

# Comprehensive Hospital Information and Electronic Health Records System (EHRS) for the National Cancer Center at St. James Medical Complex in Trinidad & Tobago



St. James Medical Complex (SJMC) houses the **National Cancer Center for Trinidad & Tobago**

The largest, **most comprehensive cancer treatment** hospital in the country that does close to **45,000 treatments** per year

Over **250 staff** with close to **50 physicians**. Provides both **inpatient** and **outpatient** services with various types of treatment including **medical oncology** and **radiotherapy**

Operates a **pharmacy** for **oncology** related treatment, and provides **surgery** services for **gynecology**, **breast**, **ICI (brachytherapy)**, and **diagnostic procedures**

# PROBLEM

SJMC had been trying to implement digitization for over **20 years** without much success

They had implemented and **decommissioned multiple IT systems** for pharmacy

They had **never proceeded past implementing patient registration and scheduling**, which was also a cumbersome process

Cancer treatment is **complex and detailed**. Systems that SJMC tried to adopt in the past **didn't meet requirements** for cancer treatment and SJMC specific processes

Physicians and medical staff had **significant overhead**, having to hand write pages full of treatment notes, manually tracking test results, managing large volumes of paper files, etc.



# SOLUTION

Applied a **process-engineering approach** to work with physicians, nurses, pharmacists, lab technicians, administrative staff, etc. to design improved digital processes for the hospital

Rapidly implemented a customized solution, **digitizing pharmacy operations within 4 months**, and **the full hospital within 6 months** to provide a comprehensive EHRs

**Achieved 100% adoption rate** for medical staff. Physicians and medical staff are able to use the system with **minimal or no training** – they were able to use the system productively with a half hour overview of the system

**Provided detailed analytics** on platform usage, enabling SJMC to achieve efficiencies and **cost savings from the very first month of operation**

Launched the **“Be Well TT” Mobile App** to encourage the people of Trinidad & Tobago to **lead a healthy lifestyle**. The app is **fully integrated with the EHR platform** at SJMC providing patients with detailed information on their Health Record. The app also allows the medical staff at NWRHA to **interact directly with consumers/patients** and provide them with useful information to improve their health