Learning from the Trenches in Singapore

Aug 29th 2025

Hospital Operations & Provider Efficiency

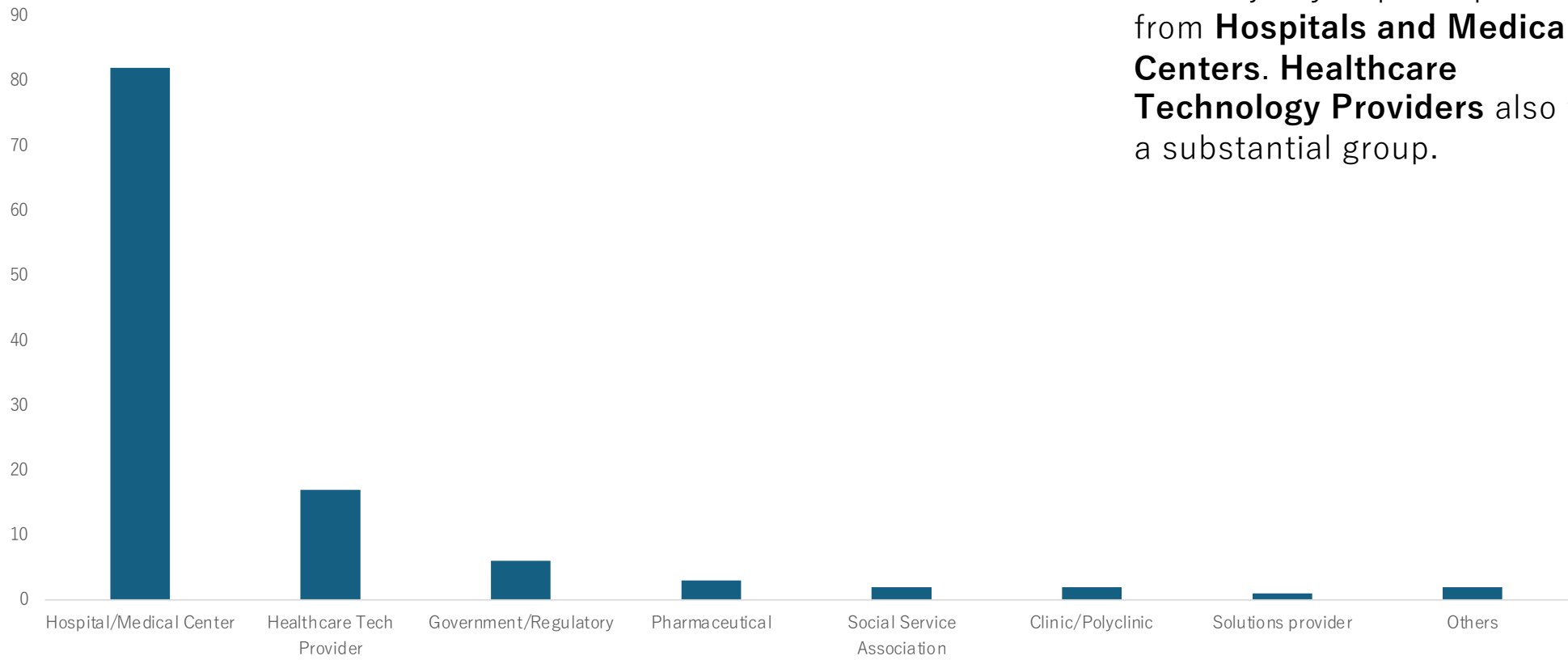
Share stories from Japan and learn about opportunites for Disha to provide near-term benefits and tangible wins at the edge of care in Singapore - Opportunities which are low-resistance, high-impact scenarios which can pave the way to build a useful, accessible, and scalable system that adapts to the habits of providers.

