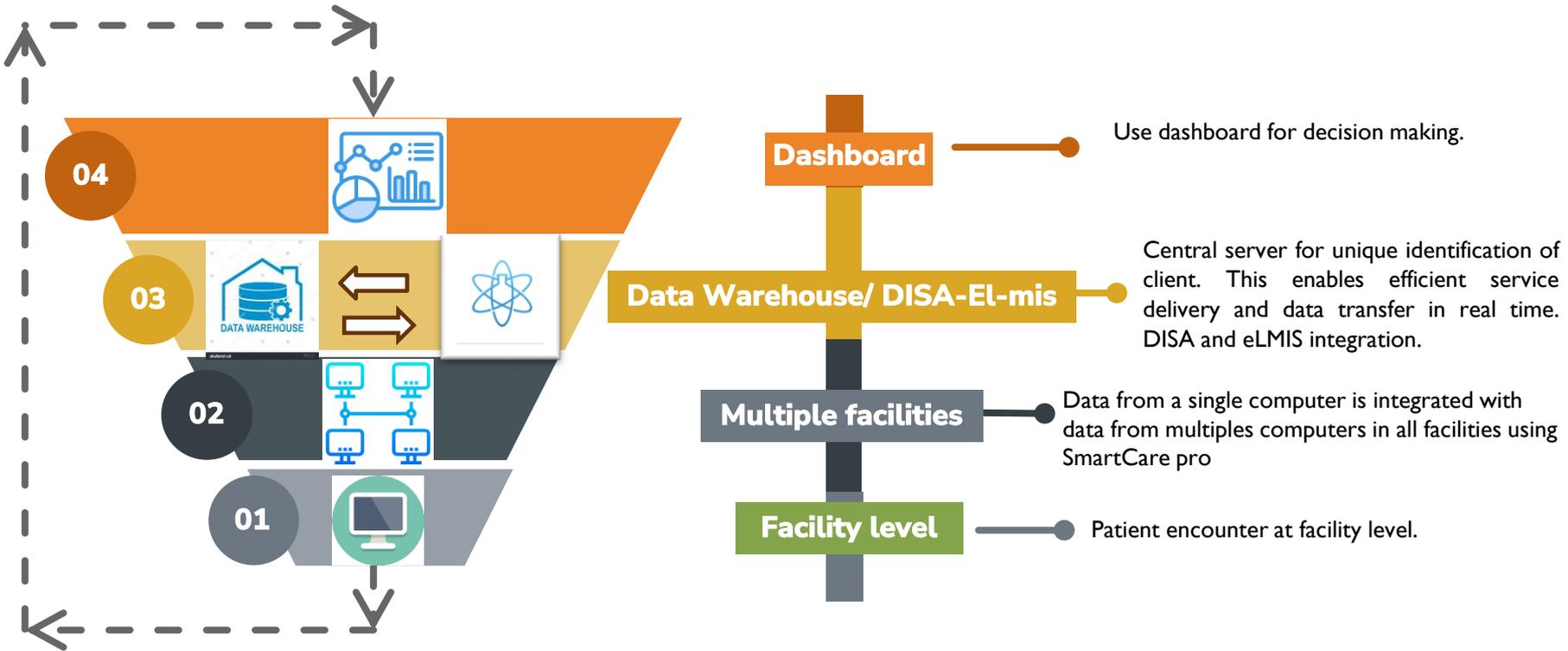


Preventative- They aim to prevent possible disease outbreaks (pandemics/epidemics) and promote long-term health outcomes



Participative- They work best in an eco-system of collaboration to promote system ownership and adoption

