

AIIMS ACHIEVEMENTS NEWSLETTER

2014-2015

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Prof MC Misra ,Director & CEO , AIIMS



How time flies. It has been almost two years since I joined office as Director & CEO, AIIMS and the journey has been incredible to say the least. My emphasis has been on refocusing on the three mandates of AIIMS: Research, teaching and patient care. Over last two year we have strengthened and made more structured our processes for research activities so that only high quality and cutting edge research is done at AIIMS. Towards this end, various collaborations and MOU's have been signed with the worlds leading universities and we joint projects are being carried out to improve the transparency and quality of the research output. AIIMS continues to lead in the number of research publications from any healthcare institution in India .AIIMS also leads in teaching and we have increased the number of courses and subspecialties in which training is imparted, to align ourselves with the changing practices across the world.

The biggest visible change has been implementation of ICT (Information and communication technologies) at AIIMS. All patient care activities have been digitized to improve the quality and efficiency of patient care. The concept of online appointment system is a feather in the cap of AIIMS IT department and has been included as one of the keys projects of the PM initiative of 'Digital India' for nation wide implementation. MOU has also been signed with all six AIIMS for helping them with patient care , teaching & research using ICT developed at AIIMS, Delhi under the banner of 'AIIMS-One'.

I firmly believe that we are currently entering the era of renaissance at AIIMS and the future is bright for this institution.

Jai Hind

Human Resources

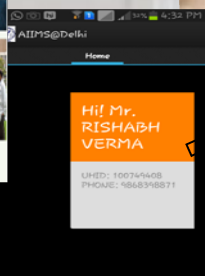
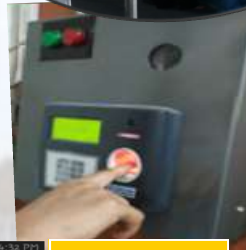
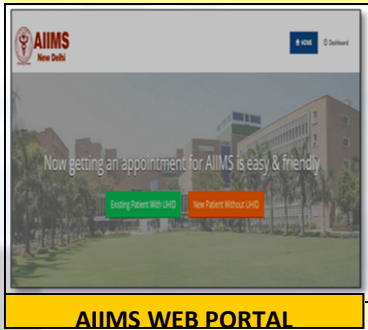
Human resources are undoubtedly the biggest assets of AIIMS and we need to have an optimal number to manage the humongous patient load in a consistent manner .Towards this end an earnest effort has been made to fill all vacant post and create new posts where required.



Category	Before 2013	2013-2014	2014-2015	Increase since 2013
Faculty	480	593	652	172
Nurses	3550	4553	4707	1157
Technicians	295	474	1474	1179



Milestones in Computerization



Aug 4 th 2015 Patient Reception counter

Aug 1st 2015 Biometric attendance

May 20, 2015 EXIT Counters in RAK

April 11, 2015 Main Blood Bank requisition

April 7, 2015 Aadhar integration with UHID

March 8, 2015 Cash Card in RPC

Feb 10, 2015 Leukaemia registry

Feb 1, 2015 Mobile app

Jan 27, 2015 eBlood requisition in CNC

Jan 27, 2015 Revamped website

Jan 23, 2015 Live patient appointment waiting dashboard

Jan 23, 2015 Patient Portal on website

Jan 10, 2015 MSSO software (Concession form)

Jan 1, 2015 Faculty dash board

Jan 1, 2015 Quality assurance module (QAM)

Dec 1, 2014 eBirth registry

Nov 1, 2014 Online EHS for faculties

Nov 1, 2014 Cash card implementation in Main AIIMS.

Oct 1, 2014 eMLC

Oct 1, 2014 eMLC implemented in ED

Sept 18, 2014 Bed blocking in private ward

Sep 15, 2014 Auto admission blocking implemented.

Sep 1, 2014 IVR Appointment system for OPD pts

Aug 15, 2014 ED coordinator help line number started

Aug 1, 2014 All registration counters to act as 'single window' counters

July 1, 2014 Dietary module in AIIMS

March 1, 2014 CPRS (Computerized Patient Record System)

April 16, 2014 PDS(patient display system) in emergency Dept.

