

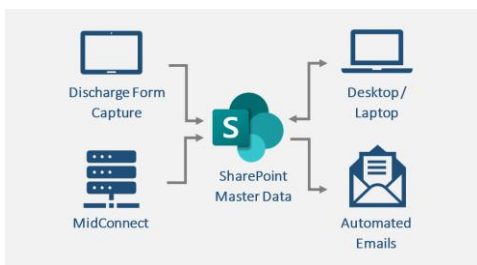
TECHNOLOGY: ... **Power Platform**  
 FRAMEWORK: ... Microsoft O365  
 INDUSTRY: ... Healthcare

REGION: ... **South Africa**  
 REACH: ... Regional hospitals  
 SCOPE: ... Patient satisfaction

TYPE: ... **Project**  
 ENGAGEMENT: ... Fixed Scope Delivery  
 COST: ... Fixed

## Overview

The Busamed Hospital Group is an award winning, proudly South African private hospital group providing specialist services in 7 state-of-the-art hospitals across South Africa.



To provide patients with the best possible care, Busamed required feedback from their patients on the overall experience at their hospitals. Busamed asked First Digital to build them a Patient Discharge Application with the purpose of understanding if they are meeting their patients' expectations or if they are lacking in any areas.

First Digital provided a custom **Microsoft PowerApps** solution, with data capture, workflow, and reporting capabilities which integrates with their **SharePoint Online** Database.

## Approach

Working closely with Busamed, First Digital created a new patient discharge system with a modern Power Apps based solution. After undertaking a Software Development Life Cycle based **Plan, Design, Execute** and **Deploy** methodology for application development, a solution meeting the following key objectives was delivered:

- Retrieval and storing of patient information data integrated from SAP, and incorporated into SharePoint
- Front end tablet Power App rolled out to all tablets, one per ward and with access to only their specific ward's patient information
- All patient discharge information stored and archived inside SharePoint Online
- Power BI Reports offering valuable insights into how satisfied patients are, how many patients are being seen in each ward and hospital and SLA times

Patient information is captured as they are being discharged from the Hospital / ward or a link is sent to them for completion when they are ready. All results are aggregated in a full **Power BI** report for the management team. The data being recorded from patients is a collection of over 30 questions and includes information like the types of patients visiting, noise levels on wards and if patients are being attended to. Any patient feedback with a negative response automatically notifies the specific ward and hospital manager.

First Digital built this application alongside Busamed and has released various iterations which have been continuously tested by them. The second round of enhancements has been completed on the application and they include extensions on question sets, creating decision trees, expansion on capture forms and enhancements on how data is reported and the visuals thereof.

## Summary and Benefits

First Digital and Busamed implemented a patient survey solution for hospital patients being discharged.

The new solution has provided the following benefits:

- Offering a customised branded tablet application experience per hospital
- Integration with SAP for patient information, procedures, and discharge
- Real-time insights and analytics for hospital and ward managers using Power BI



## See More

SITE: ... [Busamed](https://www.busamed.co.za)  
 CONTACT: ... [info@firsttech.digital](mailto:info@firsttech.digital)

## About

*First Technology Digital is a First Technology group company. We are a future enablement partner specialising in product development, digital transformation consulting and the design, development, and deployment of enterprise solutions to various international clients. We are a Microsoft Gold partner and a proudly South African company.*