DIGITAL HEALTH ECO-SYSTEM



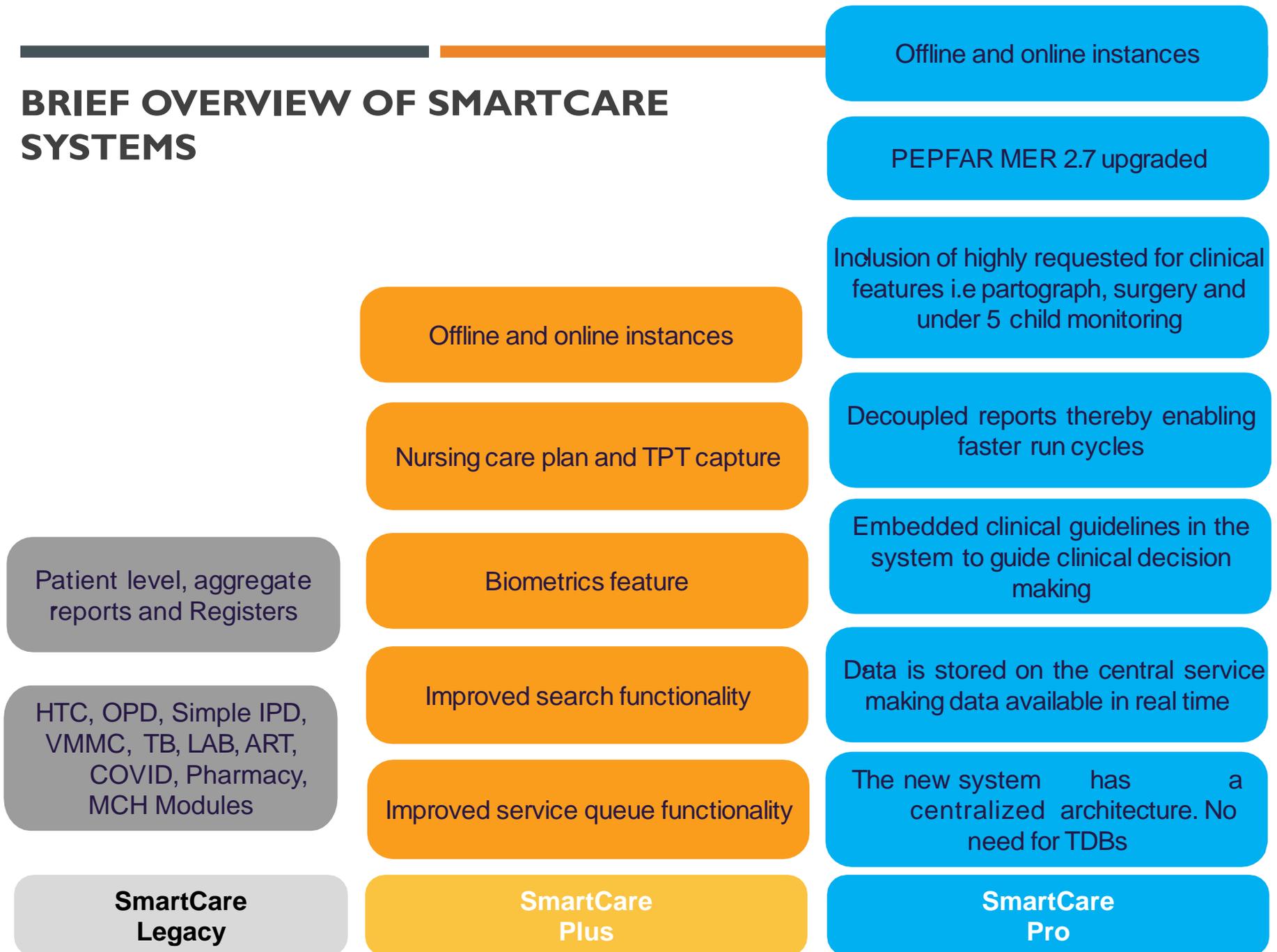
ELECTRONIC HEALTH RECORDS (E.H.R)

SmartCare Pro is the latest version of the national Electronic Health Record (EHR) software in Zambia. It is preceded by Smart Care Legacy and SmartCare Plus which are currently collectively used in approximately 1,800 healthcare facilities in 10 provinces around the country these Digital Health Solutions aim to:

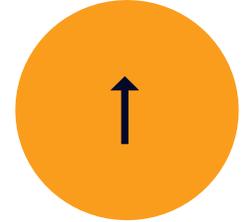
- Store and manage client/patient records
- Track client/patient visits and treatments
- Generate reports and visualizations
- Enhances Communication and collaboration among health providers for sharing information easily and securely.
- Improve the quality of healthcare by ensuring continuity of care across facilities
- Population health management and insights.



