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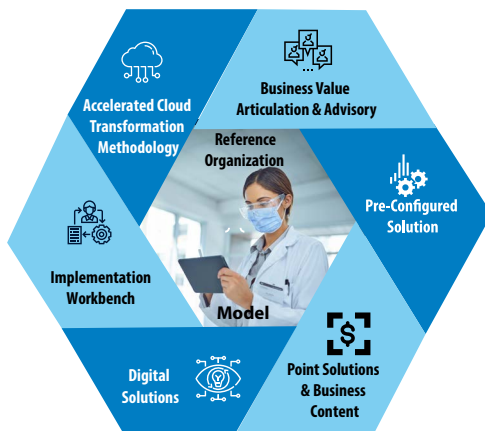
REF-OR-M SOLUTION – SMART HOSPITALS

The REF-OR-M for Smart Hospitals offers a pre-configured, end-to-end reference solution, tailored to suit varied set of needs related to Facility and Operations management in Hospitals. It comprises end to end process flows, proven best practices from successful, D365 transformation engagements to achieve greater business value with Microsoft Dynamics 365. This solution has multiple components that can be used in whole or as parts depending on the needs of the client. This can be applicable to Hospitals, Healthcare service providers and health facilities.

The REF-OR-M Solution for Smart Hospitals offers solution components for efficient facility management with focus on service request management, asset or equipment service maintenance, space management, analytics, waste management, field service facility management and more for enhanced high-value management of operations within a facility.

REF-OR-M Framework

Accelerated Cloud Transformation Methodology

Business Value Articulation & Advisory

Reference Organization

Pre-Configured Solution

Implementation Workbench

Model

Digital Solutions

Point Solutions & Business Content

REF-OR-M » Reference Organization Model

The Smart Hospitals solution is built using the Reference Organization (REF-OR-M) Framework which is a pre-packaged solution enabling faster deployment, reduced TCO, enhanced experience and superior quality

Solution Capabilities & Business Process Breakdown

Infosys REFORM Solution Offerings on Dynamics 365 for Smart Hospitals

Hospital Facility Hierarchy
- Set up, manage hospital hierarchy, facility/space type, associated buildings, wings, wards, rooms, spaces, assets etc.
- Centralized Facility Information Tracking
- Space to Asset mapping & management
- Admin Functions

Service Management
- End to end processing of Service Requests/ Complaints coming in on the facilities
- SLA Management, Compliance Tracking, Escalation Management
- Communications Management on service management, closure
- Feedback Tracking

Work Order Management
- Automated creation and management of work orders based on SRs
- Support with instructions, KB etc. for resolving tickets/ Remote Assist
- Work Order set up, scheduling, routing to right technicians, tracking to closure and sign off

Digital Experience
- Self Service via portals, Chatbots
- Field Service via mobility and apps
- AR/VR enabled Remote Assistance for field service technicians
- Command Center Apps/ Dashboards on Assets across the Hospital/s, their status, details, threshold adherence
- One stop shop app for triggering cases, work orders, field service action and tracking of the facility management in a predictive and proactive manner
- Analytics and Dashboards on waste management tracking

Deployment Approach

Initial Due Diligence using our ACE program

Business Value Articulation explore the solution to define road-map to form end-to-end business processes; where value resides in the execution of these process steps for Hospital Facility Management & Automation

Preconfigured ; Pre-built Point Solution and Business content

- Ready to run foundational configurations specific to Hospital Facility Management
- System specific process flows for further customization analysis

Point Solutions, Business Content & Digital Solutions

- Extension Solutions specific to Industry requirement
- Digital Solutions (like chat-bots/ AI/ML etc..) available in ready to deploy state

Applicability of REFORM Solution

- **Greenfield implementation, Upgrade** or move to modernization using a digital platform like Dynamics 365
- Focus on building application in **agile and incremental** way
- Enable the **business users early in the game and discover the solution with a Show-and-Tell approach in language of Housing** rather than only Tell approach
- Leverage **best practices from successful** Dynamics 365 transformation engagements and reduced handoffs between systems and groups to achieve greater business value

Key Benefits

Digi-Tech & Industry Expertise specific to Smart Spaces & Facility management

Agile & Accelerated Approach to deploy Facility Management for hospitals & address a key whitespace

Enhanced Experience for Ops teams & Consumers alike & ease of management

Systematic Management of Hospital Space, Facility & Asset Tracking with Automation

Pre configured Integration enabling Reduced TCO & Faster Deployment & Predictive Maintenance

End-to-end Offering for Hospital Facility Management across Asset Management aspects with workforce management benefits

For more information, contact askus@infosys.com

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