

Data-Driven Care: Unveiling Gleneagles Kuala Lumpur Emergen-Sync's Triumph

Introduction

Gleneagles Kuala Lumpur Emergency Department services an average of 58000 patients per year for the last 5 years. The launch of the *Emergen-Sync* initiative in February 2024 by Gleneagles Kuala Lumpur has heralded a transformative era in Emergency Medical Services (EMS) within Malaysia. This initiative addresses crucial needs such as standardized datasets, reliable data transmission, integrated information systems, and feedback provision to prehospital providers, all of which are vital for optimizing emergency healthcare.

Results

Presented here is the data collected from October 2023 to March 2024, focusing on key performance indicators (KPIs) including the completeness of patient details, chief complaints, preliminary diagnoses, and AMPLE history. Leveraging the PERTAMA platform, notable achievements have been realized. Notably, there has been a consistent uptrend in compliance rates, with the past three months achieving a commendable 100% target attainment.

Discussion

The implementation of Emergen-Sync has markedly enhanced patient care through real-time access to patient information and standardization of data collection. Significant time savings in documentation have been observed, facilitated by the replicability of information via Electronic Patient Care Reports (EPCR). These time efficiencies have been reinvested into critical tasks such as care coordination, communication with hospital staff, and expediting emergency responses, thereby enhancing overall effectiveness.

Utilizing the PERTAMA platform as a data-driven tool for quality improvement has yielded tangible enhancements in KPIs throughout the study period. Emergen-Sync, designed to streamline workflows, enhance record-keeping, and optimize daily operations, has yielded tangible benefits for patients and healthcare providers alike.

Conclusion

In summary, the Emergen-Sync initiative represents a pivotal advancement in Malaysia's EMS landscape, characterized by improved efficiency, enhanced data management, and ultimately, better patient outcomes.