BRIEF OVERVIEW OF SMARTCARE SYSTEMS



CURRENT CHALLENGES VS ENHANCED SYSTEM



SMARTCARE LEGACY

- Costly due to collection of TDBs from facilities or data to upload for monthly reporting
- Delayed decision making and intervention due to lag in receiving data
- Dissatisfaction from key clinical stakeholders
- Requirement for clinical capacity building
- Developer involvement for any changes to system impacting turnover time

SMARTCARE PLUS

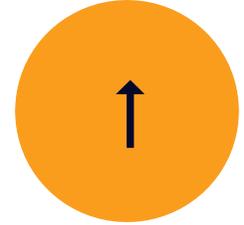
- Limited internet access due to unreliable internet hindering data synchronization
- Not user friendly, hence requires continuous training which hinders adoption
- The architectural design of the system prolongs the turnaround time for both change requests and bug fixes
- Requirement for clinical capacity building
- Not user friendly, hence requires continuous training which hinders adoption



SMARTCARE PRO

- The system is centralised architecture. No need for TDBs
- Data is stored on the central server making it available in real time
- System uses GWAN which is free in govt facilities. The implementation of Star link for government.
- System is user friendly which reduces the need for continuous training. System has provision for functionality to support self-learning
- Architectural design has reduced the number of days for bug fixes from 90 days to 11days.

CURRENT CHALLENGES VS ENHANCED SYSTEM



SMARTCARE LEGACY

- Developer involvement for any changes to system impacting turnover time.
- Limitation on prescribing drugs that are not in the system
- Extended time spans to run reports (24-48 hours for some reports)

SMARTCARE PLUS

- Not user friendly, hence requires continuous training which hinders adoption
- Dissatisfaction from key clinical stakeholders



SMARTCARE PRO

- Inclusion of highly requested for clinical features i.e. partograph, surgery and under 5 child monitoring
- Embedded clinical guidelines in the system to guide clinical decision making
- Creation of data management module to change some front-end elements and data tables e.g. drug lists, lab tests etc
- Ability to prescribe and customize drugs that are not in the system drug lists.
- Decoupled reports thereby enabling faster run cycles (20 min – 1 hour)

FEATURES OF SMARTCARE PRO

SmartCare Pro houses multiple features that are aligned to international treatment guidelines, designed to follow clinical workflows while making clinicians work easier, and seamlessly providing data to the Ministry of Health for public health planning and decision making.



Patient Demographics/medical history

Includes basic information like name, age, gender, contact details, and emergency contacts for clients.



Operational Reports(facility level)

Generates patient Summarized patient reports e.g. Departmental reports. Helps in disease surveillance and alertness.



Allergies and Alerts/Medical Mgt

allergies or adverse reactions to medications or substances, and alerts healthcare providers to prevent potential risks. Tracks prescribed medications



National & intervention program reports

Can support national reporting requirements and disease surveillance. Availability of data in real time to national dashboards.



Lab Results and Diagnostic Reports

Stores test results, and other diagnostic findings for easy access and reference



Security and Privacy Controls

Implements measures to ensure security of client information, confidentiality, and compliance with Ministry of Health Regulations.



Clinical Notes & Documentation

Allows healthcare professionals to enter and access detailed notes, including progress reports, assessments, and treatment plans, able to track patients in between facilities.

