



## **Optimiza's eHOpe Implemented at a Hospital University Medical Center in Lebanon**

A non-profit academic hospital university medical center consisting of 400 beds, and provides quality healthcare services to the sick and indigents at the lowest possible cost was looking for a fully integrated information system that can provide efficient and up-to-date information which enhances the ability of healthcare professionals to improve patient care and organize financial transactions.

In September 2002, eHOpe (electronic Hospital Operations Management Information System) was implemented to fulfill these requirements, and to promote the use of technology in order to provide better healthcare, increase hospital output and reduce operational costs.

Today, the internal IT department at the hospital supports the hospital's top management in the decision making process by providing required information and reports in a timely manner. It also has the responsibility of tracking and making continuous use of advances in information technology to update the system.

eHOpe includes over 40 modules serving administrative, medical, financial and MIS departments of the hospital, and has been running at Saint George Hospital since 2002 after a successful implementation that overcame major challenges faced during the implementation. These included the multi-payers system implemented in Lebanon, specific issues related to the Lebanese market and the large number of users that needed in-depth training on the system.