**Patient Administration System**

The Patient Administration System (PAS) is the backbone of our hospital management system (HMS). It encompasses a wide range of administrative functions, creating a hub of patient information and enabling hospitals to enhance their operational efficiency.

**Patient Profile**

Master Patient  
Having one definitive patient record per person means that each person has one clinical record, and one accounts record.

* Patient Profile Picture  
  Hospital can leverage their security level by preventing patients for using other’s ID.
* Important Notes  
  Provide excellent services by knowing the patient.
* Print Patient Card, Wrist Band, and Label  
  Compatible with any patient card so the hospital can print the patient card member using available card printer in the hospital if any.
* Patient ID Configuration  
  The patient ID numbering can be configured as required by the hospital.
* Export & Import  
  Save time when entering or updating the data by using the provided format

**Catalogue**

* Stock Catalogue  
  A master catalogue of all the hospital’s inventory allows hospitals to limit purchases to authorised products.
* Stock Flag  
  Flagging the drug stock based on certain criteria or type
* Drug Usage Definition  
  Speed up drug definition on consumption method and consumption unit.
* Catalogue approval  
  Helps the hospital medical committee to review, approve, or reject the drugs that will be used in the hospital.
* Export & Import  
  Save time when entering or updating the data by using the provided format.

**Registration**

* Multiple Services   
  Register patients to many services from a single registration process.
* Auto Registration Creation  
  Streamline the registration process by automatically creating the registration when the new patient profile is created.
* BPJS Eligibility Checks  
  Avoid the delay in providing services to BPJS patients by using quick eligibility check features that can be performed in the registration menu and are already integrated with the BPJS database.
* Preliminary Diagnose Recording  
  Support international code for disease ICD10 and procedure ICD9CM, that will be used for other services
* Supporting Documents  
  Attach important documents of the patient for additional information.
* Print Queue Tickets  
  Printed queue tickets allow for the orderly management of hospital waiting rooms.
* Print Label  
  Print the important information about the patient data in customable size, so the hospital can use it in patient records file.
* Print Wrist Label  
  Identify the patient of ward services by providing them with a wrist label from registration desk or admission desk.
* Ward Transfer  
  Move patients to another room easily and can be performed in nurse stations.
* Inpatient Admissions  
  Admissions into hospital, admissions into wards, transfers between wards, and discharges from the hospital are all supported
* Referrals and Follow-Up Appointments  
  Making post-discharge arrangements allows hospitals to ensure that patients requiring follow-up care return to the hospital rather than going elsewhere.
* Appointments Management  
  The ability to create, change and cancel patient appointments efficiently allows appointment staff to handle a large volume of patient enquiries.
* Waitlist Management  
  If there are no available appointments, patients can be added to a waitlist rather than being turned away
* Integrated Doctor Schedules  
  Appointment times can be automatically created from doctors’ schedules

Improve operational efficiency and improve patient satisfaction with our [on-line registration](https://www.ksatria.io/en/healthcare-performance-and-efficiency/why-online-registration-is-essential-for-your-hospital/) facility.

* **Flexibility and Ease of Scheduling**  
  Patients can choose their preferred schedule, service, and doctor. The registration can also be done from anywhere, using any kinds of gadgets
* **Reduced Waiting Time**  
  The registration is done completely online, reducing the waiting times, and avoiding crowds in the registration area.
* **Easy-to-use Interface**  
  Existing patients only need to put in their MR number, while new patients only need to enter mandatory data to create registration.
* **Appointment Checking**  
  The patients can check the previously made appointments, keeping them from missing the schedules.
* **Operational Efficiency**  
  With reduced manual process, administrative staff can focus on other tasks. The need for paper forms is also reduced, lowering operational costs, and showcasing the facility’s environmental responsibility

