

Collaborative Projects for Sustainable Development

Zero Downtime – Improvement on Medical Engineering



N Health joined GE Healthcare Thailand, manufacturer and distributor of medical equipment, in establishing the project called Zero Downtime to improve medical engineering, particularly in maintenance services in the hospitals, and ensure preparation for the increasing demand in test and issuance of the Fit-to-Fly health certificate for the tourists.

Zero Downtime offers the Enhancing Healthcare Imaging Service training that targets to collect more duty hours to improve the proficiency of the medical engineers in BDMS hospitals. The training enables them to analyze the data in case of malfunctions occurred in the medical equipment support team and sharpen their basic maintenance skills. The project helps reduce maintenance costs, lessens the risks to the person with low experience with the equipment, improves the downtime affecting the continuity of treatment and relieves the lack of skilled personnel. All of which is to ensure the utmost benefits to the patients.

Nowadays, N Health implements Zero Downtime to subsidiary hospitals such as Bangkok Hospital Headquarter, Bangkok Hospital Chiang Mai, Bangkok Hospital Phitsanulok and Bangkok Hospital Khonkaen.



Transform Purchase Order Process with E-Procurement

In 2020, N Health integrated the Electronic Data Interchange (EDI) system into the purchase order process, shifting the document management from SAP to the Middle Ware of the pilot suppliers. This project enables the transformation of the document management such as purchase order, invoice, quotation and price/sales catalogue to the online platform following the international standards.

E-Procurement can reduce resource consumption, especially paper, and save up to 1.89 million Baht in 2020 and 2.2 million Baht in 2019. Moreover, E-Procurement helps improve the staff’s proficiency to work on more valuable tasks than the repetitive paper works. Digital technology also enhances work efficiency in highly competitive businesses and lessens the time spent on repeated data registration due to errors from the previous document management system.

Laundry Partnership Development – Joining Hands with Suppliers for Safety in Laundry Services

In 2020, N Health in collaboration with the suppliers of laundry services, launched the Laundry Partnership Development to pass on the knowledge and provide advice and consultancy services regarding the guidelines for prevention and control of transmission of infectious disease; and occupational health and safety for more than 1,074 of staffs working in 17 laundry facilities.

The project advises on analysis of the issues reported by customers, enabling them to find the root causes and corrective actions to improve the quality of the services. All laundry staff who attended the training now have a good understanding of prevention and control of infectious disease transmission; and occupational health and safety. Efficient laundry management can eliminate threats and reduce risks or damage to the business while supporting the continuous growth of the healthcare industry. The customers are also less exposed to contamination from the laundry staff. The project also prepares us for a new wave of COVID-19 and helps monitor the system and work process in the laundry facilities of N Health suppliers.

After the session, the laundry staffs become more experienced and proficient according to international standards. They possess skills and the capability to understand prevention and control of transmission of infectious disease; and occupational health and safety while ensuring a systematic and verifiable service quality control.

