Sultan Qaboos University Hospital Achieves Measurable Improvements in Patient Safety and Quality of Care with TrakCare

Sultan Qaboos University Hospital (SQUH) in Oman is considered one of the leading hospitals in the Middle East, offering education, medical research, and tertiary medical care. SQUH recognizes the benefits of investing in the latest healthcare technology and the importance of turning the vision of connected healthcare into reality.

Officially opened by His Majesty Sultan Qaboos Bin Said in February 1990, SQUH has 528 beds and plans for further expansion. SQUH employs more than 2,400 skilled staff, and offers the broadest range of specialties in Oman.

The use of InterSystems TrakCare® at SQUH has led to measurable and significant outcomes across key areas such as patient safety and the overall quality of care. For example, the number of unreported radiology results has decreased by 66% in the past two years. The number of patients being treated without access to data on their previous history has fallen from 38 percent to 9 percent over the last five years. In 91 percent of the cases, the doctor now has access to the patient’s previous medical history, which helps improve clinical decision-making, the overall quality of care, and the doctor-patient relationship.

TrakCare provides SQUH comprehensive fully integrated medication management capabilities including formulary management, prescribing, decision support, dispensing, and medication administration. After implementing these capabilities, the number of rejected pharmacy prescriptions fell by 83 percent compared to the previous year, despite the volume of prescriptions issued doubling during the same period. Drug information is fully integrated into TrakCare workflows, so issues such as overdosing, drug-drug interaction, and drug duplication are now minimized, with system alerts prompting the doctor to modify the prescription while still consulting with the patient.
"By using TrakCare, we have achieved positive outcomes in many areas such as patient safety, and patient record availability. Implementing TrakCare features such as computerized physician order entry, online physician documentation, and integration of drug database information into workflows has offered evidence-based clinical guidance to our physicians and led to significant improvements in the quality of patient care."

Ahmed Al-Mandhari, MD, PhD, Director General, SQUH

SQUH is currently in the process of implementing TrakCare Analytics to enable management teams to make timelier and better-informed decisions, as well as to set goals and actively measure performance against them.