Because

"Happy Providers make Happy Patients"

Long-tail distribution of the workshop participants

Sector-wide interest

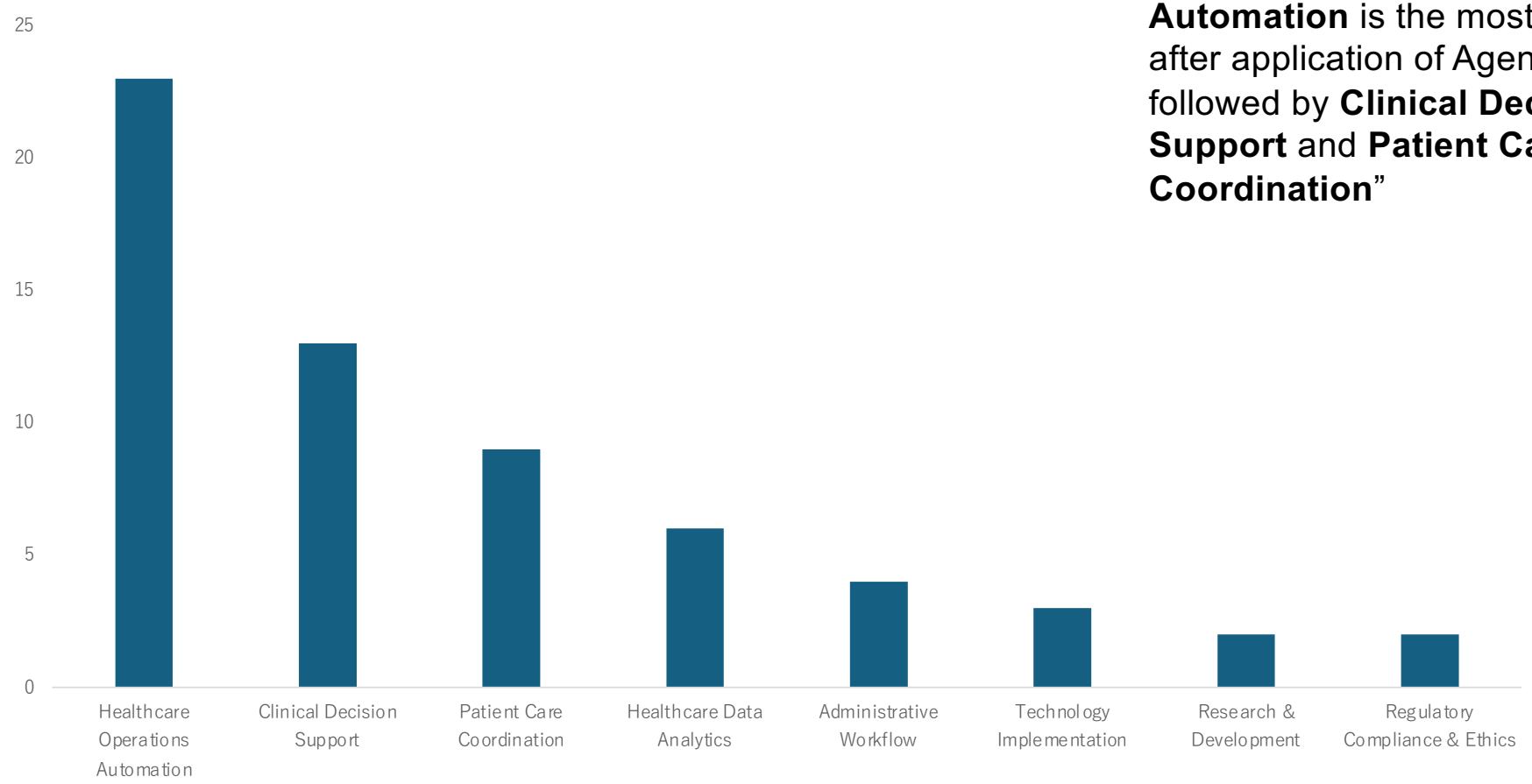


Interest across the entire healthcare value-chain

The majority of participants are from **Hospitals and Medical Centers**. **Healthcare Technology Providers** also form a substantial group.

