

# HDMS: Streamlining Internal Operations for Seamless Care

**Project By :**

Dona Ghosh (Lead - Patient Experience) &

Bipasha Das (Lead – Operational Excellence)

**BM Birla Heart Research Centre, Kolkata**

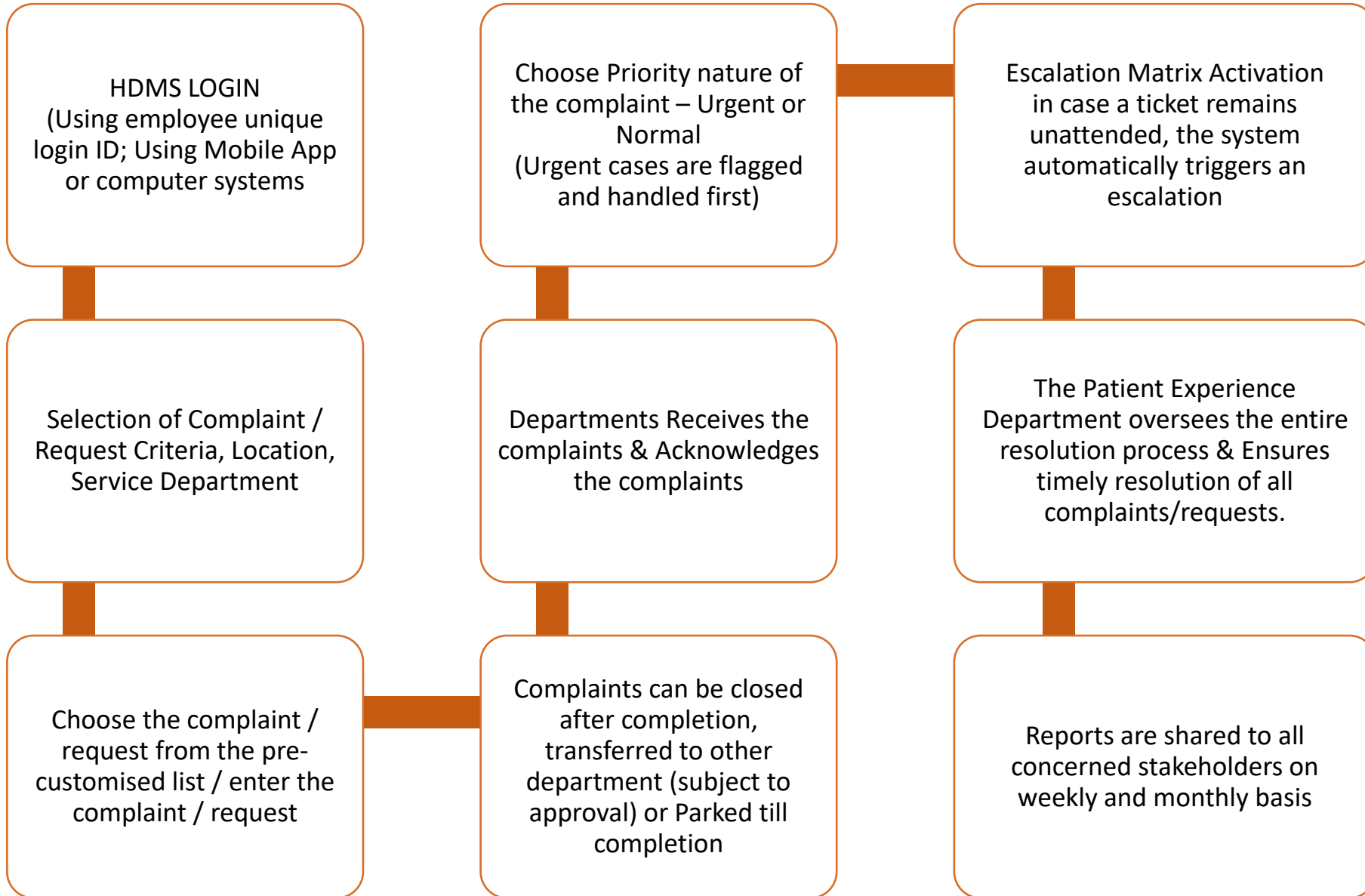
The Help Desk Management System (HDMS) is an innovative tool designed to enhance hospital operations by managing internal complaints and requests across departments. It allows employees, to log facility-related issues such as cleaning requests, maintenance related complaints / requests, equipment failures, etc from the tips of their fingers.

The system automatically routes these complaints to the appropriate teams, tracks progress real-time, and escalates unresolved issues. By improving response times and communication, HDMS boosts overall hospital efficiency & service quality.

### Key Features of HDMS

- **Unique Login for Each Department :** Secure access with department-specific credentials for logging complaints.
- **Automatic Routing:** Complaints are directed to the relevant department based on the issue type, ensuring timely action.
- **Real-Time Status Updates:** Staff can monitor the progress of their requests with live updates.
- **Snooze Alarm System:** Unresolved complaints are flagged for follow-up, ensuring that no issues are overlooked.
- **Priority Categorization:** Urgent issues are identified and addressed more quickly, enhancing response times.
- **Common Complaints List:** Pre-customized common complaints based on six months of data allow staff to select issues without extensive typing. Departments (Biomedical, Maintenance, Housekeeping, Food & Beverage) have tailored complaint categories, but staff can also enter unique complaints if needed.
- **Comprehensive Reporting:** Detailed logs and reports provide valuable insights into performance and operational efficiency.

## How Does HDMS works?



**In BMB, the HDMS is used for the following :**

1. Daily complaint / request lodging for Engineering, Food & Beverage, Housekeeping, IT, Biomedical Equipment, Security, etc.
2. For lodging the findings of Weekly rounds / monthly Grand rounds
3. Post discharge room inspection

Helpdesk

REQUEST COMPLAINT

LOCATION

PATIENT ATTENDANT STAFF

Please select the service:

OTHER BME Engineering

Food & Beverage Housekeeping

OTHER IT OTHER Security

Others

PROCEED

Powered By: DreamSol

1

Engineering

How can we assist you for Engineering:

- Air Curtain- Not Working
- BMB AC need regulation (high temp./low Temp adjustment)
- BMB Call Bell-Not working/ Switch down/Remote not
- BMB Commode cistern/flash not working
- BMB Compressed air port not working / line leakage / Pressure not
- BMB Oxygen port not working / O2 flow meter not working / line
- Call Bell- Not working
- Kettle- Not Working
- TV- Not Working
- Water- Leakage

CHOOSE OTHER SERVICE

NOW Later

Reported By

SAVE ADD MORE

2

Engineering

- Call Bell- Not working
- Kettle- Not Working
- TV- Not Working
- Water- Leakage

CHOOSE OTHER SERVICE

Door Handle- Not Working Properly X

main door handle needs to be fixed

NOW Later

Reported By: Bipasha

SAVE ADD MORE

3

Prayer icon

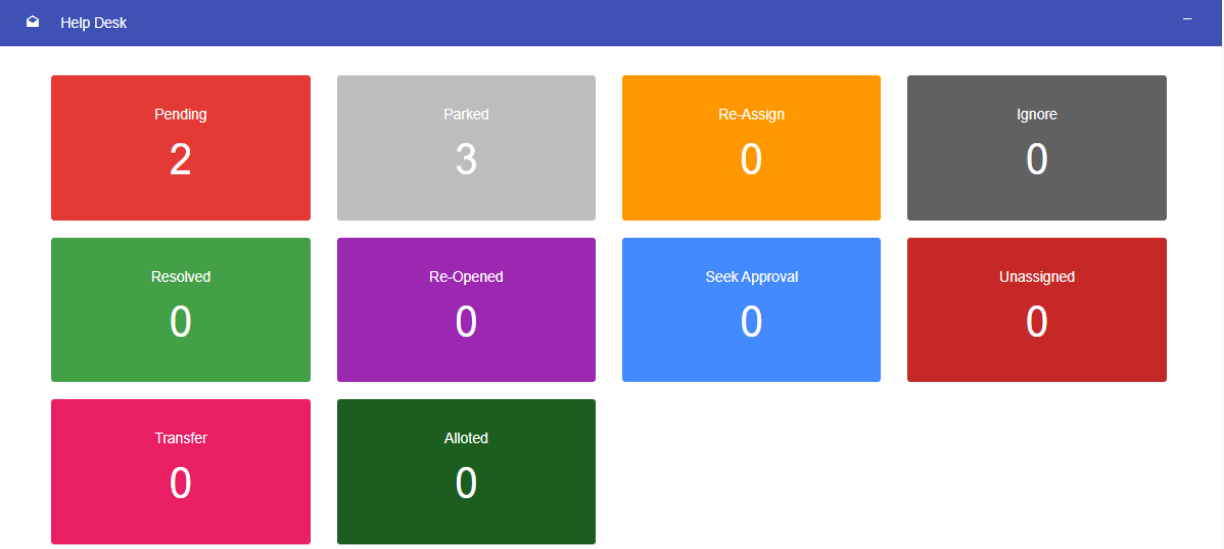
We have noted your request and our team will get back to you shortly!

Call Summary:  
Dear,  
Bipasha Das  
Your Ticket ID has been registered successfully!

OK

Powered By: DreamSol

4



**Helpdesk Activity Board**

Request | Complaint

PATIENT | ATTENDANT | STAFF

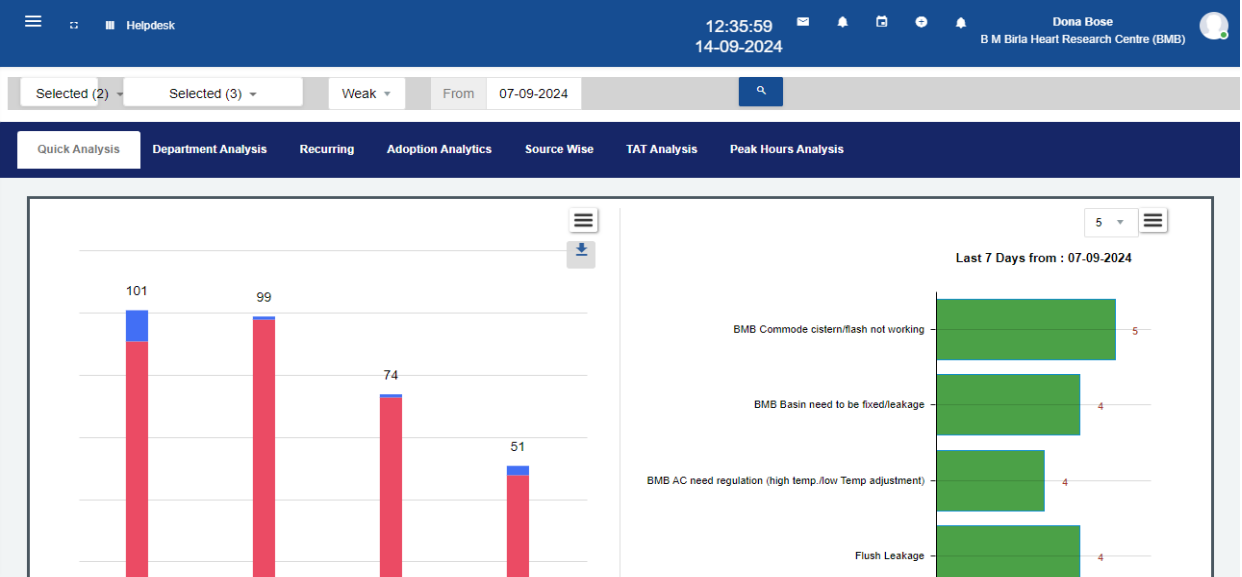
Location\*  Task\*  Brief

Allot To\*  Priority

Reported By

Now | Later

Register | Reset



**HDM Management Reports**

S No.	Report Name	Description	Action
1	Master Report	Displays Master Report	<a href="#">Download</a>

## Relevance of the Solution

- Improves communication between departments, ensuring swift issue reporting and resolution.
- Addresses common operational challenges such as equipment breakdowns, supply shortages, and facility management.
- Ensures Realtime tracking of complaints, reducing delays in addressing problems
- Provides a centralized platform for all departments to raise concerns, ensuring streamlined operations.
- Prioritizes urgent issues, ensuring critical services, like ICU equipment, are promptly fixed to avoid disruptions in patient care
- Reduces paper work to a greater extent

## Impact of the Solution

- Increased operational efficiency through automated logging and tracking of complaints, reducing manual errors.
- Faster issue resolution, leading to minimized downtime and enhanced service quality.
- Greater accountability as departments are responsible for resolving issues logged in the system.
- Enhanced patient satisfaction by ensuring smoother operations and uninterrupted care.
- Data driven decision making for hospital management, with comprehensive records and insights for performance evaluation and planning.
- Automated Dashboards for fast tracking and saving manhours required for report creations

**The Help Desk Management System (HDMS)** has significantly improved hospital operations since its implementation in 2021. It allows departments to efficiently log and track internal complaints, such as equipment breakdowns and supply shortages, ensuring swift resolutions through automated tracking, real-time updates, and priority categorization. By enhancing communication and accountability across departments, the system has led to faster issue resolution, reduced manual errors, and a smoother overall workflow, contributing to greater patient satisfaction.

Beyond its immediate impact, HDMS is highly scalable and adaptable, making it useful for hospitals of various sizes. Its flexible design can accommodate different departmental needs and operational structures, allowing other hospitals to integrate the system into their existing processes. This scalability ensures that hospitals can benefit from enhanced operational efficiency, leading to improved service quality and patient care across the healthcare sector.

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