

## ECHS MANAGEMENT INFORMATION SYSTEM : AUTOMATION PROJECT

### Reference

1. Govt of India, Min of Def letter No 22 (14)/05/US(WE)/D (Res) dt 05 Jul 2005.

### Background

2. ECHS since inception has been striving for delivery of quality and comprehensive health care to Armed Forces Veterans (AFVs) and their dependents. In this quest and within the limited resources available the ECHS has had to adopt innovative strategies to maximise the services to beneficiaries while minimising the administrative costs through pathbreaking initiatives in the field of information technology enabled services (ITES). ECHS has successfully piloted biometric smart card project for beneficiary authentication which has set a benchmark for other Govt health schemes.

3. The basic requirement of software and hardware has been put in place through the smart card project however full potential of automation initiative could not be exploited in absence of requisite human resources. Towards this end Central Organisation, ECHS is relentlessly pursuing the case for making up deficient manpower including bare minimum requirement of manpower for automation.

4. Progression towards the next level of automation was consciously an effort in parallel processing rather than a sequential one. Resultantly, while the case for deficient manpower (including bare essential human resources for ITES) is yet to make a headway in MoD (Defence Finance). Stage 2 of automation has successfully undergone 'User Acceptance Trials' (UAT) at Lodhi Road Polyclinic after finalisation of a Software Requirement Specifications (SRS), through intensive consultations at Central Organisation alongwith Regional Centre ECHS, Delhi.

### Rollout Plan

5. New software is now ready for deployment hence the rollout plan for automation will be in following stages :-

- (a) Pilot Project. To begin with automation of six existing polyclinics of NCR will be carried out as a pilot project as per following time plan :-
  - (i) Deployment of hardware and training of staff will be completed by 30 Sep 2010.
  - (ii) Refinement and finalization of software/Polyclinic Management System will be completed by 31 Dec 2010.
- (b) Phase 1. Automation of 100 high pressure polyclinics will be completed by 30 Jun 2011.
- (c) Phase 2. Automation of balance 326 polyclinics will be completed by 31 Mar 2012.

## Pilot Project (NCR)

6. Hardware. The smart card vendor will provide five PCs and one Server to each polyclinic. Balance hardware requirement will be procured by respective Station HQ for which they will project their requirement of funds to Central Organisation. In order to expedite the project, the vendor will initially deploy the complete hardware for six polyclinics of NCR.

7. Broad Band Connectivity. The servers installed at all Polyclinics, Regional Centres and Central Organisation will communicate with each other using the broadband connectivity on the STD phone already installed for this purpose at Polyclinics, Regional Centres and the Central Organisation. The annual expenditure on account of each telephone is however not to exceed Rs 22,880/-.

8. Empanelled Hospitals. Station HQ, Delhi Cantt will instruct empanelled hospitals to setup ECHS, MIS software along with biometric identification kit in their respective hospitals through smart card vendor.

## 9. Methodology.

(a) Training and Hand Holding. Project implementation team of SITL and Central Organisation will carry out training and initial hand holding for two weeks as per following programme :-

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|-------|--|----------------------|
| (i)   | Gurgaon Polyclinic   | - 12 to 24 Jul 2010. |
| (ii)  | Delhi Cantt and Noida Polyclinic<br>(two teams simultaneously) | - 09 to 21 Aug 2010. |
| (iii) | Hindon and Faridabad (Two<br>teams simultaneously)             | - 06 to 18 Sep 2010. |

(b) Pharmacy Stock. Polyclinic pharmacy stock needs to be recorded/fed in the system before going on line. This by experience has been found to be a critical function of automation.

(c) Transition to Automation Mode. It will be ensured that by the given target date of 30 Sep 2010 all transitions at polyclinic will be through the ECHS, Management Information System. In case of unavoidable disruption due to power/system failure the OIC polyclinic will ensure that all manual transitions are entered into the system on the same day/ASAP and the database integrity is always maintained.

10. Assistance from HQ Commands. For the success of automation project HQ Commands are requested to provide all necessary assistance to the polyclinics specially in terms of trained service manpower (pharmacists/IT) and supervision during the initialization of automation process. Detailed instructions in this regard be issued with intimation to this HQ.

## Coordinating Instructions

11. Coord Conf. A conf to coord implementation schedule will be held at Central Organisation on 05 Jul 2010 at 1130hrs. The following are requested to attend :-

- (a) DPS, Air HQ (VB)
- (b) SO ECHS, HQ Western Comd.
- (c) OsIC ECHS Cells at Stn HQ Delhi Cantt, AF Stn Faridabad and Hindon.
- (d) OsIC Polyclinics of NCR.
- (e) Dir ECHS Regional Centre, Delhi.
- (f) Vice President, Score Info Tech Ltd (SITL).

12. Review Confs. Implementation progress will be reviewed on a monthly basis at Central Organisation during first week of Aug, Sep and Oct 2010. Detailed instructions will be issued later.

Dy MD  
for MD ECHS

auth : Central Org Letter No-B/49711-SC/Auto/AG/ECHS dt 30 Jun 2010