



Operation & Maintenance Solutions

Includes many creative ideas that make it easy to accomplish work. Focused on: Communications, Operations, Quality, Back support, Finance, Healthcare and beyond traditional !



Adaptable – Expandable – Customizable – Bilingual - Bio-Medical – General - ERP- HIS



Steady Solutions  
steadysolutions-jo.com



Operation & Maintenance Solutions



## Descriptions :

**OM** is a single-source system which provides customers with flexible, reliable, and customizable solutions. Our innovative and creative techniques are developed precisely to fit customers' needs and simplifying information and driving better decisions.

**OM** was designed for the use of Hospitals, Commercial Companies, Healthcare Providers, Institutions, Service Providers and Factories.

**OM** is a powerful database system adaptable and expandable to any necessities and requirements, complies with international standards as well as local rules and regulations.

**OM** was developed by seniors in Clinical Engineering, Quality officers and programmers. It was developed since year 1995 and has been used by many sites in the region. Continuous improvements and upgrades have been achieved on the program since first release in 1998.

### Grades:

Our company provides four grades of the Operation & Maintenance program to suite all kind of customers industries from smallest to largest, local and remote areas single and multiple users' environment.

Grades are: **OM<sub>plus</sub>**, **OM<sub>prof</sub>**, **OM<sub>Exp</sub>**, **OM<sub>ERP</sub>** and **OM<sub>HIS</sub>**

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## Specifications :

**Less than 10  
seconds!**

To add an asset using ASM tool

|                 |                                                                       |
|-----------------|-----------------------------------------------------------------------|
| Environment     | : C# and SQL Server.                                                  |
| Client server   | : Local and VPN communications networks.                              |
| Setup           | : Admin can create users names, pass words and admissions.            |
| Login           | : Check for users authorisations, names and date and type of work.    |
| Language        | : Choose the language preferred either Arabic or English at login.    |
| Security        | : Backups, beyond expectation of clients.                             |
| Installation    | : Locally with online support.                                        |
| Attachments     | : Upload as many as wanted of scans files and related documents.      |
| Messages        | : Automatically send messages to managers.                            |
| Notification    | : Automatically send notifications for approval.                      |
| Send by E-mail  | : Send your reports directly from system to your e-mail contacts.     |
| Export          | : Export data or reports to many kind of format.                      |
| Import          | : Import data from excel sheets of same data type.                    |
| Approvals       | : Managers can accept or reject work done when receive notifications. |
| PM Scheduling   | : Auto creation for PM schedule and PM jobs.                          |
| PM Instructions | : Include the recommended EPM instructions.                           |
| License         | : From one year agreement to a defined period to unlimited.           |
| Dynamic         | : Create your own reports by picking the preferred fields.            |
| ASM             | : Save time to repeat data for other same equipment.                  |
| Barcoding       | : Generate, print and read barcodes for all assets.                   |
| Codes           | : The Majority of codes are automatically generated.                  |
| Help File       | : Quick user guide displayed on screen if needed.                     |



# OM Plus

**Based on international standards keeping in mind regional requirements**





## Index file :

Used to quickly locate and linked data without having to search every row in a database. The purpose of storing an index is to optimize speed and performance in finding relevant documents.

Without an index, same data will have to be inserted in many locations in the database which would require considerable time and storage.

In any industry type of work, there are always fixed data and variable data as well.

In this module customers can list fixed data once in a life and implement them in other modules where ever needed.

## Equipment & Asset Management :

This module is the core of the system; the equipment and asset profile includes all fields to comply with international standard as well as local and regional requirements.

The profile was designed to manage the: Must, Highly recommended and the related data.

We focused on advanced technical elements and criteria's on top of the traditional fields to control pieces of equipment's from all angles, such as: MEL, WOP, TP, RF etc.....

It enables customers to identify, track, locate, and analyze assets by compiling data, such as location, cost history, warranties etc....

## Work orders and repair :

Designed to manage all kind of job orders, from CM, Installation, Training, etc...,

calculate failure period and down times and compare them with reference tolerance period.

Send auto messages to managers for HI-risk equipment and urgent requests by the time of generating the work order.

Analyze the repair cost per single work order include man power as well as the spare parts.

## Preventive Maintenance :

Designed to manage all preventive maintenance from scheduling to achievement of work load. Auto generation of PM Jobs for all types: Daily, Weekly,

Monthly, Two Months, Quarterly, 4months, Semi-Yearly and Yearly.

Re-scheduling of PM jobs can be done in case of delay in completion for particular equipment. Generates many different kind of reports.

## Stock Control :

Provides the tools and processes to optimize stock levels and reduce obsolescence.

Measures the balance between supply and demand, adding and issuing new quantities, balance display. Auto link between issue voucher and the CM work order and PM jobs.

