COMMENDED: Hewlett-Packard Company

One of the world’s largest technology companies, Hewlett-Packard brings together a portfolio that spans printing, personal computing, software, services and IT infrastructure to solve customer problems.

ABOUT THE COMMENDED PROGRAM

Hewlett-Packard (HP), in partnership with The Council of Scientific and Industrial Research India, developed and tested the eHealth Center (eHC) to address significant urban-rural gaps in access to quality healthcare in India. 75% of India’s healthcare infrastructure and manpower is concentrated in urban areas, serving only 27% of the population, while regional systems tend to be understaffed and poorly managed.

The eHC is comprised of standard shipping containers equipped with a laboratory, pharmacy, air-conditioned telemedicine studios, built-in power generators, connectivity for video conferencing and vital diagnostic equipment integrated into a cloud-hosted electronic medical records database. Innovative patient identification techniques ensure accurate tracking of patient history and continuity of care, while telemedicine consultations provide the rural poor with access to specialist medical personnel and referrals to tertiary clinics as needed. Cloud-enabled disease surveillance and remote monitoring functions allow efficient collection, storage and analysis of data on demographics, disease patterns and risk factors, and provide a centralized database with powerful research and health policy applications.

The first eHC was piloted in Chausala village, serving a population of 10,000. It saw over 4,000 patients in its first 100 days.

CRITICAL SUCCESS FACTORS

SMART INTERFACE
• Automated alerts notify eHC personnel of power outages or when equipment needs immediate attention, for example to avoid damage to temperature-sensitive medicines.
• Coordination between HP, CSIR and other stakeholders allows for real-time problem solving and a train-the-trainer program ensures that centers are effectively staffed.
• eHCs can be remotely monitored via a central dashboard that provides data analytics and alerts.

LOCAL OWNERSHIP
• Existing local governmental structures are engaged to form an oversight body for each eHC—including the village head and other prominent community members—to ensure smooth day-to-day management and local support.
• Partnership with local NGOs and continuous monitoring allows for rapid response to changing needs and challenges.

COMMENDED: Anglo American plc

Anglo American plc is one of the world’s largest diversified mining and natural resource groups with thermal coal operations in South Africa and Colombia. It serves the power generation and industrial sectors and actively participates in the pursuit of cleaner coal solutions through the development of new technologies.

ABOUT THE COMMENDED PROGRAM

Anglo American Thermal Coal developed and implemented an electronic health record solution called “The Health Source” (tHS) to accurately monitor employee health data in the highly mobile mining industry. By securely storing patient information in the cloud, tHS enables the tracking of employees’ long-term health data—regardless of where they live, work or migrate to—across various health and hospital facilities. tHS improves health care diagnosis and decision-making through more complete and accurate patient information; limits duplication of interventions such as lab testing and prescribing; and improves the efficiency of health personnel. Up to 25% of senior nurses’ time used to be spent on reporting, but tHS’ automated reporting allows more time for patient care.

To improve health service management, tHS records patient transactions throughout the process of healthcare provision. The system also tracks all occupational health information and incidents. It enables monitoring of HIV and tuberculosis indicators, allowing for accurate evaluation of workplace prevention and treatment programs. In these ways, tHS serves as an independent scorecard to support Anglo American’s goal of zero harm to employees’ health.

CRITICAL SUCCESS FACTORS

EXPANDABILITY
• tHS was designed from the beginning to be scalable. It has already extended from Thermal Coal to Anglo American’s Kumba Iron Ore and Corporate Office and to several NGOs.
• Via the South African Chamber of Mines, tHS is being offered to other mining companies and stakeholders as the basis for a shared mining industry occupational health system.
• tHS has the potential to provide a platform for a national or regional health information system in Southern Africa.

UNIQUE IDENTIFICATION METHOD
• Biometric markers avoid record duplication or mix-up.
• Fingerprint validation ensures confidentiality and security as records can only be accessed with the patient’s consent.