May 14, 2014 whole AIIMS under WiFi coverage

January 15, 2014 Open PACS implemented in main Hospital

January 6, 2014 Electronic death Note and Scheduling, duty roster

December 6, 2013 Laboratory Information System in e-Hospital implemented across AIIMS

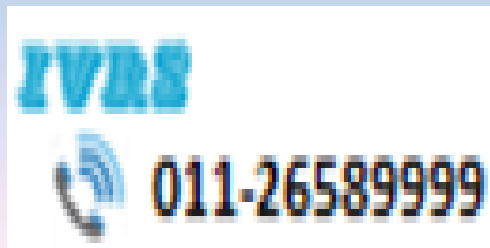
"Great dreams of great dreamers are always transcended."

INTERACTIVE VOICE RESPONSE SYSTEM (IVRS)

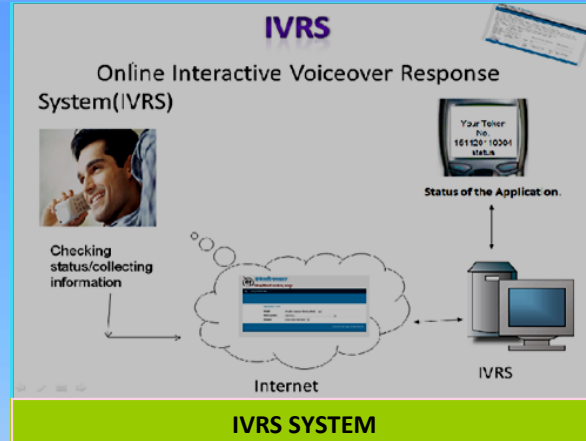
011-26589999

AIIMS OPD appointments via Interactive Voice Response System (IVRS) was started around one year back. The service provides facility for patients to book appointment on phone which at backend is integrated by the appointment system running in AIIMS.

Each patient of AIIMS is assigned a unique health identification id number called UHID. Patient have to call on IVRS number **011-26589999** and provide his/her UHID number via text or speech. IVRS System checks the



validity of UHID and access the patient's visits



history. System then asks the patient to select his/her prior visited

department/clinic or new department in which patient is seeking appointment. IVRS system provides patient the option to choose convenient date and then fix the appointment on the chosen date and send appointment confirmation SMS to the patient. When patient visits the OPD on the scheduled date they have to show the SMS and confirm their appointment.

CALL CENTRE-**011-65900669**

EXIT COUNTER

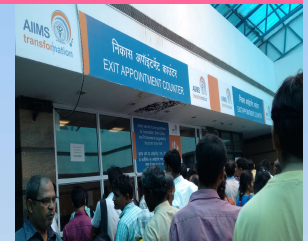


AIIMS started its first ever call centre for facilitating patients and improving patient care services which is running 24*7. Patients enquire about various

services provided in AIIMS. Patient can book appointment by calling on number **011-65900669**

Currently, patient from all over the country are calling and booking their appointments. Old patients as well as new patients (without UHID) can book their appointment.

AIIMS started the concept of exit counter with the help of TCS under the project AIIMS transformation. Exit counter works as a common exit for the patient so that patient can take their future appointments from the counter. Self service kiosks are also placed in the OPD so that patients can generate their own appointment with the help of nurse informatics specialist. Appointments for various investigations, procedures and clinics are also given from the exit counters.



EXIT COUNTER

This was based on the concept that no patient should exit AIIMS without a future appointment for the follow up.



"If you want to shine like a sun. First burn like a sun."

AIIMS MASTER PLAN



SALIENT FEATURES-

- An integrated complex of O.P.D, Emergency services, Mother & Child, Surgical & diagnostic block is created with smaller blocks for Hospital Services. Existing Hostels are retained & Hostel zone expanded.
- Institutional zone has a ring road around it with access to blocks.
- Arrival off the ring road is on to a green zone with 3 level underground parking below it. Institutional block has a 3 level basement for underground parking & services & a total off 7000 cars are provided for.

P1	NEW WARD BLOCK
P2	PC TEACHING BLOCK
P3	OPD BLOCK
P4	HOSPITAL BLOCK
P5	MOTHER AND CHILD BLOCK
P6	SERVICIES BLOCK
P7	DIGNOSTIC BLOCK
P9	SURGICAL BLOCK
P10	BSES PLOT

P11	HOSTEL BLOCK -1
P12	HOSTEL BLOCK -2
P12A	HOSTEL BLOCK -2
P12B	HOSTEL BLOCK -2
P13	HOSTEL BLOCK -3
P14	SERVICIES BLOCK
P15	BASEMENT PARKING UNDER HOSTEL-3
P16	PARKING & DINING BLOCK FOR HOSTEL