Manage items movements, monitor below re-order levels, grouping, manufacturers and suppliers.







# OM Prof

Manage operational  
cost and plan ahead





\* Includes All **OM<sup>+</sup>** features

And :

### Sub-Contracts:

This module designed to manage all sub-contracts and classify equipment of high priority based on equipment class. Monitor Contracts cost and compare it with Sub-Contracts budget. Manage PM jobs for all pieces of equipment in the contract period.

### Purchasing:

This module manages the circle of purchasing for all kind of materials, starting from RFQ, Supplier Quotations, General Expense and issuing Purchase orders.

Budget management—automates budget setup and the subsequent capture, monitoring, control, and analysis of expenditures.

The module will monitor all kind of purchasing and costs during the day-to-day work and make comparison. Designed according to standard purchasing regulations plus the local requirements.





# OM Exp

Manage and control  
your day-to-day work  
in 360°







\* Includes All  features

And :

### Projects Commissioning :

Automates complex or simple projects from initiation to completion with the ability to organize budgets and manpower.  
Control start and end date, Cost analysis, Man power and materials.  
Record and set up plan to accomplish stages and assigned responsibilities.

### Installation Planning :

This module serves suppliers as well as buyers to plan new installations and avoid unexpected abnormalities. Customers can predefined plan, Vendors and Buyers notice, infrastructure preparation and assign supervisors to accomplish work load.

### Training and Continuous Education :

Continuous learning is part of the employee's functionality.  
This module manages and document the man power load and time involved in giving or receiving training or education as part of quality improvement.  
Preparing training certificates for trainees.





## Cost control Analysis :

Manage and retrieve data from other files regarding equipment cost and depreciated values. CM and PM costs for each piece of equipment and totals are also managed by this module.

## Quality Assurance and KPI :

This is one of the prominent modules of the program where vital signs are reported based on advanced criteria's established. Key performance index were set up according to international standards and automatically reported.

## Dash Board and Benchmarking :

OM dashboards provide interactive visual representations of real-time data, enabling managers to measure and monitor performance. This module display and print live charts and graphs based on the day-to-day work retrieved from other modules. Bench marks are displayed facilitating managers to evaluate employees.

## Equipment Tracking :

Global alerts, inspection release, closing issues, equipment leasing and relocations are all managed in this module.

## Employees Evaluation :

Based on standards elements, here managers can evaluate their staff, find that who are top talented or less effective, Create development plans for employees and many more.

Evaluate!  
Benchmark!  
Improve!

| Employee Name | PI  | RI | Result |
|---------------|-----|----|--------|
| Employee 1    | 100 | 95 | 98%    |
| Employee 2    | 100 | 90 | 95%    |
| Employee 3    | 100 | 85 | 92%    |
| Employee 4    | 100 | 80 | 88%    |
| Employee 5    | 100 | 75 | 85%    |
| Employee 6    | 100 | 70 | 82%    |
| Employee 7    | 100 | 65 | 78%    |
| Employee 8    | 100 | 60 | 75%    |
| Employee 9    | 100 | 55 | 72%    |
| Employee 10   | 100 | 50 | 68%    |





## Archiving system work flow:

- Eliminate paper-based systems.
- Modernize business processes.
- Quick Publishing and distribution.
- Reporting and visibility across your business.
- Supporting research and preserving record for future.
- Archive from documents to images, spread sheets to presentations, even music, movies, and pictures.
- With everything stored in a centralized location, now you can conveniently share files with your staff.

## OPERATION MODULE:

Specially designed for the Saudi MOH where in this module clients can manage the following:

- Operating Contracts: designed to manage and monitor contracts statistically and financially, provide various reports and charts about budgets, consumed, balance, inventory lists by country, region, city, site, type, contractor, valid and invalid etc.

- Monthly Abstracts: clients can use this module to generate the monthly abstract and reports required by Saudi MOH format 1 to 19 in Arabic language. This process is done in one click by the user to print all forms needed for the abstract. This module automatically linked to the operating contracts budgets and by the time of submission and approval the monthly abstract amount will be posted minus from the budget.

- Monthly Abstracts tracking: using this module, clients can track the monthly abstract from the first day of submission to the payment day by MOH. This can be done through a clever tool designed to manage all process done on the monthly abstracts. It also allow clients to monitor on line all the steps that the monthly abstracts went through and can be linked with MOH projects and maintenance.

- Specialised Service providers Approval: This evaluation tools was designed based on MOH requirements to approve service providers based on the number of specialised engineers and legacy. Generate many reports for different criteria.

- Specialised Engineers Approval: This evaluation tools was designed based on MOH requirements to approve engineers and generate reports for different criteria.

- Sub-contracts Approval: This evaluation tools was designed based on MOH requirements to approve sub-contracts for specialised service providers and generate reports for different criteria.

