

World Congress & Expo on

# Healthcare IT and Nursing

August 21-22, 2018 | Paris, France

## **Specific Customization & Tailoring of Hospital's IT System according to its specifications & its customer needs oriented to Kaizen & Lean Management Requirements**

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One of the latest updates of IT management of healthcare management of hospitals' systems. Is to create Specific Customization & Tailoring of Hospital's IT System according to its specifications to satisfy internal customer needs & requirements of physicians, nurses, workers and managerial staff. On the other hand satisfying external customers needs to gain the highest level of customer satisfaction and perfect customer experience, enhancing excellent customer relation management & at the same time how to make it oriented to Kaizen needs & Lean Management Requirements that will lead to maximize the profitability and minimize the cost and the waste in time, efforts and money. How to Create effective interactive efficient system that enables the patients and/or their families To be aware of their important information, appointments, results of laboratory and radiological investigation, prescriptions, medications, follow up and any other specific notes or requirements. How to make this system amenable for quality, infection control, sixsigma and medical records staff, & how to make it connected interactively with the website and mobile application of the hospital

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