


LifeSpring Hospitals use Cloud based Hospital Information System to provide affordable healthcare in India

FAST FACTS	
Customer	
Industry	Healthcare Services
Geography	12 hospitals in Hyderabad, AP expanding Pan India
Business challenge	To design cloud based reliable, scalable, high-performance, flexible, and cost-effective IT infrastructure and enterprise application on pay-per use basis to handle the rapid growth of the organization and to provide quality and affordable healthcare to its customers
Solution	LifeSpring chose Dhii as a partner to provide cloud based IT Infrastructure and Enterprise Hospital Information System (CHiMS V1R1) for its flexibility, reliability, scalability and affordability of the solution.
Benefits	No capital investment, no maintenance, minimal operational expenses, high availability, Increased flexibility and choice by freeing the organization from vendor lock-in, decreased IT costs, simplified management, reduced systems maintenance, increased scalability and performance, gained higher customer satisfaction. Better revenue management and customer relationship.

“We use Dhii-CHiMS V1R1 to track all of our customers from the time they are prospects through their delivery at LifeSpring. By storing our data in the cloud we’re able to monitor our customer pipeline, revenue, employee management, and process control in real time and allocate resources to efficiently meet their needs.” - **Vijaybhasker Srinivas, Head Process Control**, LifeSpring Hospitals Private Ltd

Challenges:

- LifeSpring Hospitals built on a sustainable model in which cost-effectiveness of systems paramount
- As a process-oriented organization, LifeSpring faced the challenge of maintaining the same quality standards across all of its hospitals. For a company that has aggressive growth plans, training and continuously developing the skills of an increasing number of employees was anticipated to become more of a challenge. Communications between hospitals would also become difficult as LifeSpring expands its reach. It was essential for the company to find a way to manage its growing database of customer information, as well as smoothly coordinate its operational logistics.

- Recording information for up to 150 births per month per hospital challenging and prone to inaccuracy
- Revenue management, expenses management is a major challenge
- Being cost conscious organization wanted to use technology for quality delivery and higher customer satisfaction
- Identify Cloud based IT solution partner with low entry barrier
- CRM required to track pregnancies of local, low income women from antenatal through delivery to post natal care
- Need to educate women on the benefits of antenatal care and increase the number of times they see their doctor prior to pregnancy
- Hospital Information system to be instantly scalable to accommodate aggressive growth target - LifeSpring plans to double the number of hospitals this year from 12 to 24
- 130+ processes to be standardised across the chain as more hospitals built
- Hospital Information Management System to be highly flexible and customisable to accommodate both in-hospital and community outreach programs
- Aggressive scale-up plans to double the number of hospitals this year make it important for data to be accessible from anywhere
- System to be operated entirely by Nurses, as the organization structure has no place for separate billing or front office personnel.

Solution:

- Cloud based IT solution selected for its ability to scale quickly and cost-effectively across multiple regions
- CHiMS V1R1 implemented by Dhii Health Tech for 25 users across corporate office and hospitals.
- Very less screen and data entry requirements for transactions, so that nurses can be trained.
- Effective revenue and expenses management
- Information availability across the organization, effective use of user specific dash board
- System customised to emulate outreach workers' notebooks as closely as possible for familiarity and ease of use
- Extensive customizations carried out to map Lifespring's business processes to CHiMS V1R1
- Automatic workflows and triggers automate the reminder process for periodic checks and visits

Results:

- System being entirely operated by Nurses and Clinical Nurse Managers
- LifeSpring teams share information easily in the cloud for complete end-to-end visibility of each individual customer case
- Increased information availability across the organization
- Low entry cost for IT enablement across the organization
- Increased revenue and better management of revenue
- Better expenses and process control
- LifeSpring better able to persuade women to come for antenatal check-ups by checking when their last visit to the hospital was and carrying out reminder calls for their check-ups
- Customer tracked through antenatal care to post-delivery including the baby's vaccine schedule
- Estimated increase of approximately 15% revenue since roll out of Dhii CHiMS V1R1

Mr. Anant Kumar, CEO of LifeSpring Hospitals, has a vision of an integrated IT platform across all LifeSpring operations, before zeroing in on cloud based healthcare IT solutions, LifeSpring's management team conducted a rigorous evaluation that lasted for almost 18 months. "We estimated the total cost of ownership (TCO) for both cloud based options compared against the premises model,". LifeSpring's management considered a variety of parameters for the calculation of TCO. "We considered parameters, including manageability and cost of acquisition as well as recurring costs, scalability of the solution, and flexibility to customize, amongst others," he added. Additionally, the decision to use cloud based offering was also strengthened by the rapid and significant return on investment (ROI) that the cloud based solutions were capable of providing.

About LifeSpring

LifeSpring Hospitals Pvt. Ltd. (LifeSpring) is a growing chain of maternity hospitals providing affordable, high-quality healthcare to lower-income women in India. Through its network of medium-sized (20-25 beds) hospitals, its goal is to provide safe, clean, and affordable maternity services. By increasing access to high-quality healthcare, LifeSpring encourages women to take advantage of the health benefits associated with institutional delivery and maternity care, which contributes to a reduction in the rate of maternal mortality/morbidity in India. With its modern medical facilities and strong customer-focused healthcare, LifeSpring treats lower-income women and their families with dignity and respect.

LifeSpring is jointly promoted by Hindustan Lifecare Limited (HLL), a mini Ratna enterprise under the Ministry of Health and Family Welfare of the Government of India, and Acumen Fund, a non-profit venture philanthropy fund that invests in social enterprises addressing poverty. The company is a 50/50 equity partnership between HLL and Acumen Fund and is incorporated in Trivandrum. Currently, LifeSpring has twelve maternity setups in Hyderabad, Andhra Pradesh.

Dhii Health Tech:

Dhii is a leading provider of healthcare IT product development, Services, consulting, Manage IT Services organization. With operations spanning across four locations, we leverage our practical and relevant technology platforms, process excellence, deep domain expertise and strategic enterprise partnerships to deliver superior business results for our clients. Dhii was formed on the fountain principle of “**Intelligent People Innovative Solutions**”, as an end-end Healthcare IT product and Technology services organization.

Dhii was founded in September’2009 with a team of passionate professionals with a cumulative experience of more than 150 man years of experience in IT Industry. With a talent pool of over 100 associates across four locations both onsite and off-site, we provide comprehensive healthcare IT product development, consulting, and Professional services. We have active business engagements with over 10 global clients and growing further.

With the vast skills portfolio amalgamated into one umbrella, Dhii as an organization has a three pronged approach to its business delivery portfolio as

- **Product Development Group (PDG)**
- **Professional Services Group (PSG)**
- **Professional Consulting Group (PCG)**

Dhii has evolved sound delivery models and business strategies with high-quality; cost-effective and innovative solutions to meet customer goals.

Our commitments to customer synergy and delight, technical expertise, corporate value and transparency have made us a preferred vendor to our clients, and who tell other clients about us. Our clients get substantial savings, timely delivery with high quality support to their satisfaction.