Enabling success
Ulwembu Business Services offers the consulting, implementation and support of an end-to-end eHealth solution for South Africa’s primary healthcare industry. The eHealth solution focuses on achieving operational improvement, ensuring a positive patient healthcare experience at clinics across the country.

Advantages

At Ulwembu Business Services, our eHealth solution is truly end-to-end and maintains the future state of healthcare in mind.

Clients can expect three substantial business advantages from the solution compared to other major healthcare systems.

- The most cost effective eHealth solution available in the market;
- The first open-source eHealth application for clinics in South Africa; and
- The first eHealth application that can operate offline.

The eHealth solution continuum – a highly functional, mobile healthcare solution

Ulwembu Business Services offers complex business capabilities, strategic thinking and a formal engagement model that ensure the successful implementation of our eHealth solution.

The full solution comprises: eHealth consulting, core clinics eHealth application, mobile clinics application, ward-based outreach teams (WBOTs) application, integrated schools health team (ISHT) application, pharmaceutical stock management and dispensary application, integration to wearables, eHealth on the cloud and operational support.

The core, open-source-driven eHealth application
Government has selected open source as a prerequisite for software solutions due to the significant cost savings in proprietary software licences. With 52 health districts and 120 clinics per district, cost savings are imminent.

A mobile application for municipal ward-based outreach teams
Our system extends seamlessly outside the physical boundaries of clinics, enabling mobile access and controlled distribution of patient data. Health workers have mobile access to the centrally located system and can upload or download information as required.

A full stock management and dispensary module for pharmacies
Whether a clinic dispenses through a pharmacy or a consulting room, each clinic has a full view of stock in hand; but most importantly, through built-in stock threshold levels, the system generates requisitions automatically for assistant pharmacies. The Health District Chief Pharmacist has visibility of stock across all public healthcare facilities.

Automated district health information software (DHIS) reporting functionality
Automated reporting is generated daily, per the tick register, which leads to the generation of feedback across the various primary healthcare levels and categories of care, enabling better access to information, policy planning and faster interventions by policy makers.
Noteworthy features

**Offline functionality**
Unlike all major healthcare systems, our eHealth solution can be configured to work online or offline, offering functionality to areas where connectivity is an issue. Health districts with a mix of rural and peri-urban facilities can select from either offline or online capability, or a combination of both deployment options.

**Livescribe compliant technology**
Clinic nurses often work with both digital and paper-based files in environments that may not offer end-to-end functionality. Our system caters for both digital and paper-based operations where information is transcribed onto the system using smart pens and Livescribe technology. This feature enables the digitisation and integration of paper-based information directly into the system. As a result, nurses can continue working on paper; they can make notes on electronic files without needing to use a keyboard; and they don’t require extensive training to use the system.

**Touchscreen compliant**
Clinic environments demand systems that are fast and easy to use. Our eHealth system focuses on usability. The interface to the clinics as well as the touchscreen functionality help to automate clinic processes, minimise time requirements to use the system, and provide a faster rate of adoption.

**Clinical decision support system**
A powerful engine that provides treatment guidelines by indicating possible conditions based on a keyword search of symptoms. It includes efficiencies such as electronic prescriptions and it supports effective stock management.

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**School health integration**
Ulwembu Business Services bridges the gap between school health interventions and clinic health problem management using the managed integrated schools health team (miSHT) application.

**eHealth consulting**
We advise health districts on the development of an eHealth strategy, as well as eHealth business architecture, including a value-map that articulates the benefits that can be derived from implementing an eHealth strategy.

**ICT infrastructure services**
The eHealth solution encompasses a full technology assessment of the client’s existing ICT infrastructure through our eHealth Infrastructure HealthCheck tool. The assessment includes end user devices, networking/connectivity of facilities, existing data centre capabilities, integration services, and ICT operations support for the primary healthcare facilities.

**eHealth project management**
Our Prince2 and Project Management Body of Knowledge (PMBOK) certified project managers in healthcare provide clients with value-driven engagements, project management, quality assurance and solution configuration, ensuring solution implementations that are on time and within budget.

**Adoption and change management**
Our change management centre of excellence, working in-conjunction with our Enterprise Programme Management Office, helps to manage the implementation process and to mitigate potential risks, ensuring a successful outcome. Our projects involve eHealth capability adoption strategies, training and skills transfer, ensuring user acceptance and faster adoption of new eHealth ICT capabilities.

**Operations support services**
Professional support and maintenance services are driven by service level agreements that provide ongoing support of the eHealth platform.

At Ulwembu Business Services, our eHealth solution is truly end-to-end and maintains the future state of healthcare in mind. Our team offers complex business capabilities, strategic thinking and a formal engagement model that ensure the successful implementation of the solution.
The on-going development of the eHealth solution not only navigates health software development and the integration of ICT devices, medical devices and wearables – but it is heading towards achieving prescriptive health informatics and total management of patients in anticipation of the rollout of National Health Insurance (NHI).

The continuing development will result in an information-driven system that will help make district health predictions possible, map the clinic catchment population disease profile, enable stock consumption prediction, and enhance health workforce capacity planning through tabulating visit trends.

The core solution will integrate with hospitals, the NHLS (National Health Laboratory Service) and the Department of Home Affairs, facilitating the rapid communication of medical information such as test results, patient verification, and ultimately sharing patients’ health electronic record (HER) through an open source driven HL7 (Health Level Seven International) engine.

The advantages of an integrated healthcare system are extensive, ranging from reduced turnaround and queuing times; through more accurate diagnosis and treatments using a CDSS (clinical decision support system), to an enhanced and more positive patient experience.

The integrated capabilities make the system a highly efficient platform.

Data-driven healthcare – the future of Healthcare in South Africa

About Ulwembu Business Services

Ulwembu Business Services is a black-owned management consulting and information and communications technology (ICT) services company that facilitates the transformation of private and public enterprises to optimised, digitised organisations. Our integrated, strategic corporate services and client-specific business solutions leverage technology, people and processes to enable sustainable value creation.

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