P18	BASEMENT PARKING
P19	CAFETERIA BLOCK
P20	NEW OPD AND OFFICES
P21	PRIVATE AND VVIP WARD BLOCK
P22	MULTILEVEL BASEMENT PARKING
P23	ANIMAL HOUSE
P24	OFFICERS RESIDENCES
P25	NEW NURSES COLLEGE BLOCK



**AIIMS REDEVELOPMENT- MASTER PLAN
2009-2014**



Infrastructure

UPDATE ON PROJECTS AT AIIMS

SURGICAL BLOCK, MASJIDH MODH

Cost of the project-Rs 51.00 crore
 Construction period –20 months
 Status :foundation stone laid by Hon’ble HFM on 3/2/14
 Work in progress. Expected date of completion- Dec 2015

SALIENT FEATURES:

- Area– 3B+G+8
- It provides 300 beds ,increasing the capacity by 90%.
- It increases OTs from present 6 to 12.
- It would be a self contained unit except OPD for the surgery department .



SURGICAL BLOCK, MASJIDH MODH AIIMS

CANTEEN/CAFETERIA BLOCK, ANSARI NAGAR AIIMS

Cost of the project : Rs-10.49 crore
 Construction period : 15 months

SALIENT FEATURES:

- B+G+2 floors
- Area : 1960 sqm
- Multipurpose hall proposed
- 200 capacity for public on ground and first floor
- 100 capacity on second floor for staff

Work awarded to Ms.Lakshmi Builders on 16.5.15.



CAFETERIA BLOCK AIIMS

VVIP WARD BLOCK, ANSARI NAGAR

- Cost of the project : Rs-92.04 crore
- Construction period : 24 months

SALIENT FEATURES-

- 3B+G+9 floors
- Ground coverage- 1374 sqm
- Construction cost – 100 crore
- Total beds -140
- Construction of this facility would pave the way for refurbishment / redevelopment of existing facilities.

NEW OPD BLOCK , MASJIDH MODH AIIMS

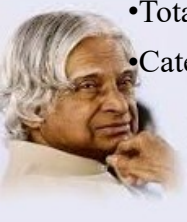
Cost of the project : Rs-293.75 crore
 Construction period : 24 months
 •Work awarded to M/s Ahluwalia Contracts (India) Ltd. on 11.05.15,
 work is in progress

SALIENT FEATURES-

- Total rooms increased to 570 from 150.
- Caters to a load of 6500 per day .



NEW OPD BLOCK ,AIIMS



“Excellence is a continuous process and not an accident.”

AIIMS PROJECTS

NEDO-AIIMS project (Green AIIMS)

A proposal has been received from the Hitachi Group under ICT-based Green Hospital Demonstration Project conducted by New Energy and Industrial Technology Development Organization, Japan (hereinafter referred to as "NEDO") at AIIMS, Delhi campus. For this project to be implemented in AIIMS, NEDO has given the responsibility to Hitachi Group and Dr Deepak Agrawal, Chairman Computerisation is heading the AIIMS team. A feasibility study is going on by Hitachi, India and the first proposal is soon to be submitted by them. A Non-Disclosure agreement between All India Institute of Medical Sciences, an institution duly organized under the laws of India having its principal place of business at Ansari Nagar, New Delhi -110029 and Hitachi Ltd a corporation duly organized under the laws of India having its principal place of business

at 802 A & B, 8th Flr, Konnectus Tower 2, Bhavbhuti Marg, Near Minto Bridge, Connaught Place, New Delhi- 110001,



AIIMS- NEDO TEAM

is made and is going to be signed by both the parties. Under this project Hitachi will implement "Green AIIMS" initiative wherein they implement a solar based electricity generation, Data centre and energy conservation initiative leading 50% energy savings yearly for AIIMS. Number of meetings are already held for the feasibility study between Hitachi group and the concerned departments of AIIMS like Engineering Section for solar energy generation and computer facility for data centre.



