

Case Study

Vyavastha Citizen HelpDesk

Client

Department of Health and Family Welfare, Government of Karnataka

Major initiatives were taken to reach the goal of Health for all by 2000 A D on the lines of the policy directives issued from the Government of India keeping National Health Policy as a major objective. During the Eighth Plan period due emphasis was given to reach the entire population including the high-risk vulnerable group i.e. Mother and Children and Adolescents and also to focus attention on the under privileged segments of population in Tribal areas.

The State Government keeping in mind all the above priorities has created the Department of Health and Family Welfare (**DHFW**) under the leadership of Hon'ble Minister for Health and Family Welfare and a separate Minister for Medical Education to fulfill the needs of the Department.

Project

Department of Health and Family welfare Government of Karnataka (**DHFW**) is implementing citizen helpdesk across all government hospitals of Karnataka. Given the geographic spread of these schemes, **DHFW** is proposing to monitor the all the parameters of Citizen Helpdesk

Solution

Following an extensive review of available solutions, **DHFW** implemented **Vyavastha for Vyavastha Citizen Helpdesk**. **VYAVASTHA** is a web-based application, which can be accessed across geographic locations of an organization thereby enabling communication on a real time basis. **VYAVASTHA** is highly secure. Access permissions are assigned based on Roles & Rights granted to the users thereby securing the system. With **VYAVASTHA**, management of hospital data becomes as easy as a mouse click. Progress of hospital service can be tracked effectively. **VYAVASTHA** helps to reduce significant cost and improves productivity. As an automated system, **VYAVASTHA** frees up your staff's valuable time to concentrate on core business processes, secure in the knowledge that the exit interviews and grievances are being handled efficiently.

Salient Features

Implementing **Vyavastha Citizen Helpdesk** is resulting in benefits to the stake holders of the project. It had the necessary intelligence built-in and some of its features are listed below.

- Complete patient and hospital details
- OPD Register
- IPD Register
- Grievance monitoring
- Medicines
- Prescriptions
- Exit Interview

Reports

DHFW was able to generate the required reports at any point of time during project execution through the software. The reports included **Hospital reports** and **Portfolio reports**.

Dashboard

DHFW could view the graphical representation of Outcome Indicators and Output Parameters. All rolled up Information was seen for Whole State and further drilled down to district level, taluk level and each hospital level.

Exit Interviews

The graphical representation of total number of Exit Interviews District-wise, overall respondents Demographic, overall responses Criteria-wise and Patients Outside reference information was viewed.

Implementation Training and support

Backend Bangalore Pvt Ltd had implemented and trained the Department of Health and Family welfare Government of Karnataka (**DHFW**) staff with using **Vyavastha Citizen Helpdesk System**. Backend Bangalore Pvt Ltd and DHFW worked together to ensure that existing data was uploaded onto the **Vyavastha Citizen Helpdesk**. From then onwards, **Vyavastha Citizen Helpdesk** was the default tool for managing project.

To ensure that project members are adept at using the system, Backend Bangalore Pvt Ltd ran customized training modules for all participants and supplements these with unlimited helpdesk and online support.