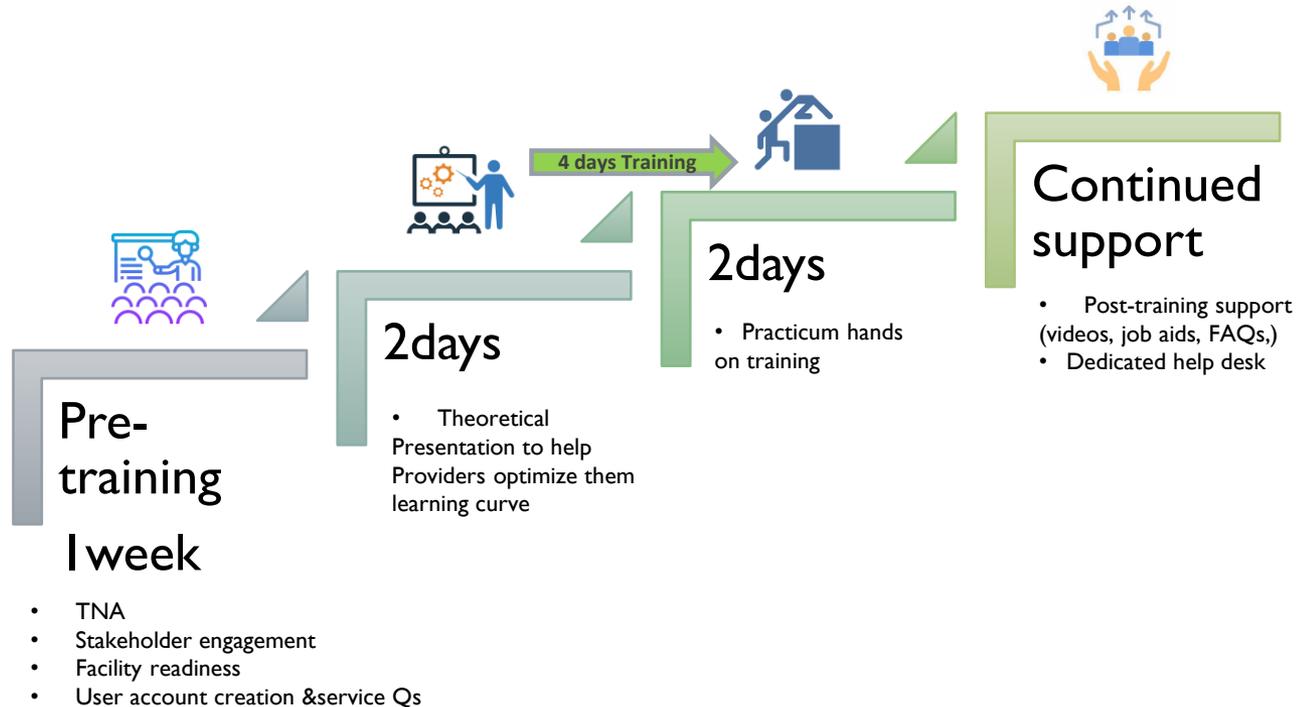


Decision Support Tools

Provide prompts, reminders, or alerts based on patient data to assist healthcare professionals in making informed decisions.

OVERVIEW OF TRAINING STRATEGY

The strategy is centered around the number of Health Care workers workers (HCW)Trained,provider Shadowing and Improved PTS for the number of staff trained, decentralized Mentorship for HCW, champions Program and adoption Platform



DATA MIGRATION, INTEGRATION AND SOFTWARE SUPPORT



Data migration process; Data from the previous system will be migrated and synchronized with data in the new system.



Existing integrations; Currently we have an integrated Pharmacy (eLMIS) and Laboratory (DISA) systems.



Data security assurance; Security is assured in the new system because of a centralized server system.



Software Support-The Service Desk – TUSO is the central point of contact between Smart CarePro users and IT services. It is used for incident management and service requests. It also keeps users informed about the status of their requests.

SMARTCARE PRO -THE E.H.R OF CHOICE



Change isn't about forcing new wheels; it's about working together to roll forward. Leaders, engage your teams in the SmartCare Pro transition to build buy-in, and together let's make it a shared success story.

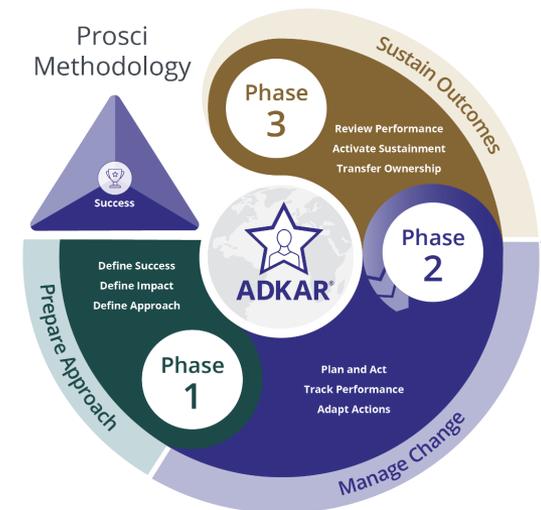


WHY PLAN FOR CHANGE

- Increased staff buy-in and reduced resistance to SmartCare Pro through effective communication and change management strategies.
- Improved user adoption and proficiency in SmartCare Pro by providing targeted training and support.
- Streamlined workflow and enhanced patient care delivery by focusing on how SmartCare Pro can improve workflows.
- Efficient data collection and improved healthcare decision-making by ensuring accurate data entry and utilization within SmartCare Pro.