Long-tail distribution of the participant interest

Key Areas of Interest in Agentic AI



“Healthcare Operations Automation is the most sought-after application of Agentic AI, followed by **Clinical Decision Support** and **Patient Care Coordination**”

Stories from the stations

Keio University Hospital

Keio University is an academic medical science center and tertiary medical institution affiliated with Keio University, and is a long-established university hospital in Tokyo, celebrating its 125th anniversary.

Location: Tokyo, Japan
Number of Beds: 1071

The CMRI hospital in Kolkata

A well-known private hospital in Kolkata and was established by the CK Birla Group.

Hospital: CMRI (Calcutta Medical Research Institute)

Location: Kolkata, India
Number of Beds: 440

The SRM Medical College Hospital & Research Centre

The hospital has a total of 1,590 beds dedicated to tertiary care, with some sources also listing 1,540 beds (1,290 teaching beds and 250 non-teaching beds)

Location: Chennai, India
Number of Beds: 1590

Keio University Hospital

慶應義塾大学病院

業種　：医療

病床数：950床（2023年4月現在）

患者数：外来患者数 延べ人数：836,773人 / 1日平均：3,088人
入院患者数 延べ人数：283,696人 / 1日平均：777人
（2021年度）

目的　同意書や紹介状などの紙の診療諸記録を電子化し、電子カルテとひも付けることで医療現場を支える。

対応　スキャンセンターにA3フラットベッド付きモデルのスキャナーなど4台、医療連携推進部にA4モデルのスキャナーなど5台、臨床検査科にA4高速スキャナー1台を導入。

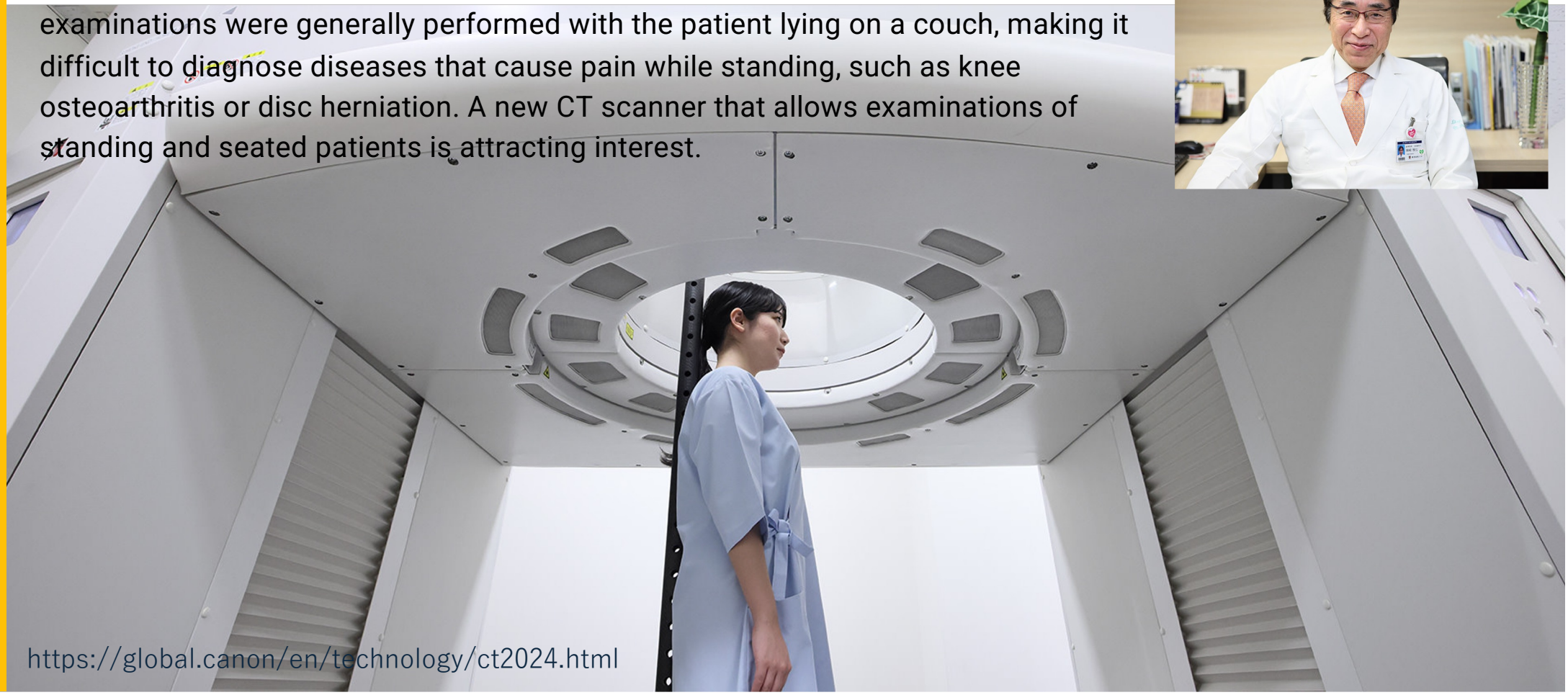
効果
- 電子カルテから診療諸記録の参照が可能になり、病院全体で共有
- 紙の診療諸記録をe-文書法に沿った電子データとして保存、さらに管理や検索にかかる業務負荷を軽減

A CT system for scanning standing patients

Keio University Hospital

Canon Global

A CT scanner uses X-rays to obtain cross-sectional images of the body, enabling visualization of lesions just a few millimeters in size within the body. Until now, examinations were generally performed with the patient lying on a couch, making it difficult to diagnose diseases that cause pain while standing, such as knee osteoarthritis or disc herniation. A new CT scanner that allows examinations of standing and seated patients is attracting interest.



https://global.canon/en/technology/ct2024.html

Creating a seamless workflow from sample application to reporting

https://www.bd.com/ja-jp/videos/bd-kiestra-story-keio-univ-interview-full-version

EHR + Scanner

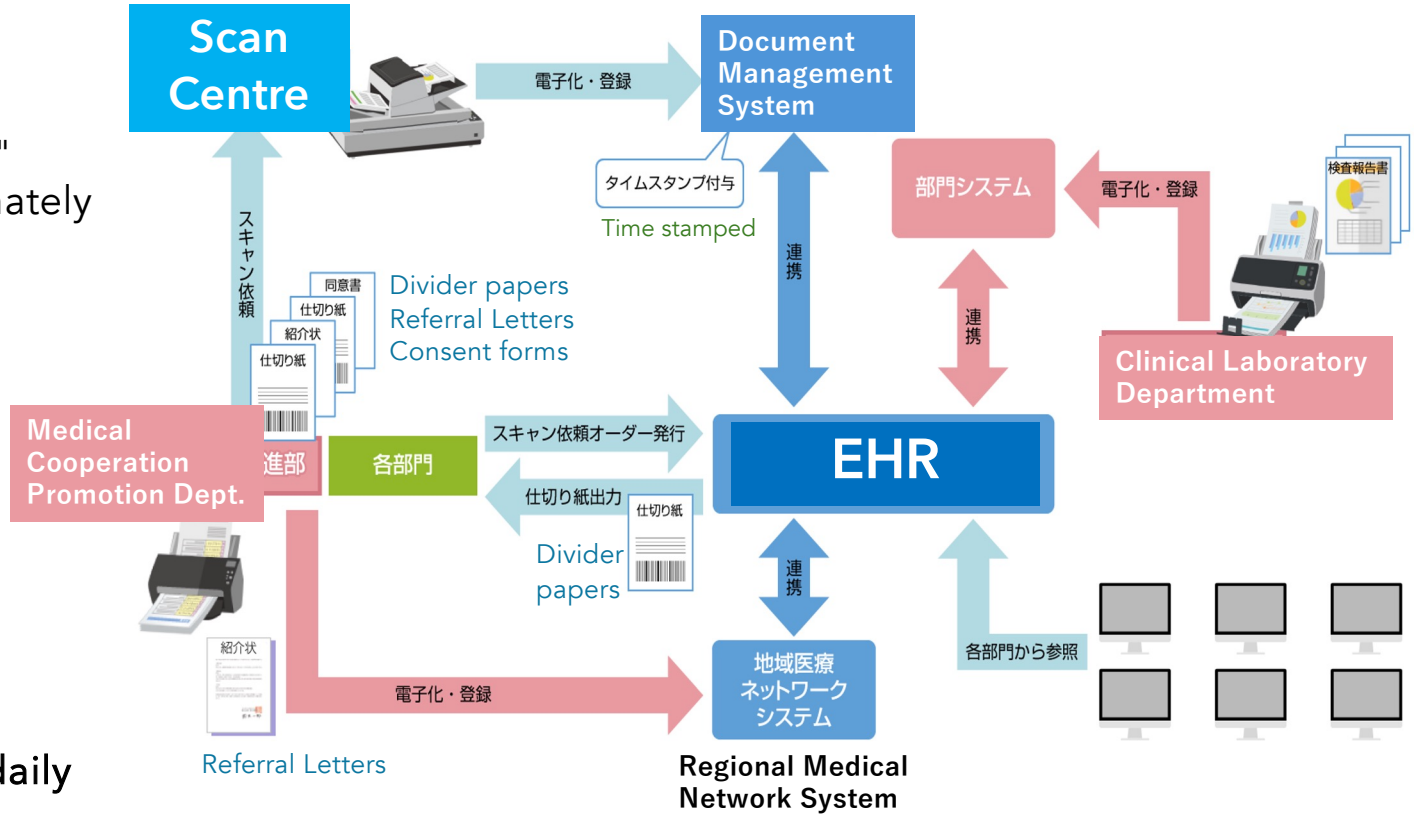
Ricoh FI Scanner System

As a "**special function hospital**," it serves an average of approximately **3,000 outpatients per day.**

2012: Installed
- an electronic medical record system
- a Fi series commercial scanner.

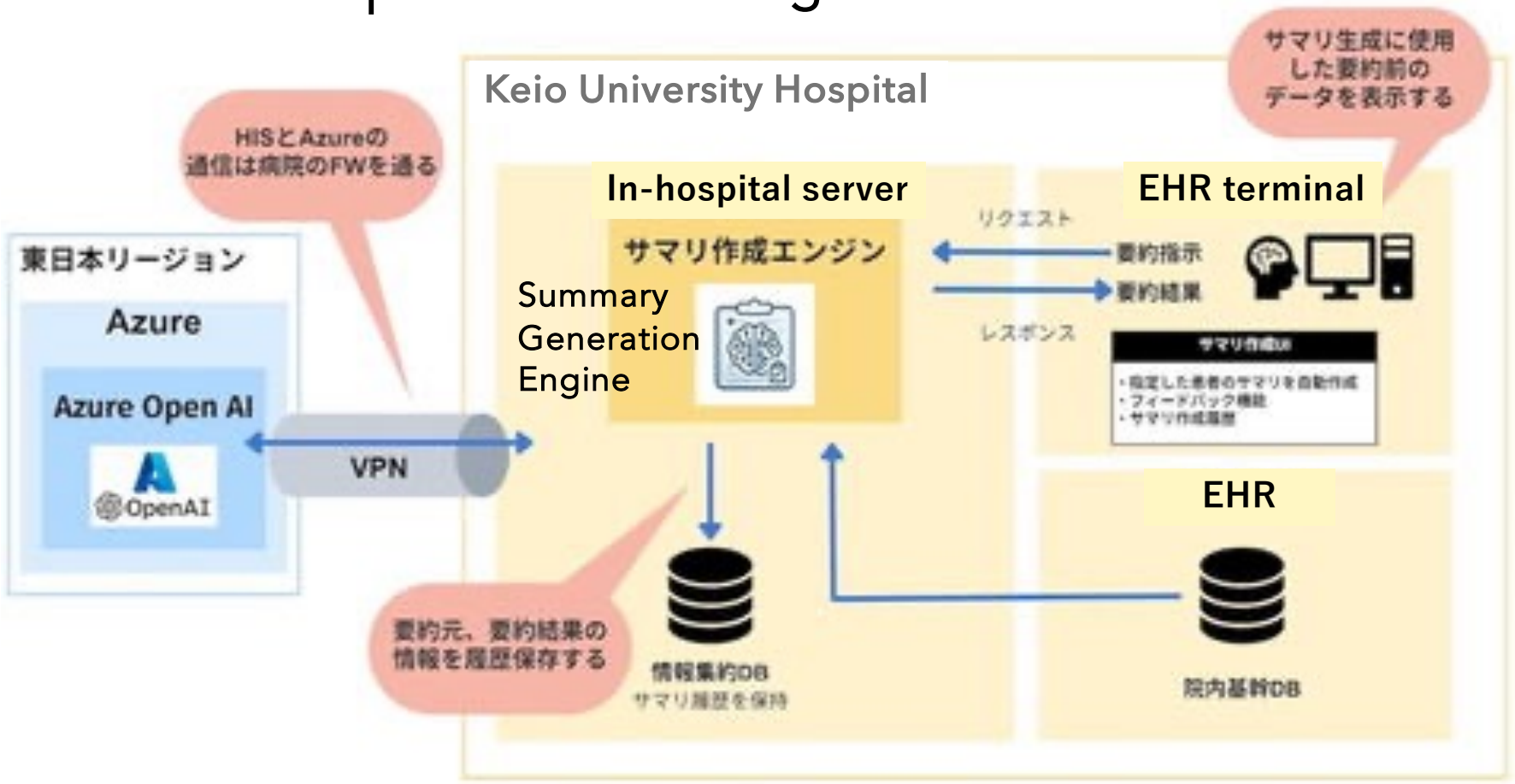
Data collected through the E-Document Act is stored.

Referral letter generation 250 daily



https://www.pfu.ricoh.com/fi/digitarakuru/casestudy-0020.html

Keio University Hospital develops **generative AI system** to **draft documents required for discharge**



https://dcross.impress.co.jp/docs/news/004090.html

DIGITAL X 編集部
2025年6月23日

GE Healthcare Japan Supports **Keio University Hospital** in Implementing **Data-Driven Hospital Operations**

タイル名	内容
★Capacity Snapshot	病院全体の稼働状況をリアルタイムで可視化
★Capacity Forecast Analyzer	病床稼働率の過去データから稼働傾向分析と予測をタイルに表示
★Discharge Tasks	退院を阻む要因を特定し、優先度の高い課題を示し、DPCⅡ期間内の退院を目指す
Inpatient Growth	病棟・診療科毎の入院患者数稼働率実数を表示
Staffing Forecast	看護師の忙しさを把握し、病床毎に対応する人的資源を可視化
Unit Event	入院患者の検査区分ごとの予約状況を可視化
NEWS Scoring	重症患者に焦点を当てた可視化ツール。RRTチームでも活用
Patient Flow	入院/退院/転入/転出情報の一覧表示

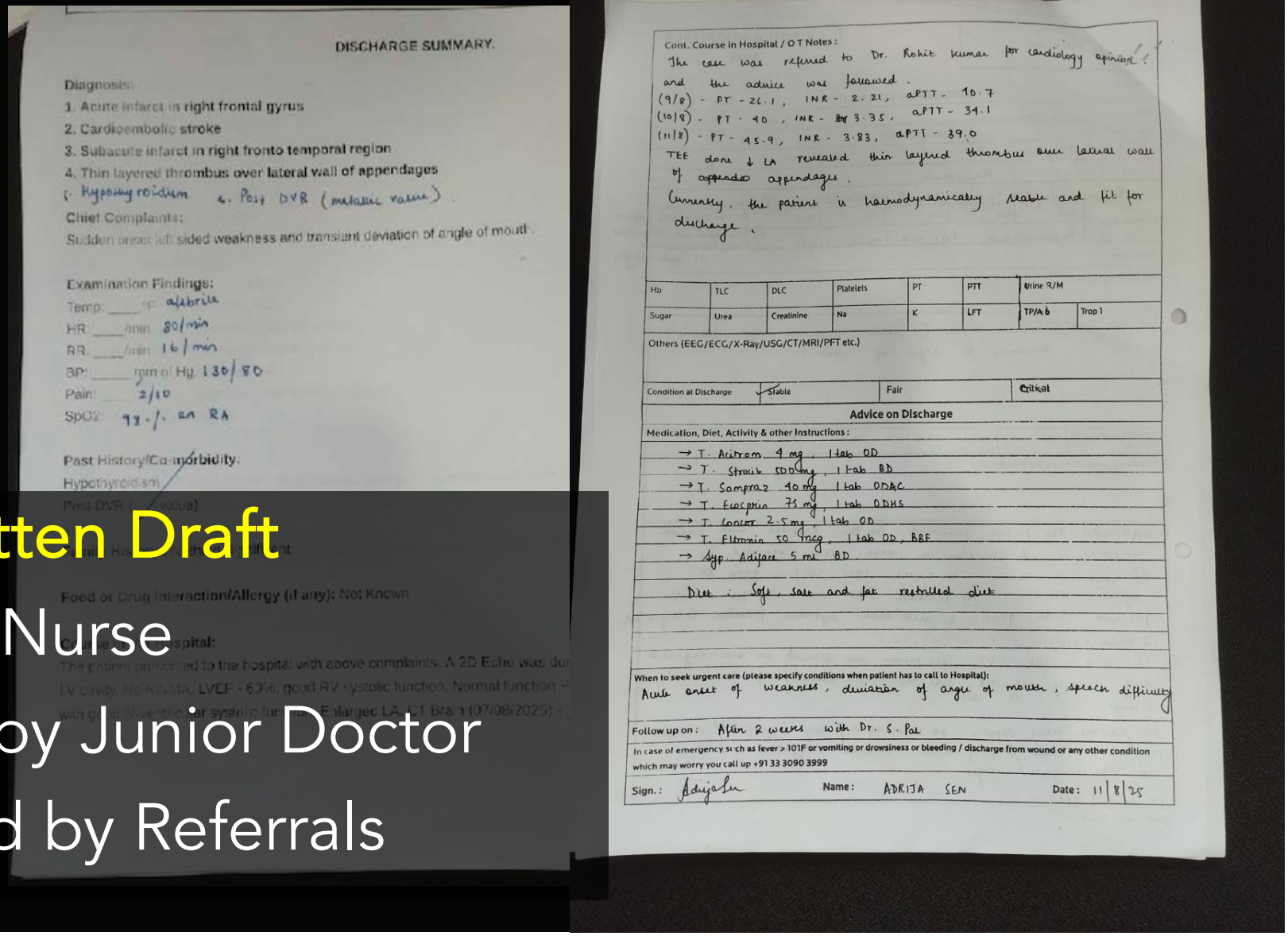
Capacity Snapshot　（病床稼働率の把握）

Capacity Forecast Analyzer　（病床稼働率傾向分析＋予測）

Discharge Tasks　（退院疎外要因特定＆DPC期間）

https://prtimes.jp/main/html/rd/p/000000117.000051346.html

Discharge Summary



DISCHARGE SUMMARY

Diagnosis:
1. Acute infarct in right frontal gyrus
2. Cardioembolic stroke
3. Subacute infarct in right fronto temporal region
4. Thin layered thrombus over lateral wall of appendages
5. Hypothyroidism 6. Post DVR (metallic valve)

Chief Complaints:
Sudden onset left sided weakness and transient deviation of angle of mouth

Examination Findings:
Temp: ___ °F afebrile
HR: ___/min 80/min
RR: ___/min 16/min
BP: ___ mm of Hg 130/80
Pain: 2/10
SpO2: 98% on RA

Past History/Co-morbidity:
Hypothyroidism
Post DVR (Metallic valve)

Food or Drug Interaction/Allergy (if any): Not Known

...spital:
The patient presented to the hospital with above complaints. A 2D Echo was do...
LV cavity. No RWMA. LVEF - 60%, good RV systolic function. Normal function ...
...ar systolic function. