ZOHO Creator

National Maternity Hospital

The journey towards a paperless process

The National Maternity Hospital
Vita Gloriosa Vita ~ Life Glorious Life

About NMH

The National Maternity Hospital, more commonly known as the Holles Street hospital for its location, is the largest public hospital in Ireland for expecting parents. With a history that dates back to the early 1890s, despite its advancement in medical methodologies, the hospital was still running on a plethora of paper-based processes. With about 800 employees, it was inefficient to spend so much time and effort on manual systems. That's what its director of policy risk and patient safety, Dr. Feeney, set out to change.

Change was inevitable

As data driven-decision makers, Dr. Feeney and his team needed a way to collect data and manage risk assessments.

They found inexpensive database software they could install in their systems—and while it helped them step out of traditional paper and spreadsheet processes, it was restricted in terms of functionality, largely due to its low price point.

For instance,

> **"**
>
> *We wanted our key interested parties —patients, families and regulators—to have appropriate permission-controlled access to their information.* **"**

As time went on, Dr. Feeney and the NMH needed a more lasting solution. After all, they were hoping to move to another building soon, and being tied to one place was no longer an option.

Chancing upon Creator

> *"We didn't want to pay for a service that needed people to build apps. And any time we needed a little change, we didn't want to be running to our own IT department."*

One day, Zoho Creator landed in their search results. The team at NMH had already spent 18 months searching and demoing various software, questioning and evaluating features and functionality. Thankfully, Dr. Feeney decided to give Creator a shot.

> *"Using Zoho Creator will allow us to switch off our systems here on a Friday evening—the end of our work week—and then switch them on in our new hospital on the following Monday without any ICT infrastructure needs."*

And so they switched.

The demo period

As is the case with many Creator customers, NMH started off with a 15-day free trial. It was an excellent way for Dr Feeney to explore the offerings and test it out for himself. Having worked as an IT manager for hospitals in the US and in Ireland, he'd acquired the basic technological skills that allowed him to work his way through Zoho Creator, even though he wasn't a trained developer.

That first license

After trialing the product, the doctor gave the green light. They purchased a single license to start with, and over the next year, started using Creator extensively.

With help from his internal team, Dr. Feeney has established multiple Zoho Creator apps, including patient feedback and audit management, quality improvement management, and GDPR and data protection reporting and analysis.

Creator delivered on their expectations

The National Maternity Hospital of Dublin now has five major functions running on Creator.

Incident management

This app primarily gathers clinical incidents, and ensures those cases are managed in compliance with national and international regulations. The app also includes a dashboard that displays comprehensive reports and statistics of every incident. And the latest addition to the app is customer portal functionality.

We've implemented permissions to allow individual users to access the portal and update incidents and events within a controlled environment.

Patient feedback

A form on the website acts as the main point of collecting feedback, complaints, and suggestions from patients and the general public. This form functions as a complete support management system, connecting feedback to an officer who handles it from start to finish.

> *We're producing dashboards and publishing them internally and externally. And we're now publishing forms externally, so we've completely gone paperless for patient feedback management.*

Quality improvement registry

A master list of all quality improvements established in the hospital, this app connects with the other apps, ensuring that the stats are always recent and relevant. It also has a visually robust representation that makes it easy for every team member to interact with the data.

Risk management

Dr. Feeney dubs this "probably the most functionally rich system" they have. It involves more Deluge scripting than the other apps, offering data auto-populating based on selections, and end-to-end workflows akin to an enterprise risk management system. This is another app that's remotely accessed by risk owners across the hospital.

Compliance management

As a hospital that deals with sensitive patient information, the NMH is regularly required to provide proof of complying with national healthcare standards. Dr. Feeney and his team have built apps that can record audio and video material as necessary to generate evidence that assures authorities that they completely meet requirements.

> **"** *Our Zoho Creator implementation has allowed us to streamline and continually improve our QRPS (Quality, Risk, Patient Safety) data collection and dynamic analysis.* **"**

" It has allowed us to go paperless across many functions, as well as provided us with an auditable trail to manage all types of clinical incidents, risks, and quality improvements. "

The support

Of course, creating such thorough apps requires some level of guidance and support, which is one of the main benefits that Dr. Feeney had when he started developing on Zoho Creator.

" *That is the beauty of Zoho—it's fairly easy and intuitive, and I'm learning new stuff about it every day. But what's been extremely useful is that the assistance I've received from Zoho support, over text, email, and telephone, has helped us continue to develop.* "

Major takeaway

Aside from being an intuitive and affordable solution for NMH, Zoho Creator also provided a host of other benefits.

" *The ability to go paperless, the ability to streamline, and the ability to have reports on our apps. Oh, and the incredible benefit of being up in the cloud, which I find extremely useful. If I'm away from my desk, I just go on to the app on my phone and I can look at whatever I need.* "