CHANGE MANAGEMENT

- Change management (CM) is an organized structured approach with methods that enable healthcare organizations to transform seamlessly. It requires the collective involvement of management and stakeholders to successfully implement change
- The Prosci Methodology developed in the 1990s will help us provide a structured approach to change management



CHANGE MANAGEMENT

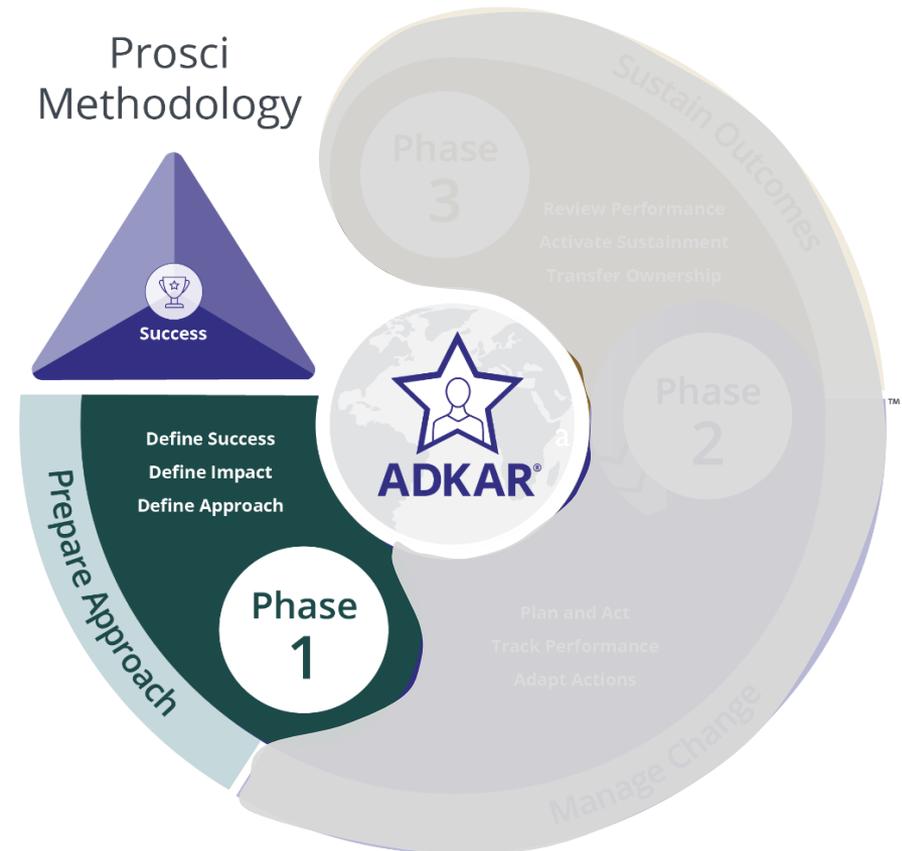
Phase I - Preparing for Change

This looks at building a strong foundation for change.

- Assess readiness for change e.g technology, internet, training
- Create a taskforce of change agents (engage Champions, DHIOS, SHIOs for monitoring)
- Develop a change management plan. (Monitoring, rewards)

Discussion:

Conduct stakeholder interviews to understand concerns and tailor communication accordingly



