



**ehCOS**  
We're here to help  
by NTT DATA

SUCCESS CASE: ELECTRONIC HEALTH RECORD  
SAMIH - Mexico City Ministry of Health

# Digitizing and connecting healthcare to improve the efficiency and quality of care with ehCOS technology

## The challenge of modernizing the healthcare systems in the capital of Mexico

The use of technology in the healthcare industry offers an opportunity to improve efficiency, safety and quality of services, placing the patient at the center of the healthcare system. In this regard, digitizing and implementing electronic health records is the first step in creating an information system that safely manages patient data, improves process efficiency and quality of care.

The Mexico City Ministry of Health is responsible for ensuring access to quality healthcare and health protection to 4 million people, and to this end, the modernization of its healthcare system is a priority.

The implementation of an information and hospital management system in the 30 hospitals in the network was a key to improving the registration and quality of health data, increasing the efficiency of clinical and management processes, increasing patient safety with the availability of their clinical information from any point of the network, and increasing the quality of care.



**Sistema de Administración Médica e Información Hospitalaria**

- Client: Mexico City Ministry of Health
- Location: Mexico City
- Network: 30 hospitals (2,466 inpatient beds, 1,466 other beds).
- Population to serve: 4,000,000.
- Personnel: 21,500 (doctors, nurses, aides, administrative and other).

« This is a worthwhile project because one of the most important pillars of any society is Healthcare, and we're talking about the healthcare of people; reducing their care time and having all their medical information available is very important.

Miguel Angel Mancera  
Mexico City Mayor

## Providing health professionals with a safe and effective tool for the care of their patients.

Healthcare processes must be based on scientific methods and evidence that help professionals treat patients in the most effective, safe and humane way, facilitating the use of quality data and patient information during the care process.

The analysis and redesign of the processes in the hospital network of the capital served as the basis for the implementation of ehCOS solutions such as the Medical Administration and Hospital Information System (SAMIH for its Spanish initials).

ensuring very effective clinical interoperability through the use of standards such as HL7 and the use of leading technologies such as ORACLE.

SAMIH integrates with various clinical and administrative systems for pharmacy, laboratory, radiology, and blood banks, among others.

« SAMIH is a very user-friendly tool that provides information in an organized and systematic manner, which is key to good planning.

Rolf Herber  
General Director of the Ajusco Medio Hospital

Medical Management and Hospital Information System (SAMIH, for its Spanish acronym)

The Mexico City Ministry of Health is responsible for ensuring access to healthcare and health protection for the population of Mexico City lacking healthcare coverage.

### Challenge

Implement a hospital and clinic management system to efficiently share patient clinical information across the network, automating clinical and administrative processes and improving patient safety and quality of care.



PROJECT CUSTOMER  
Sistema de Administración Médica e Información Hospitalaria  
Mexico City Health Department

### Challenges



### Solutions



With SAMIH, patient clinical information and hospital management have been digitized using ehCOS CLINIC (EHR solution) and ehCOS Patient Management, constituting a single registry for patients in hospitals, eliminating duplication of information with the Enterprise Master Patient Index (ehCOS EMPI) solution.

The robust, open and interoperable ehCOS technology platform (ehCOS HDK) has permitted the integration of best practices and international and national quality standards,

### Results

The implementation of ehCOS in record time has helped improve the efficiency of the healthcare system of the capital, providing results that positively impact the safety and quality of patient care by having their clinical information instantly available across the network.

# With SAMIH the different medical specialties are able to interact with one another, reducing the patients' waiting time for treatment.

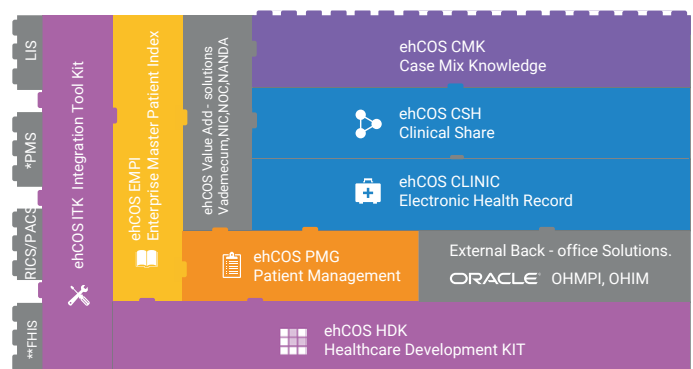
Dr. José Luis Cárcamo  
Internist. Hospital General Enrique Cabrera.

SAMIH has been able to:

- Optimize healthcare processes by reducing waiting times for patients.
- Increase prescription safety for patients through integration with standardized drug databases and the creation of drug alerts.
- Improve management processes for informed consents (Graphometric Signature).
- Improve data quality with the implementation of the Electronic Health Record.
- Increase patient safety and diagnostic accuracy.
- Integrate clinical and administrative information.
- Reduce time spent on administrative duties.
- Reduce costs by avoiding duplication in diagnostic tests.

- Interoperate with clinical and administrative systems.
- Ensure compliance with national and international standards and regulations.

## Implemented Solutions



\* Pharmacy Management System  
\*\*Federal Health Information Systems

Medical Management and Hospital Information System (SAMIH, for its Spanish acronym)

## Implementation Time



## Benefits

Shared medical information



Improved care

Reduced administrative time

Ensures compliance with regulations



## « For doctors, one of the greatest benefits SAMIH has to offer is the ability to track and analyze the patient's progress over time.

Erick Castillo  
Head of Clinical Laboratory of Hospital Ajusco Medio

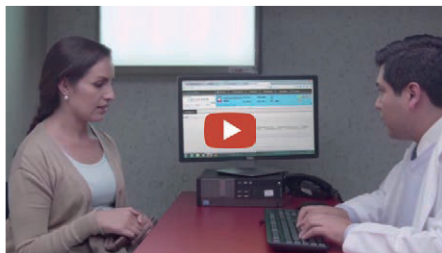
### From data to clinical and strategic healthcare decision-making.

The implementation of the ehCOS technology now allows the healthcare system to have recorded clinical information based on predefined homogeneous criteria and generates quality health data.

Through data mining techniques it is possible to discover knowledge of greater value that will permit assessment of the management and quality of care.

This is the basis for the development of preventive and predictive medicine, one that allows healthcare professionals to anticipate adverse events in patients.

#### Videos of testimonials.



#### Links

- [The ehCOS suite of products.](#)
- [Five Mexico Hospitals Launch ehCOS Technology by everis.](#)
- [Farewell to paper health records.](#)
- [SAMIH: History, media coverage, official presentations.](#)