- Hot Sheets: This tool will manage all abnormal work that in need of quick attention and documents all actions done.

- MOH KPI: Designed based on Saudi MOH KPI and generate reports in Arabic language format.

### Monthly Abstract

in few minutes !





## Service provider Evaluation :

This module helps you to evaluate all service providers and sub-contractors based on standard elements. Find who complies with your contracts conditions, rate them H,M,L profile.

## Maintenance protocol Evaluation :

This Module implemented to evaluate work load from technicality to finance, allowing service managers to determine their plan for the following year.

## End user Satisfaction :

No matter if you are working in a hospital or a company, at the end you want to know what your customers think of you. This module helps you to know who are the promoters or the detractors of you clients. Mange hot sheets and control actions.

## Clinical Engineering Learning :

This module contains topics about modern maintenance management courses developed to help service managers and engineers to read and implement **advanced techniques in their day-by-day work. Include the followings:**

- Priorities of equipment inspection
- Quality Assurance for BME
- How to interview BMEs, and BMET,s
- Establishing job description for BME,s and BMET,
- Technicians and engineers evaluation technique
- Hospital renovation technique
- How to establish policy and procedures for BME Department
- How to investigate incidents related to medical equipment
- Equipment replacement and budgeting
- List of reference books and material



**QES Tool !**

Measure the End User Satisfaction.





# OM ERP

**Full solutions !**

Service Delivery customer Satisfactions  
Revenue Growth





## \* Includes All \_Exp features And :

### Sales :

OM sales module enables you to produce forecasts based on sales history, and provides the tools to measure the quality of your forecasts. It predicts future sales based on historic demand and enables you to easily identify those products that contribute the most to your business in terms of sales value, gross profit. This module manages all functionality of sales from issuing quotes, purchase orders, Invoicing and sales forecasting etc...

### Finance :

OM,s powerful financial solutions provide comprehensive and cost accounting functionality to assist in managing all aspects of your assets activities. OM accounts Payable facilitates improved cash flow and relationships with suppliers by providing timely, accurate and efficient control over invoice processing, bill payments and tracking of purchases. OM accounts receivable improves receivables management by facilitating accurate invoice processing and revenue collection as well as efficient credit management.

### Human Resource :

OM helps customers manage hiring new employee, creating goals, keeping motivation, maintaining employee records and execute monthly salary, attendance, leave requests and payroll.

### CRM :

OM allows companies to develop long term relationship with customers. It helps in identifying, understanding and providing better service and improves customer satisfaction. QES acts as a powerful tool for managers to take quick business decisions.





# OM HIS

**Improves Healthcare Management !**  
Reduce treatment cycle to optimal!





**\* Includes All  features  
And:**

### **Patient Registration :**

A Patient Master Index created at the time of initial Patient registration, with updates and delete capability:

- Automatic allocation of patient medical record number with controls to prevent the same number being allocated to more than one patient.
- Automatic production of two embossed plastic identity cards per patient at time of registration.
- Ability to register a new-born baby before the name is decided and subsequently to add the name.
- In-built facility to prevent a patient registering under more than one medical record number.
- Generate Reports regularly include, but not limited to:
  - Master index listing sorted by patient name or number
  - New Registration Listing
- Analysis of registered population based on user defined factors such as age group, sex , etc







## Patient Appointment:

- Ability to make appointments for patients at any clinic up to any period ahead and to amend or cancel the appointments as required. The module has the ability to identify the next free appointment slot and allow the user to either schedule the appointment for this slot or view the future booking status of the clinic to make an alternative selection. The module also allows a patient to have multiple appointments at different clinics on the same day with Medical

Records case notes routed to the first clinic.

- Automatic production of an appointment reminder
- Automatic generation of clinic lists for the appointed patients.
- Ability to record the patient's arrival for an outpatient consultation just by entering his medical record number.
  - bility to handle "walk-in" patients as well as those having booked appointments.
  - Ability to record the outcome of a patient's visit on conclusion of the consultation.
  - Ability to capture key medical data associated with the patient's visit such as:
    - Diagnosis
    - Tests Ordered
    - Drugs Prescribed
  - Automatic grouping of members of the same family
  - Automatic interface to the Patient Master Index
  - Automatic interface to all related systems, e.g:
    - Medical Records
    - Radiology
    - Pharmacy
    - Laboratory
    - Admissions
  - Ability to print out labels for specimen collection purposes, Labels contains the following minimum information:
    - Patient's Name
    - Medical record Number
    - Age
    - Sex
    - Doctor's Name
    - Date
    - Type of Specimen
- A comprehensive, reporting facility, allowing for the regular and on-demand production of statistics and analyses on all aspects of outpatient activity.





## Inpatient Management :

### Admission – Transfer – Discharge

- This module provide ability to capture and record as such "special" admission categories, to be defined by the hospital, including but not limited to:
  - Temporary admissions for patients in early labour
  - Direct labour admissions
  - Executive check-up admissions
- Also the module allow for the subsequent addition at the Nursing Station of information such as :
  - Known allergies and at Risk" indicators
- Automatic interface with Patient Registration System to access patient demographic data.
- Maintain a waiting list for patient admissions
- Room and bed identification and flexible allocation to various medical specialties
- Allow for pre-admission scheduling of rooms and beds.
- Processing of patient admissions, including the following automatic transactions:
  - Deletion from waiting list (if applicable)
  - Updating of census information
  - Printing out "identia bands"
  - Processing of patient transfers between beds/rooms, specialties and/or attending physicians with automatic notification to concerned departments.
  - Module allows process and record temporary absences of inpatients from the hospital.
  - Processing of patient discharges and deaths including updating of bed availability and census information as well as notification to concerned departments.
  - Allow to change pre-admission bookings when beds become unavailable including the automatic notification to clinical and support departments, Changes could be reassignment to different beds or rescheduling to a different time.
  - Provide interface to Patient Billing System to communicate patient's room/board information and details of services rendered for charging purposes.
- Automatic interface to other selected systems e.g.:
  - Medical Records   - Central Doctor File   - Radiology   - Laboratory   - Pharmacy
- Produce scheduled and on-demand census reports, including but not limited to:
  - Daily hospital census   • Daily hospital census by unit
  - Today's admissions and admitting department   • Yesterday's admissions
  - Daily transfers   • Daily new-borns etc...
- Generate periodic and on-demand statistical analyses
- Provide scheduling and work assignment for the Patient Services Staff.





## Medical Records:

- A comprehensive Medical Records System with automatic interfaces to other Patient Management systems for the capture of patient data plus the facility for direct entry of data to the medical records database.
- The system provides a methodology for recording all significant clinical events which occur for a patient.
  - A Discharge abstract facility, providing a summary of a patient episode by diagnosis, procedure and clinician. Data to be both automatically extracted from patient index and event history.
  - Flexible archiving and data deletion procedures based on hospital-defined criteria to support storage of patient data and thereby control the Medical Record Database storage requirement.
- Provide an outpatient report analysing volumes by:
  - Clinic • Sex • Age • Physician • No shows • Diagnosis
  - Automatic generation lists of records required for the next day's Outpatient Clinics.
- The system provides a comprehensive reporting capability both on a regular and on-request basis such reports will include but not limited to:
  - Patient Summary listing: Demographic, adults and new born
  - Physician Summary • Consultation Summary • Death Summary
  - Average length of stay by specialty/physician etc...
- Present data in both tabular and dash-board form
- Provide Electronic Mail Facility





## Nursing Station:

Facilitate a comprehensive management system, capable of providing the full range of automated facilities necessary for the efficient operation of both inpatient and outpatient pharmacies:

- Receive medication orders entered by Physicians and Nursing staff at remote workstations and to print out a hard copy, in user-defined format for processing by Pharmacy personnel.
- Ability to receive written medication orders from Physicians and, once verified by the Pharmacist, entered for processing by Pharmacy personnel.
- Each authorized requester will have a unique password which must be keyed at the time of entering the order and will identify the individual on the order form.
- Amendments may be determined by the Pharmacist and approved by the Physician at any workstation using his unique password.
- Provide automatic generation of labels for patient medications and I.V. bottles.
- Automatic interface to the Materials Management System to reduce stock records whenever an order is processed.
- Maintain a comprehensive Pharmacy patient profile providing the ability to develop a complete medication history for each patient. Allow the Outpatient and Inpatient medication history to be both shown separately and combined into a single profile as required; the capability to generate a "discharge summary" on completion of an Inpatient and / or Outpatient episode.
- Provide archiving of data (e.g. patient profile information) in accordance with user-specified criteria. Transfer data automatically to an archive file when the criteria for archiving have been met, or provide a flag to prompt the user to initiate archiving action.
  - Ability to obtain drug utilization review data by :
    - Department • Nursing Unit • Physician • Pharmacist • Patient Category
  - Comprehensive, flexible reporting capabilities, allowing for user-defined generation of reports containing data gathered from all or a combination of modules in the system. Reports can be printed out on demand or at user-specified frequencies. Such reports include, but not limited to :
    - Consumable cost / use analysis by patient, and / or nursing unit.
    - Inventory stock on hand lists • Inventory issue reports • Reorder lists
    - Usage reports • Projected inventory requirements based on historical usage trends.
  - Automatic interface with other modules for enquiry purposes only, e.g :
    - Order Entry and Reporting • Medical Records • Patient Index • Admissions, Discharges and Transfers • Laboratory • Supplies / Inventory







## Pharmacy:

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  - Medical Records
  - Patient Index
  - Admissions, Discharges and Transfers
  - Laboratory
  - Supplies / Inventory





## Radiology:

- Allow access to the Patient Master Index to obtain basic demographic data, and / or to positively identify a patient whose Medical Record Number is unknown.
- Ability to record and update Radiology patient information and examination history.
- Automatic retention in the system of details relevant to a patient's last Radiology procedures, with the facility to archive
- Facilitate a "flag" on all appropriate screens to indicate the existence of active Radiology data for a particular patient.
- Ability to receive X-Ray orders generated by Nursing and other staff.
- Allow appointment scheduling system with the following minimum capabilities :
  - Establishment of a master record containing the rota schedule for each test procedure rules, appointment length, etc.
  - Ability to book patients for specific procedures up to open period.
  - Automatic identification of the next available appointments.
- Ability to record a patient's arrival, the procedures undertaken and the disposition of the patients.
- Automatic production of lists of appointed patients at a user-specified time in advance.

## Laboratory:

- This module provides a comprehensive Medical Laboratory Management System capable of supporting the following disciplines:
  - Haematology • Biochemistry • Microbiology (with Parasitology) • Immunology • Blood Bank
- Allow to accept orders or Laboratory tests entered on line from remote work stations (in wards, outpatient clinics, etc.)
- Provide access manual entry of test results by Laboratory Technicians
  - so results entered will be required to be printed out and verified prior to being made accessible to on-line enquiries.
- Verified results will be printed out on multi-part stationery, to include copies for Medical Records, Laboratory, etc.





- Automatically signal test results which are "abnormal" (i.e. outside a user-defined range of acceptability) and to report normal reference range according to the age and sex of the patient.
  - The Laboratory module interface with other modules such as:
    - Medical Records
    - Patient Index
    - Admissions, Discharges and Transfers
    - Outpatient Clinic Management
    - Pharmacy
    - Materials Management
  - Allow for off-line archiving of data in accordance with user-specified criteria and capable of being accessed, analyzed and presented in summary and cumulative form for Quality Assurance, research and statistical purposes.
  - Ability to support the use of bar-coding for the reading of specimens and identifying them to the patient.
  - Capable of maintaining a list of blood donors, updating and retrieve donor names, locations and contact date by blood type, area of the donor.
    - Maintain a record of all specimens taken into the clinical Laboratory for examination and produce from that a control log. The control log module should allow selective reporting of specimens and results on demand by time, type of specimen, result or other user-defined criteria.
- Operating room, Anaesthesiology, Respiratory care service and Intensive care:
- Allow enquiry access to data in other modules such as:
    - Laboratory for test results
    - Pharmacy for medication orders
    - Medical Records
    - Materials Management
  - Anaesthesia and Intensive Care request scheduling for :
    - Pre-operative assessment scheduling
    - Anaesthesiology consultation requests
    - Intensivist consultation requests
  - Ability to receive physician orders from any area within the hospital.
  - Automatic interface to the Patient Billing function.
  - Ability to generate reports to serve staff work schedules, per patient location.





## Operating room, Anaesthesiology, Respiratory care service and Intensive care:

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  - Pharmacy for medication orders
  - Medical Records
  - Materials Management
  - Anaesthesia and Intensive Care request scheduling for :
    - Pre-operative assessment scheduling
    - Anaesthesiology consultation requests
    - Intensivist consultation requests
  - Ability to receive physician orders from any area within the hospital.
  - Automatic interface to the Patient Billing function.
  - Ability to generate reports to serve staff work schedules, per patient location.

## Physio Therapy:

- Generate monthly statistical reports by number of patients, number of services rendered, types of therapies and modalities.
- Allow statistics regarding numbers of visits and treatments.
- Track active list of rehab patients by start / end date and average length of stay.
- Schedule patient for Physical Therapy visits with ability to override.
- Interface with nursing for patient scheduling.
- Interface with finance for billing purposes.







## Emergency Department:

- The module is both a workflow and a data collection tools designed to capture real-time information about patients present to an emergency department and capture key information including but not limited to:
  - Patient identity such as date of birth, address, occupation etc.
  - Insurance status
  - Admission time
  - Mode of arrival (e.g. ambulance, private transport)
  - Treating medical professional
  - Primary diagnosis
  - Outcome (i.e. admitted to hospital or discharged)
  - Discharge and departure date
  - Generate performance and management various reports. such as:
    - achievement of Activity Service Targets for ER attendances
    - percentage of ER patients admitted, transferred or discharged
    - percentage of unplanned re-attendances
  - Links to central registration system module which record each patient's demographics (e.g. name, home address, date of birth) and all patient contacts with the hospital, both outpatient and inpatient.
  - Prevent unauthorised or inappropriate changes and track after the initial entry of data by implementing user authentication for each staff member and logging their activities
    - Manage Nurse and Physician tasks as well. Nurses use the system to register the patient if the patient's registration information may not be retrieved from the central database. The physicians utilize the system to view the patients' records and enter the patients' treatment data or update any patient data and also follow up the patients' conditions.
  - To avoid making errors in manual data entry, the module interface designs using pop-up menus and checkboxes which will save time and also minimize typing errors.