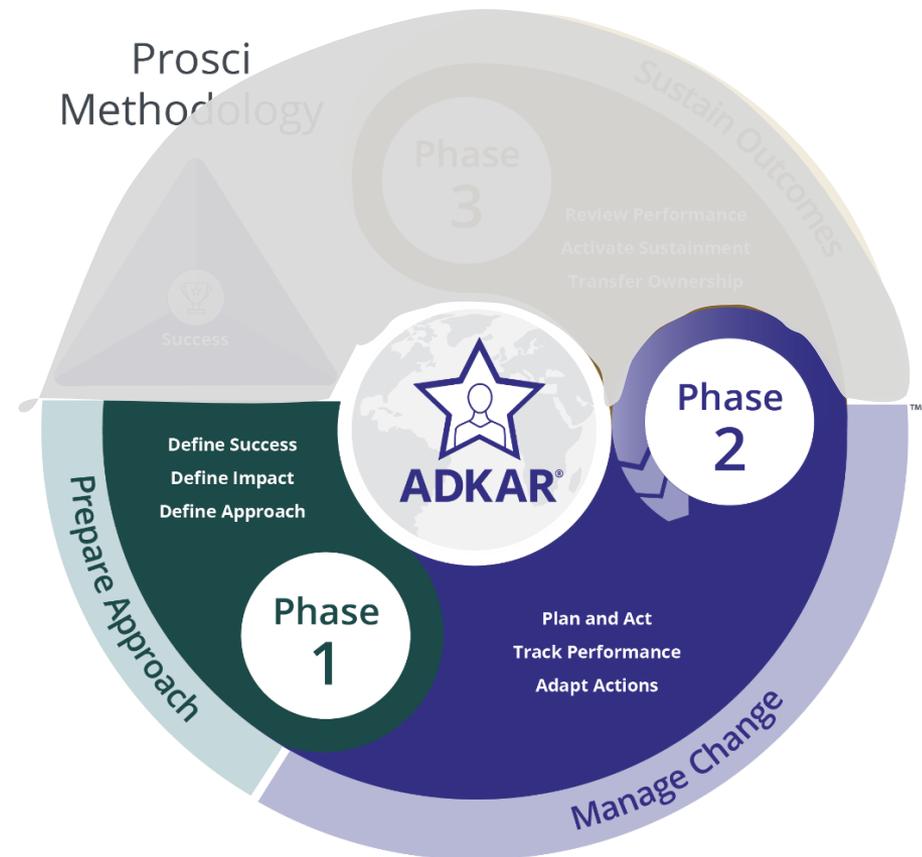
CHANGE MANAGEMENT

Phase 2 - Managing Change

- Implement the change management plan.
- Communicate the change to all facilities in the province or district effectively.
- Engage stakeholders and manage resistance.
- Training of champions to support staff

Discussion:

leveraging the champions program to sustain the change



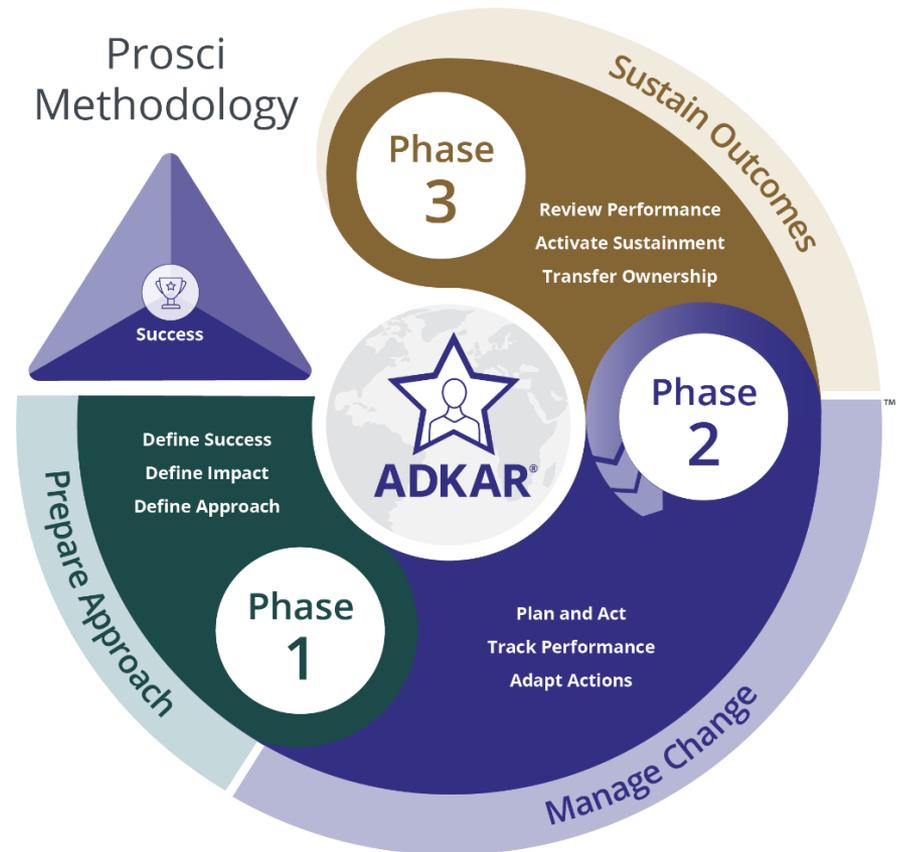
CHANGE MANAGEMENT

Phase 3 – Sustain the Change

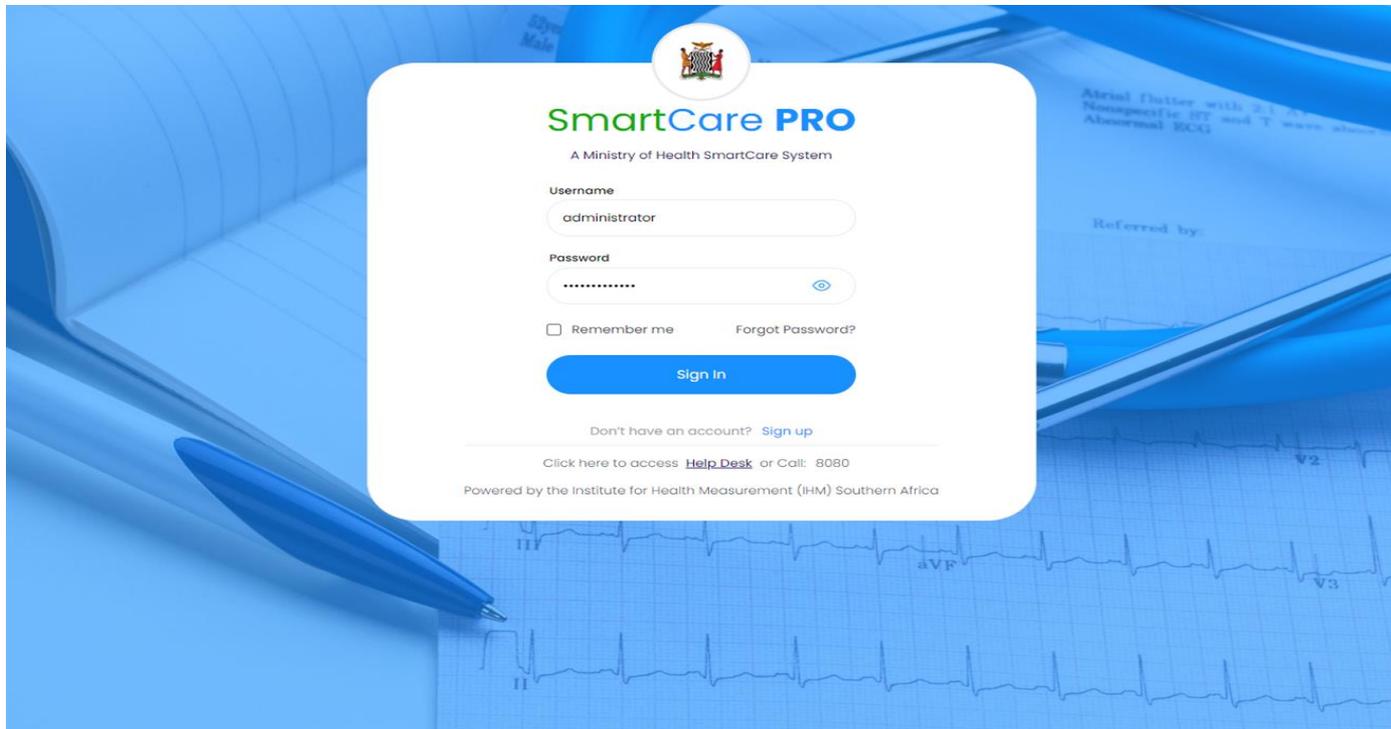
- Celebrate successes within the provinces and districts.
- Recognize and reward staff.
- Monitor performance and make adjustments to sustain the change over time.
- Embed the change into the facilities culture and processes.

Discussion:

Rewards that can encourage continued system usage



DEMONSTRATION



The image shows a login interface for SmartCare PRO, a Ministry of Health SmartCare System. The interface is displayed on a white rounded rectangle centered over a blue background featuring a medical chart with an ECG and a blue pen. The login form includes a logo at the top, followed by the system name and subtitle. Below this are input fields for Username (containing 'administrator') and Password (masked with dots and a toggle icon). There are checkboxes for 'Remember me' and a link for 'Forgot Password?'. A blue 'Sign In' button is positioned below the password field. At the bottom of the form, there is a link for 'Sign up' and a 'Help Desk' link. The footer text indicates the system is powered by the Institute for Health Measurement (IHM) Southern Africa.


SmartCare PRO
A Ministry of Health SmartCare System

Username
administrator

Password
..... 

Remember me [Forgot Password?](#)

[Sign In](#)

Don't have an account? [Sign up](#)

Click here to access [Help Desk](#) or Call: 8080

Powered by the Institute for Health Measurement (IHM) Southern Africa



TIMELINE: X PROVINCE

	Number of facilities	Number to be trained	Start Date	End Date
District 1				
District 2				
District 3				
District 4				

THANK YOU

Presenter name:

Email address:

