

# Hospital achieves HIMSS 6 certification with EPR system

Client name: Ain Al Khaleej Hospital

Location: United Arab Emirates

Industry: Healthcare

### Challenge

- Establishing digital processes in a young healthcare operation
- Making the transition from paper documentation to electronic records
- Safeguarding patients with electronic processes

### Solution

- Adopt DXC Enterprise Management
- Implement a closed-loop medication administration process
- Ensure proper documentation according to accreditation standards

### Results

- Achieved Stage 6 HIMSS Electronic Medical Record Adoption Model certification
- Enabled a completely paperless environment with electronic medical records
- Provided exceptional service facilitated by digital tools

## Hospital achieves HIMSS 6 certification with EPR system

Though just 4 years old, Ain Al Khaleej Hospital in the United Arab Emirates has already achieved significant milestones on its journey to digital healthcare.

The hospital serves the growing population of Al Ain under the governance of the Health Authority of Abu Dhabi (HAAD). It has 108 beds and attends to more than 600 patients a day.

Recently, the hospital earned accolades from the Healthcare Information and Management Systems Society (HIMSS) for its electronic patient record (EPR) system. HIMSS awarded Ain Al Khaleej with Stage 6 certification in the Electronic Medical Record Adoption Model (EMRAM), an eight-stage maturity model that tracks hospitals' progress toward a paperless environment.

Fueling this success is DXC Technology's Enterprise Management, a proven EPR system that helps to create connections between every department within the hospital, delivering information when and where it's needed.

### Going paperless

With a focus on world-class IT and digital tools, Ain Al Khaleej has made great strides in a short time toward a paperless, fully electronic working environment. But it hasn't accomplished this without struggle.

According to the hospital, one of the biggest challenges came from the nursing staff. Although electronic records are known to reduce or eliminate errors in documentation, orders, test results and patient information, hospital nurses were, at first, resistant to the change. They felt more comfortable having paper backups.

But eventually they were won over by the benefits of the DXC Enterprise Management system. The system's advanced capabilities include physician order entry, medication administration, clinical documentation and decision support, filmless radiology processes and pharmacy management.

Since implementing the system, the hospital has operated in a paperless manner. "That has not only been cost-effective, but it's been, from a documentation perspective, perfect in terms of our ability to provide accurate detailing on diagnosis and provide a more succinct process for exchange of details between the practitioners," says Jim Purcell, CEO of Ain Al Khaleej Hospital.

### Closing the loop

DXC's Enterprise Management is a fully integrated, single database, end-to-end healthcare solution that can be scaled for large healthcare organizations. The solution seamlessly links disparate sites and workflows, and it also includes powerful modules for creating and maintaining detailed patient records across multiple sites and care settings.

The system helps organizations deliver the highest standards of patient care by connecting all available information, from patient demographics to clinical data and financial reports.

Another significant advantage is the system's ability to safeguard patients. For instance, users must follow the five rights of "closed-loop" medication administration, scanning bar codes on patients and medications to ensure that the right dose is administered to the right patient at the right time.

"Patient safety is of paramount importance to us in the healthcare sector, and this system alerts us when we are under pressure, thereby safeguarding the patient safety," says Neil Holtham, director of nursing.

In addition, DXC's Enterprise Management provides defined documentation standards from the Joint Commission International Accreditation and other accreditation bodies to help providers ensure that they properly document patient care.

"Achieving HIMSS Stage 6 is a major step toward realizing our vision of giving the best patient care and service to the population of Al Ain," says Dr. Abdalla Almemari, vice chairman and chief medical officer of the hospital. "Without [DXC's] dedication and cooperation, it would not have been possible to achieve Stage 6 standards of electronic medical records."

**Learn more at  
[www.dxc.technology/  
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#### **Looking ahead**

Even with this significant certification in place, the hospital is not resting on its laurels. Working with DXC, the hospital is looking toward the future and strategizing to earn Stage 7 certification.

Administrators credit DXC with helping the hospital make such big gains in such a short time, to the benefit of providers and patients.

"Having a partner that has been down this road before certainly helps alleviate some of the pitfalls that perhaps — if we didn't have that arrangement — we would encounter," Purcell says. "In essence, it would be a dream for us to be at the point we are today if it hadn't been for the relationship and the partnering with [DXC]."

Services were provided by CSC, which is now part of DXC Technology.

#### **About DXC Technology**

DXC Technology (DXC: NYSE) is the world's leading independent, end-to-end IT services company, helping clients harness the power of innovation to thrive on change. Created by the merger of CSC and the Enterprise Services business of Hewlett Packard Enterprise, DXC Technology serves nearly 6,000 private and public sector clients across 70 countries. The company's technology independence, global talent and extensive partner network combine to deliver powerful next-generation IT services and solutions. DXC Technology is recognized among the best corporate citizens globally. For more information, visit [www.dxc.technology](http://www.dxc.technology).