**Pharmacy**

* **Dispensing**  
  Filling prescription from orders, including printing labels, can be done quickly and efficiently, allowing busy pharmacies to serve more patients.
* **Allocated and Issuance Control**  
  Standardize the pharmacy process for better control and monitoring
* **Compound and Non-Compound Drug Prescription**  
  Pharmacy staff will easily notice if the prescription is compound or non-compound.
* **Master Compound**  
  Allow doctor to create variation of compound prescription and save it for future use.
* **Pharmacy Label**  
  Modify pharmacy label printout, especially for the consumption instruction.
* **BPJS /Non BPJS Prescription**  
  To separate the prescription between BPJS  and Non-BPJS for claim and analytical purposes.
* **Advance Filter**  
  Easily find the prescription based on various parameters
* **Allergy & Important Notes**  
  Any patient’s allergies and important notes will be shown.
* **Prescription Review**  
  Ensure that all pharmacy processes are conducted properly from the prescription order until the delivery to the patient.
* **Queue Number**  
  Manage patient queue in pharmacy unit so they wait orderly.
* **Copy Prescription**  
  Easily copy the prescription for future use.
* **Prescription Iteration**  
  Enable the pharmacy on creating and monitoring repeated prescription, especially for chronical disease
* **Void Prescription**  
  Capability to void allocated perception due to any changes or variation
* **Revision Prescription**  
  Capability to revise prescription from doctor to speed up prescription fulfilment process
* **Prescription Printout**  
  Print the prescription with informational details that useful for patient to review the drugs they have received.
* **Medical Record Integration**  
  All medications are stored in patients’ electronic medical records
* **Payments**  
  Pharmacy staff can take payments and issue receipts to patients that must pay for their own medications.
* **Integration with Price Engine**  
  Early price identification to avoid prescription cancellation due to the price.

**Bed Management**

* **Bed and Room Catalogue**  
  Provides hospitals with a definitive list to manage all rooms and beds.
* **Bed Management**  
  Easy to register and update the hospital beds with only a few steps. Hospitals can also put pictures of the beds for better information.
* **Room Management**  
  Easy to register and update the hospital rooms with only a few steps. Hospitals can also put pictures of the rooms for better information.
* **Bookings**  
  Provides comprehensive information through a centralized booking system and tracks rooms and beds utilization.
* **Bed Availability Dashboard**  
  The patient can save their time getting the information about rooms and beds availability by quickly look at the dashboard.
* **Data Export Import**  
  Save time when entering or updating the data by using the provided format.

**Warehouse & Inventory**

* **Stock Management**  
  Real-time view of all stock within the organisation means more informed purchasing decisions.
* **Stock Out and Over Stock Prevention**  
  Threshold levels and warnings ensure that stock is always on hand, but staff are prevented from over-ordering stock.
* **Warehouse**  
  Multiple warehouses allow hospitals to manage stock using whatever warehouse configurations make sense to the hospital.
* **Approval Processes**  
  More control on inventory by applying authorisation for any changes on inventory min/max level and purchasing.
* **Expiration Management**  
  Support for “first expired, first out” (FEFO) means that hospitals can avoid wastage from discarding expired stock.
* **Batch Number Tracking**  
  This feature optimize the application of expiration management by utilizing batch number provided by drugs manufacture.
* **Integrated with Other Module**  
  Integration with other modules means that stock is automatically updated without manual entry.

**Healthcare CRM**

* **Enhanced Patient Engagement**

Convenient appointment scheduling and telemedicine options fosters active participation in patient care journey.

Timely reminders for appointments strengthen patient-provider relationships and retains recurring patients.

* **Optimized Operational Efficiency**

Seamless integration with electronic health records (EHR) and other healthcare systems.

Automation of administrative tasks such as billing, insurance processing, and appointment reminders.

* **Personalized Care Delivery**

Personalized care plans, treatment recommendations, and targeted health education initiatives are provided.

* **Improved Patient Satisfaction and Loyalty**

Seamless and patient-centric experience across touchpoints of care.

Prompt resolution of patient queries and concerns, coupled with transparent communication.

* **Data-Driven Decision Making**

Actionable insights into patient demographics, preferences, and outcomes empower informed decision-making process.

Trends, gaps, and areas for improvement for the healthcare organizations are identified.

**Clinical**

The Clinical domain of Ksatria HMS includes features such as critical care, diagnostic support, emergency, electronic medical record (EMR), outpatients, operating theatre, delivery rooms, and inpatient. It enables seamless information exchange between healthcare providers, ensures coordinated care, reduces errors, and enhances clinical decision-making.

**Critical Care**

* **Familiar Functionality**  
  Critical care functionality is the same as the functionality for inpatient, outpatient and Accident and Emergency
* **Support for HCU, ICU, ICCU, PICU, NICU, Burns and Stroke**  
  Specific features for each critical care unit.
* **Transfer**  
  Easy transfers between units means that patients can be moved faster
* **Discharge Summaries**  
  Upon discharge from a critical care unit, a discharge summary can be produced for ward doctors so that they do not have to read the detailed clinical information entered by the critical care unit.
* **Medical Fee**  
  Billable items can be added automatically to patient invoices

**Emergency**

* **Rekam Medis Elektronik**  
  Informasi klinis mengenai perawatan gawat darurat dapat dicatat dengan lengkap pada RME
* **Fast Assessment**  
  Assessment tools are specifically designed for emergency presentations to streamline data capture
* **Triage and Monitoring**  
  Triage allows Emergency Department staff to prioritise care and monitor all patients in the Department.
* **CPOE**  
  All CPOE functions from the CPOE Module are available, streamlining ordering and order tracking, in a very time-sensitive environment.
* **Streamlined Admissions**  
  Emergency departments can quickly and efficiently admit a patient and transfer them to other services
* **Post Emergency Care**  
  Follow-up care, such as creating an appointment for an outpatient clinic, can be arranged.
* **Medical Fee**  
  In fee-for-service presentations, invoices can be generated, and payment accepted on the spot.

**Outpatient**

* **Specialty Specific History**  
  Each patient has a full EMR but clinicians in outpatient clinics can easily view the information that relates to their specialty.
* **Single Page Application**  
  Allowing doctors that work in all parts of the hospital to work with a consistent, familiar user interface wherever they happen to be working.
* **Collaboration Examination between Doctors & Nurse**  
  The clinicians will have full report of doctors and nurse examination notes
* **Automatic Body Mass Index Calculation**  
  Speed up the clinical information data collection.
* **Pain Scale & Fall Risk Variation**  
  Provide comprehensive pain scale & fall risk variation between adult and children.
* **Standardize Examination**  
  Using standard SOAP across examination.
* **Nursing Diagnostic**  
  To record nurse examination. To configure nursing diagnose to allow adding more nursing diagnostic (done per hospital)
* **Multiple Patient Treatment**  
  Doctor can easily move to other patient data without leaving current windows.
* **Prescription Orders**  
  Ordering medications (e-prescribing) means that patients’ medications are ready to be picked up when they visit the pharmacy.
* **CPOE Order**  
  Ordering pathology, radiology and other diagnostic tests electronically
* **Streamlined Admissions**  
  Clinicians can quickly and easily admit a patient from an outpatient clinic into the hospital
* **Follow-up and Referrals**  
  Referrals to other outpatient clinics and follow-up appointments can be created quickly and easily
* **Order Tracking**  
  Physicians can track the status of all their orders
* **Medical Fee**  
  In fee-for-service presentations, invoices can be generated, and payment accepted on the spot
* **Medical Certificate**  
  Sick Leave, Restricted Duty, Medical Attendance
* **Supporting Document**  
  Attach important documents of the patient for additional information.
* **Discharged Summary**  
  Capability to discharged patient based on different discharge type, for easy reporting.
* **Visit Status**  
  Monitor the patient progress on receiving the service is essential.
* **Important Notes**  
  Provide excellent services by knowing the patient.
* **Print Examination**  
  Print medical resume for various purposes.

**Delivery Room**

* **Admissions and Bookings**  
  Inpatient beds and delivery rooms can be pre-booked in advance to give hospitals a more accurate picture of hospital occupancy
* **All Stages of Pregnancy**  
  Comprehensive care plans and checklists for all stages of pregnancy
* **Partograph**  
  Nurses can monitor progress of a patient’s labour to identify any deviations from clinical norms.
* **Newborn Details**  
  Recording detailed information on new-borns allows hospitals to produce detailed reports on births in the hospital.
* **Obstetrics and Gynecology History**  
  Patients’ full history can be entered manually, and current/future pregnancies will automatically be visible in the EMR

**Diagnostic Support**

* **Examination Group & Item Configuration**  
  Provide the flexibility in configuring examination items based on the hospital needs.
* **Service-Specific Order and Results**  
  Provide diagnostic services support, all orders and results are service-specific.
* **Status Tracking**  
  Doctors can view the status of all their orders.
* **Normal Value Configuration**  
  Provide flexibility in configuring normal value for each diagnostic examination.
* **Automated Charging**  
  Automatic charging means that charges do not have to be added manually to patient invoices.
* **Print Diagnostic Result**  
  Share the information with other in a standardize format.
* **Patient Medical History**  
  Provide comprehensive information about past examination history that may be  required during the examination.
* **Export & Import**Save time when entering or updating the data by using the provided format.

**Electronic Medical Record**

* **Electronic Medical Record**  
  The EMR consolidates all patient clinical information from all of KMS’s clinical modules, giving clinicians a full picture of patients’ clinical history and current health.
* **Paperless**  
  All clinical information is captured and stored electronically.
* **Service Specific Records**  
  Every hospital service and speciality can easily view their own clinical information
* **Data Quality Audits**  
  Complete the clinical coding (ICD-10/ICD-9CM), performed by MR Staff to achieve standard MR audit level.
* **Managing Paper Records**  
  With EMR, helps the MR Staff to quickly search the patient MR hardcopy.

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**Operating Theatre**

* **Patient Flow**  
  The patient flow from inpatient wards, to pre-operation rooms, to operating theatres and finally recovery rooms, can all managed seamlessly.
* **Surgical Information**  
  Ability to record detailed surgical information
* **Pre-Operative Care**  
  Standardised pre-operative procedures, including assessments and checklists.
* **Intra-Operative Care**  
  Recording of all interventions carried out during surgery
* **Post-Operative Care**  
  Recording surgical outcomes, care plans and completing standardised post-operative checklists
* **Complications**  
  Recording surgical complications allows hospitals to monitor quality of care

**Inpatient**

* **Familiar Functions**  
  Has similar functionality to other clinical modules.
* **Clinical Management**  
  Complete treatment data, including doctor and nurse records, electronic orders, observation and monitoring, to drug use will be well documented and integrated with RME.
* **Admission, Discharge, and Transfer**  
  Support the process of admission to inpatient care, transfer between rooms, and discharge of patients.
* **Room Transfer**  
  Patients can be moved to another room or bed easily
* **Referrals and Follow-up Appointments**  
  Making referrals or appointment for follow-up examinations after patient discharge can be done easily.

**IT Core**

At the heart of Ksatrias Hospital Information System is the IT Core, which includes database management, security, system integration, and data analytics. It enables the system to run in the cloud or on premise. The IT Core ensures a robust and secure infrastructure, facilitating seamless communication and data exchange across all modules. It enables administrators to assign roles, access, and language to every user.

**Analytics**

* **Operational reports**  
  Ability to generate operational reports to facilitate the day-to-day processes.
* **Government and regulatory reports**  
  Provision of mandatory/statutory reports in compliance with government regulations.
* **Performance reports**  
  Ability to generate performance reports to monitor the performance of each department.
* **Non-functional reports**  
  Ability to generate reports that are not directly related to the operational processes, such as user security access and audit log.

**Security**

* **Role authorization management**  
  Configuration of role access for each user to define the processes they can perform in the application.
* **Audit log**  
  Comprehensive logs of user logins and data changes to track the application usage.

**Dev Ops**

* **Branch Management**  
  Management of the application branch after each release to ensure proper merging of the newly developed featured.,
* **Library update**  
  Constant research to adopt more library into the application, for more advanced features.
* **Framework Update**  
  Periodical upgrade of the application framework for more functionalities.

LIS Integration

The LIS integration provides reliable processing of diagnostic tests, including sample management, result entry, as well as normal test values. The process is also integrated with tariff management and patient billing.

**Configuration**

* **Hospital Group and Branch Configuration**  
  Management of hospital group and branches details to facilitate multi-branch institutions.
* **Reference Data Configuration**  
  Enabling system administrator to properly manage the system behaviour through reference data
* **Account Configuration**  
  Maintain a master data of staffs and users, including their credentials and authorizations.
* **Registration Configuration**  
  Configuration of data that are used in registration processes
* **Pharmacy Configuration**  
  Setting of data related to pharmacy processes, including medicine label format, prescription numbering, and compound medicines.
* **Tariff & Billing Configuration**  
  Ability to manage numbering of invoices and receipts, and to manage merchants data.
* **Patient ID Setting**  
  Enabling system administrator to define the Patient ID formats for general, unknown, and external patients.
* **Purchasing and Inventory Configuration**Configure data related to inventory and purchasing numbering and transaction type.
* **Account and Journal Configuration**  
  Configure account chart, control account mapping, and journal numbering.
* **BPJS Configuration**  
  Configure BPJS related settings.
* **Konfigurasi PCARE**  
  Configure PCARE related settings.

**Data Migration**

* **Data Migration Upon Implementation**  
  Prior to implementation, data migration can be done in a rapid fashion, through data templates and importing process. The system will run validations to ensure that the migrated file format and data are valid.
* **Easy Update of Data**

Once migrated, when the data need updating, they can be exported. Users can then modify them and import them back to the application, without having to update them individually on the screen.

**Financial Integration**

* **Seamless stream of data**  
  Integration with finance system to enable transfer of financial-related data into financial application (Xero)
* **Automatic Journals**  
  Ability to create and track journals from financial transaction (Account Payable, Account Receivable, Cash Management, Fixed Asset, and Inventory), including recurring journal and cost allocation.
* **Full consolidations**  
  Support for consolidations to allow Accounting Staff produce a set of consolidated accounts for all businesses/subsidiaries with minimum effort.
* **Cost allocation**  
  Ability to manage allocation and distribution of costs from cost centre to services and provide profit analysis in all hospital services.
* **Asset Management**  
  Management of fixed assets, from purchasing to acquisition, including asset adjustment/revaluation.
* **Customer management**  
  Ability to manage, maintain, and classify customer profiles, supported with configuration for sales information
* **Inventory management**  
  Intake and output of inventory items are tightly monitored, with integration to purchasing module to facilitate procurement process, integrated with supplier data.
* **Financial statement**  
  Data gathered from the integration will result in a financial statement to show how the hospital operated financially within a period.

**RIS Integration**

RIS integration facilitates the examination process in radiology services, including result entry and interpretation, as well as attachment of imaging results. The process is also integrated with tariff management and patient billing.

**Commercial**

The Commercial domain of Ksatrias HIS is dedicated to financial management and revenue cycle optimization.  Hospitals can maximize revenue, reduce billing errors, and enhance financial transparency.

**Purchasing**

* **Approvals**  
  To maximize the control process by setting the approval steps before processing the purchasing order.
* **Receipt Management**  
  Ability to manage goods received, including multiple partial deliveries.

**Claim**

* **Health Benefit Providers**  
  A reference list of health benefit providers and their plans/benefits allows hospital staff to quickly and easily answer eligibility questions from patients.
* **Eligibility Verification**  
  Verifying patients’ eligibility for government insurance rebates eliminates the risk of patients not being able to pay their invoices.
* **BPJS Claim Tracking**  
  Integration with government health insurance systems eliminates manual processes for submitting and tracking BPJS claims.
* **Laporan Klaim Asuransi dan Perusahaan**  
  Membantu pembuatan tagihan klaim ke asuransi dan perusahaan.
* **Export & Import**  
  Save time when entering or updating the data by using the provided format.

**Supplier**

* **Supplier Information**  
  A master repository of supplier information means the organization always has the correct information for all suppliers.

**Cashier & Patient Billing**

* **Multiple Payment Types**  
  Patients can pay for services with any combination of cash, credit cards and insurance claims.
* **INACBG integration**  
  To get the information about BPJS benefits limit quickly and accurate from inside KMS.
* **VAT Support**  
  Full support for Value Added Tax (VAT) means that hospitals can account for VAT with minimal effort and ensure tax compliance.
* **Patient Payment Receiving**  
  This brings the easiness for receiving payment from the patient for any purposes
* **Patient Refund**  
  Ensure that the patient can have the refund quickly.
* **Support for Full Revenue Cycle**  
  Down payments, invoices , payments and refunds can all be done in one place, reducing the administrative effort of revenue collection
* **Integration with Deposit**  
  Easily retrieve deposit information to be used for patient payment.
* **Invoice Printing**  
  The hospital staff and the patient can print the invoice with various format
* **Automated Billing**  
  Automatic creation of invoices upon registration , including charging of the pre-configured items.
* **Insurance/Company Eligibility and Coverage**  
  Comprehensive details of the patient’s eligibility for insurance provider or company’s provision of health care. Coverage for each item is automatically calculated, based on the benefit plan.
* **Invoice & Receipt Merging**  
  Enabling users to merge invoice and receipts for more efficient documentation, with less paper usage.
* **Integration to Tariff Management**  
  Prices on the invoices are shown based on the price scheme that matches the defined criteria of patient type, payment type, provider, and treatment class.
* **Surcharge Calculation**  
  Additional charge is incurred and automatically calculated for payments with debit or credit cards.
* **Non-Patient Invoice**  
  Creation and payment of invoices for processes outside of patient care, maximizing the hospital’s income.

**Tariff Management**

* **Pricing Component**  
  Enable hospital to configure the tariff component to identify the compensation distribution.
* **Product and Services Catalogue**  
  Centralised pricing for all hospital products and services ensures accurate and consistent patient invoices.
* **Tariff Packages**  
  Grouping of tariff items into packages, to speed up charging process and ensure adherence to standard treatment costs.
* **Room Regulation**Enabling the hospital define rules of automatic calculation and charging of inpatient bed usage
* **Tariff Schemes & Rules**  
  Enable the hospital to have different tariffs based on the treatment class, benefit plan, or other criteria defined by the hospitals.
* **Tariff Definition**  
  Will help the hospital to create and update the tariff for each price scheme, by applying formulas for calculation.
* **Tariff Data Export Import**  
  Save time when entering or updating the data by using the provided format.

**Dashboard**

* **Data Visualization**  
  Clinical and hospital statistical data are visualized into graphical dashboard for easier monitoring and tracking
* **KPI monitoring**

Ability to help hospital management and directors to monitor key performance indicators that include, but not limited to:

* + Average Length of Stay
  + Bed Occupancy Ratio
  + Bed Turn Over
  + Outpatient Visit Rate
  + Turn Over Interval
  + Barber Johnson Graph
* **Other performance indicator monitoring**  
  Ability to facilitate tracking and monitoring other performance indicators in the hospital