

Headline	Pantai uses CHARMS system to improve services	Language	English
Date	11 May 2010	Page No	8
Media Title	The Edge Financial Daily	Article Size	287 cm²
Section	Home Business	Color	Full Color
Journalist	N/A	AD Value	3,312
Frequency	Daily	PR Value	9,935
Circ / Read	25,000 / 40,000		



Pantai uses CHARMS system to improve services

Lam Jian Wyn

KUALA LUMPUR: Healthcare provider Pantai Holdings Bhd will implement a new IT system that consolidates its administrative, financial and clinical operations across its network of 10 hospitals in the peninsula over the next 36 months.

The Complete Hospital and Records Management System (CHARMS) is part of the group's rebranding exercise initiated last year to position itself at the forefront of healthcare quality, Pantai chairman Tan Sri Mohamed Khatib Abdul Hamid said yesterday.

Pantai partners US-based healthcare IT solutions provider Eclipsys Corporation and Revere Technologies Sdn Bhd (RevereTech) to provide the essential foundation for the initial modules of CHARMS.

Yesterday, the three parties signed an agreement on the appointment of Eclipsys and RevereTech as the system project implementation provider for the Hospital Information System and the Oracle Financial enterprise resources planning (ERP) solution.

Declining to reveal the group's investment in the new system, Pantai group CEO Dr Chan Boon Kheng nevertheless said CHARMS cost "a lot" in terms of money, time and effort.

The new system would be implemented in phases from today, said Pantai group chief information officer Hisham Ismail.

He said the group was laying the foundation for the flagship Gleneagles Hospital Kuala Lumpur facility to be the first hospital in the group to use the system by next September.

Earlier, in his speech at the signing ceremony, Mohamed Khatib said the new system would enable the group to achieve visibility through one source of real-time financial and management data, control through aligned financial and procurement policies with budget-based procurement and efficiency through built-in best practices and self-services.

"CHARMS is intended to facilitate the change of mindset which was initiated through the rebranding of Pantai," he said.

"The gradual implementation of the CHARMS project will (among others) result in increased speed of patient data access, reduced inpatient admission time, reduced discharge time, improved turnaround times for lab and imaging results, improved clinical quality through the use of targeted alerts for drug-drug interactions, allergies, and duplicate orders," he added.

The new system arrives in the face of various industry challenges, such as increasing costs, competition, talent and resources, underscored by the growing needs of patients, said Mohamed Khatib.

Relatively new trends such as a greying population and lifestyle changes demanded more personalised and innovative clinical solutions, he added.

To progress with the times, he said other changes that hospitals should adopt included offering preventive healthcare and medical tourism.



(From left) Pantai Holdings Bhd group MD for support services Faisal Ismail, Revere Technologies Sdn Bhd CEO Ravi Koka, Chan, Mohamed Khatib, Eclipsys International senior VP/GM Owen Haley and Hisham at the signing ceremony yesterday. Photo by Chu Juck Seng