CASE REFERENCE · HEALTH & LIFE SCIENCES

Busamed

Microsoft

Busamed	Health & Life Sciences	Design · Develop	• Power Apps • SharePoint Online • Power BI • SAP
CLIENT	INDUSTRY	DELIVERED AS	

POWER PLATFORM

Listening to patients at Busamed with a Power Apps discharge survey

A custom Power Apps solution that captures patient feedback at discharge across Busamed's hospitals, with SAP integration and live Power BI insight for managers.

01

THE CHALLENGE

Busamed is an award-winning South African private hospital group with specialist services across seven hospitals. To keep improving care, they wanted honest feedback from patients on their experience, so they could see where they were meeting expectations and where they were falling short.

02

THE APPROACH

We built a patient-discharge system on Power Apps, following a plan, design, build and deploy cycle. Patient information is pulled from SAP and stored in SharePoint Online, and a tablet app goes out to every ward, each limited to its own ward's patients. Feedback is captured as patients are discharged, or through a link they can complete when they are ready, across a set of more than 30 questions covering things like the type of visit, ward noise and whether patients felt attended to. Any negative response automatically alerts the relevant ward and hospital manager, and everything aggregates into a Power BI report for management. We built it alongside Busamed and have shipped several iterations, with later rounds adding question sets, decision trees, richer capture forms and better reporting.

03

THE OUTCOME

Busamed now hears directly from patients at the point of discharge, with a branded tablet experience tailored to each hospital. SAP integration keeps patient information accurate, and managers get live Power BI insight into satisfaction, patient volumes per ward and SLA times, with negative feedback flagged the moment it comes in.

04

SUMMARY & BENEFITS

- ✓ A branded tablet survey experience tailored to each hospital.
- ✓ Live Power BI insight for managers, with instant alerts on negative feedback.
- ✓ SAP integration for patient information, procedures and discharge.

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