TCS –AIIMS Transformation Project

Contributing to the 59 glorious years of AIIMS, one more gem, AIIMS transformation project by Tata Consultancy Services (TCS), is going to be added up, catalyzing the process of providing better health services to the citizens. TCS has come up along with AIIMS to improvise the technical parts of the hospital with the idea of "One Patient One UHID". The plan is to link all patients' details with the UHID so as to simplify patient's journey in AIIMS. To continue with the idea, the two major steps are implemented—PATIENT RECEPTION CENTER (PRC) and SINGLE WINDOW EXIT COUNTER (SWEC). TCS started studying the current process in January 2015 and understood the challenges faced.

of the project lies in resolving the problems such as crowd management, technical simplicity, and ease in giving appointments. With the best of intentions of the management and operational staff, TCS plans to eradicate the chaos and confusion among the patients. TCS wants to give back to the society, what society has given to it, considering this project as its social responsibility, so as to serve the motto of AIIMS, "Body is indeed the primary institute of dharma".



EXIT COUNTER, AIIMS

"You have to dream high before your dreams can come true"

AIIMS-Deity/UIDAI Transformation Project

AIIMS receives more than 10,000 patients each day in the OPDs. Each patient gets a UHID number (Unique Health Identification Number) in AIIMS Hospital Information System developed by NIC.

AIIMS is leveraging the services of UIDAI for implementing Aadhaar based online registration system to facilitate patients. Patients with their Aadhaar Id will get UHID online via web portal without coming physically to AIIMS counter. The details of the person like name, address and photograph will be saved in the database once he enters the number. The patient will get the permanent UHID and can book services in any department without physically coming to the



hospital and can book online appointment. Patient’s UHID and Aadhaar Id will be linked together and in future this will serve as an unique PAN-India Id for transferring patient’s EMR records .

SCHOOL OF INTERNATIONAL BIODESIGN

Stanford India Biodesign is an initiative to catalyse the medical technology innovation in India and help address the needs of the medically underserved . SIB is a collaboration between the All India Institute of Medical Sciences (AIIMS), Indian Institute of Technology (IIT) Delhi, and Stanford University. SIB is supported by the Department of Biotechnology, Government of India, the Indo-US Science & Technology Forum, foundations, medical technology companies, venture capital firms and individuals. It has been renamed as School of International Biodesign. Housed jointly at Stanford and New Delhi, the Fellowship trains future innovators with engineering, design and medicine backgrounds to identify major healthcare needs in India and develop solutions that are cost effective and widely deployable across a broad



SIB TEAM

socioeconomic spectrum. SIB Fellows commit to remain in India at the completion of the program, with the intent of returning to academia, creating entrepreneurial ventures or joining medical technology companies. A distinctive feature of the Program is its focus on innovation and technology transfer. SIB’s methods and courses are based on methodologies developed at Stanford, customized for the needs of India.



“Man needs his difficulties because they are necessary to enjoy success.”

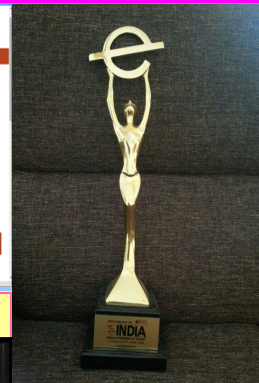
ACCOLADES

HOW/WHY/WHEN?????

Gone are the days where patient had to run around from counter to counter for information related to OPD and appointments. Now all a person has to do is click How / Where / When tab in the patient link of the aims website (www.aiims.edu) and all information related to OPD like general instructions and locations of OPD, how to get an appointment, different modes of appointment facilities available, OPD days and timings, schedule of doctors in OPD, where to approach for appointments of labs, procedures, complaints and queries. This has facilitated patient visiting AIIMS for the first time to a great extent.



AIIMS WEBSITE



eIndia Awards 2014



CERTIFICATE OF APPRECIATION FOR AIIMS PATIENT DISPLAY SYSTEM



"Winner of Healthcare Leaders Forum Awards 2015"



AIIMS was awarded the golden peacock innovative product/service award for the year 2014 for IT implementation at AIIMS

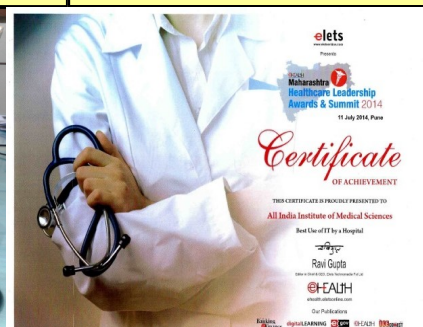
Cost effective use of ITC for e-governance



"Winner of Healthcare Leaders Forum Awards 2015"



Times of India Health Care



Elets- eINDIA 2014



NIS TEAM