## Food and Nutrition Services:

- Patient Care
  - Receive notifications of Admissions, Discharges and Transfers (ADT) including patient's name, room / bed number, date, time, age, sex and primary diagnosis.
  - Automatically receive new, current and old diet orders entered at the nursing stations.
  - Receive lists of patients who are "NPO" (i.e. not permitted nourishment by mouth)
  - Allow access to an electronic mailing system in order to send and receive text messages relating to the release of hold orders, NPO trays, nourishments, etc.
- Print patients' menu labels and print the complete menu
- Administrative management:
  - Facilitate financial accounting capability, allowing food and nutrition service costing calculation.
  - On-line access to the Supplies System for order transmission and enquiries.
- Generate staff work schedules based on user-specified criteria.

## House Keeping:

- Allow to input at any terminal through Order Entry and Reporting System, room status:
  - Patient discharged / room available for cleaning    - Room cleaned
  - Cleaning inspection performed / outstanding work required
  - Cleaning inspection performed / room available
- Send notification when porter is required for patient admission, including information such as assigned bed number, sex and assist required.
- Make on-line enquiries into the Admissions, Discharges and Transfers System to obtain patient census and room assignment information.
- Develop and control schedules for the department's workforce, based on a week by week cycle and shifts, seven days per week
- Maintain inventories of Housekeeping cleaning supplies
- Access Fixed Asset, Preventive and Corrective Maintenance Records within engineering Services System, for Housekeeping and Porter equipment.





## Sterilization:

### CSSD – Laundry

- The Module manages the Central Sterile Supply Department (CSSD) in which medical/surgical supplies and equipment, both sterile and cleaned, prepared, processed, stored, and issued for patient care.
- Monitor the sterilization cycle as:
  - Decontamination area
  - Assembly and packaging area
  - Sterile storage area
  - Distribution area
- Linked to nursing station for on-line connections with concerned department.
- Automatic notification of patient levels each morning.
- Maintain inventories of laundry and linen items and chemical supplies
- Maintain records of Planned Preventive Maintenance on laundry equipment
- Provide reporting facility for analysis of data such as chemical usage, amount of daily laundry processed, cost of consumables, cost of replacement linen, losses incurred monthly etc.
- Access to Materials Management System for re-order and enquiry purposes.





## Patient Billing:

Hospital billing process sounds simple! But it's really a complicated and crucial component for hospital management. The process begins when a patient arrives to the hospital for diagnosis and treatment until the patient's departure, all of the services and items provided are recorded to patient's account. The module linked with others section and track all needed information to generate patient bill such as:

- Patient demographic information
- Insurance information
- Diagnosis and procedure codes
- Itemized charges for each procedure.

### Features:

- Easily create invoices
- Customize invoices including logo, heading text..
- Save or send invoices by E-mails
- Automatically send statements to patients/insurance company with overdue payments
- Supports multiple tax rates where required
- Generate, view and print reports for unpaid invoices, payments.
- Keep track of patients payment history records
- Customised templates to match your business.







## Occurrence Various Report (OVR):

- This module Record – Analyse – Report an unusual event which adversely affects or threatens the health or life of patient, visitor, employee which involves loss or damage to personal or hospital property. Used for quality improvement.
- Document the details of the occurrence/event and the investigation of an occurrence and the corrective actions taken.
- Manage the five stages of OVR:
  - Occurrence details filled by employee who discover an occurrence
  - Automatically supervisor notification
  - Physician follow up
  - Action taken filled by concerned /involved department
  - TQM action and Comments
- Classify “Sentinel Event” which involving death or serious physical, or the risk thereof, not related to the natural course of a patient’s illness such as:
  - Suicide
  - Homicide
  - Surgery on the wrong patient or body part
- Create OVR log sheet in line Quality Assurance module.

## Medical Library:

• The Library module is a full-featured library system. It is easy for library patrons and hospital staff. You can explore the entire system with just a few mouse clicks, behind the simple interface a powerful database engine capable of maintaining millions of records.

• Features:

- Acquisition Management
- Barcoding
- Circulation Management
- Fee Collection
- labour Management
- Shelf Management
- Quick Search





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## Crystal reports:

This is the central pool for all kind of reports mentioned in the previous modules. Enable users to select from a variety of predefined reports including assets, work orders, materials, PM schedule, PM achievement, purchasing, budget analysis, projects, and commercial services etc....

An advanced reporting module is also available, which meets a variety of requirements by choosing dynamic reports.

This advanced reporting module provides customers with the ability to create fully customized reports that best meet their specific needs.

## Common Features :

### Barcoding :

Providing increased mobility and streamlines the tracking and relocating of assets. Generate, Print and Read barcodes for all assets.

### Security and Data Protection :

OM incorporates a number of facilities aimed at preventing unauthorized access and ensuring authentication.

The entire system is protected by different security levels and access controls, including operator logins and passwords .

The operator access to program is restricted according to defined roles. Customers can maintain segregation of duties and enable the traceability of activities through audit logs.



**Dynamic Tool**  
used to create customized reports that best meet your needs



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## Advantages :

### 5 Programs in one Solution !

English - Arabic - Bio-medical - General

- **OM**

Is the only available EMS that has teaching module for clinical engineers.

- **OM**

Is designed to work bilingual A/E.

- **OM**

Is the only available EMS that works for Bio-Medical AND/OR General Maintenance.

- **OM**

Is one of the few programs that include QA module.

- **OM**

Includes a financial module for cost/revenue analysis.

- **OM**

Is designed according to international standards keeping in mind the regional requirements.

- **OM**

Generates more than 300 different kinds of reports.

- **OM**

Easy to operate, expandable and flexible for customization.

- **OM**

Data security beyond expectation of clients.

- **OM**

Include Barcoding and inventory control module.

## Unique features :

- **Projects Commissioning.**
  - **Installation Planning.**
  - **Sub-contracts Planning.**
  - **Training Courses Management.**
  - **Purchasing: RFQ, PO, General expenses,**
  - **Cost Control: CM, PM, Asset Depreciation**
  - **Quality Assurance and KPI.**
  - **Clinical Engineering Learning.**
  - **Employee Evaluation.**
  - **Service Provider Evaluation.**
  - **Maintenance Protocol Evaluation.**
  - **Implementation Special requirements for Arab Countries .**
  - **Customizations based on customer needs .**
  - **Advanced maintenance Indicators.**  
Tolerance Period, Max Expenditure Level and WO priority coding.
- Commercial version: quotations, invoicing and accounting etc.....**



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Grades :

**Suits all Customers !**

Capacity  
Healthcare  
Commercial  
Institutions  
Industry etc..

|                                        | OM Plus | OM Prof | OM Exp | OM ERP | OM HIS |
|----------------------------------------|---------|---------|--------|--------|--------|
| Index Profile                          | ✓       | ✓       | ✓      | ✓      | ✓      |
| Crystal Reports                        | ✓       | ✓       | ✓      | ✓      | ✓      |
| Barcodes                               | ✓       | ✓       | ✓      | ✓      | ✓      |
| Equipment & Asset Management           | ✓       | ✓       | ✓      | ✓      | ✓      |
| Work Order Repair                      | ✓       | ✓       | ✓      | ✓      | ✓      |
| Preventive Maintenance                 | ✓       | ✓       | ✓      | ✓      | ✓      |
| Stock Control                          | ✓       | ✓       | ✓      | ✓      | ✓      |
| Sub Contracts                          |         | ✓       | ✓      | ✓      | ✓      |
| Purchasing                             |         | ✓       | ✓      | ✓      | ✓      |
| Projects Commissioning                 |         |         | ✓      | ✓      | ✓      |
| Installation Planning                  |         |         | ✓      | ✓      | ✓      |
| Training and continuous Education      |         |         | ✓      | ✓      | ✓      |
| Cost Control analysis                  |         |         | ✓      | ✓      | ✓      |
| Quality Assurance                      |         |         | ✓      | ✓      | ✓      |
| Key Performance Index                  |         |         | ✓      | ✓      | ✓      |
| Benchmarking                           |         |         | ✓      | ✓      | ✓      |
| Dashboard                              |         |         | ✓      | ✓      | ✓      |
| Equipment Tracking                     |         |         | ✓      | ✓      | ✓      |
| Engineers Evaluation                   |         |         | ✓      | ✓      | ✓      |
| Service Provider Evaluation            |         |         | ✓      | ✓      | ✓      |
| Maintenance Protocol Evaluation        |         |         | ✓      | ✓      | ✓      |
| End User Satisfaction                  |         |         | ✓      | ✓      | ✓      |
| Archiving                              |         |         | ✓      | ✓      | ✓      |
| OM Live                                |         |         | ✓      | ✓      | ✓      |
| Monthly Abstracts                      |         |         | ✓      | ✓      | ✓      |
| Monthly Abstracts tracking             |         |         | ✓      | ✓      | ✓      |
| Specialised Service providers Approval |         |         | ✓      | ✓      | ✓      |
| Specialised Engineers Approval         |         |         | ✓      | ✓      | ✓      |
| Sub-contracts Approval                 |         |         | ✓      | ✓      | ✓      |
| Hot Sheets                             |         |         | ✓      | ✓      | ✓      |
| Clinical Engineering Learning          |         |         | ✓      | ✓      | ✓      |
| Sales                                  |         |         |        | ✓      | ✓      |
| Finance                                |         |         |        | ✓      | ✓      |
| Human Resource                         |         |         |        | ✓      | ✓      |
| CRM                                    |         |         |        | ✓      | ✓      |





Operation & Maintenance Solutions



Grades :

**Suits all Customers !**

Capacity  
Healthcare  
Commercial  
Institutions  
Industry etc..

|                      | OM Plus | OM Prof | OM Exp | OM ERP | OM HIS |
|----------------------|---------|---------|--------|--------|--------|
| Registration         |         |         |        |        | ✓      |
| Appointment          |         |         |        |        | ✓      |
| Inpatient Management |         |         |        |        | ✓      |
| Medical Records      |         |         |        |        | ✓      |
| Nurse Station        |         |         |        |        | ✓      |
| Pharmacy             |         |         |        |        | ✓      |
| Laboratory           |         |         |        |        | ✓      |
| Radiology            |         |         |        |        | ✓      |
| Emergency            |         |         |        |        | ✓      |
| OR                   |         |         |        |        | ✓      |
| ICU                  |         |         |        |        | ✓      |
| Physiotherapy        |         |         |        |        | ✓      |
| Sterilization        |         |         |        |        | ✓      |
| Housekeeping         |         |         |        |        | ✓      |
| Medical Library      |         |         |        |        | ✓      |
| Patient Invoice      |         |         |        |        | ✓      |



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## KPI:

Max, Min and average DT .  
PM performance meter .  
MEL .  
Man power load .  
MTBF .  
Maintenance - V - Equipment cost .  
Repair Performance .  
And many more ...

## Beyond Traditional:



## Communications:

Working environment: C# and SQL Server .  
Local and VBN networks .  
Sends automatically messages to managers .  
Sends automatically notifications .  
Send by E-mails .  
Insert from Emails .  
Export and Import data .  
Managers Approvals .  
Dynamic Reports .



## Quality Control:

Manage QA Criteria :

- User Errors
- Incidents Related to Equipment
- Misused
- Missing
- DT- V - TP
- Due PM failure
- No. of failure per equipment

Manage High Priority Equipment .  
Manage High Risk Equipment .



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## Benchmarking :

Black, White OR Gray .  
Repair .  
PM .  
Employee .  
Service Provider .  
And many more ...



## Cost Management :

Asset cost .  
Depreciated Value .  
Man Power .  
Repair cost .  
PM cost .  
Parts consumption .  
Revenue growth .  
And many more ...



## Evaluation :

Employees :  
- Contract Review  
- Less Effective  
- Highly Valued  
- Top Talent  
Service Providers :  
- Bad  
- Low  
- Moderate  
- High  
- Excellent  
And many more ...



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Optional :



OM<sub>cust</sub>

All customers need a good process for managing information. A smart business strategy includes having adequate solutions to manage, develop, communicate and collaborate with partners and stakeholders. If you are seeking a custom software solution for a specific need? Steady Solutions can shape technology to suit your business. OM<sub>cust</sub> is created to fit unique business requirements by choosing the appropriate module from our solutions features

- Index Profile
- Crystal Reports
- Barcodes
- Equipment & Asset Management
- Work Order Repair
- Preventive Maintenance
- Stock Control
- Sub Contracts
- Purchasing
- Projects Commissioning
- Installation Planning
- Training and continuous Education
- Cost Control analysis
- Quality Assurance
- Key Performance Index
- Benchmarking
- Dashboard
- Equipment Tracking
- Engineers Evaluation
- Service Provider Evaluation
- Maintenance Protocol Evaluation
- End User Satisfaction
- Clinical Engineering Learning
- Sales
- Finance
- Human Resource
- CRM
- Registration
- Appointment
- Inpatient Management
- Medical Records
- Nurse Station
- Physicians
- Pharmacy
- Laboratory
- Radiology
- Emergency
- OR
- ICU
- NICU
- Physiotherapy
- Sterilization
- House Keeping
- Library
- Health Insurance
- Patient Invoice



With over **100 sites** implemented in the region our services team is passionate about supporting you from day one. We have extensive knowledge in a variety of professional services: **project management, integration, training, data migration and technical support.**

This expertise along with our online Services monitoring your system, you can feel confident choosing **Steady Solutions** as your partner in **ERP management&HIS Solutions** Our support team are dedicated to keeping you up and running at peak performance to constantly improve the quality and utility of your digital solutions.



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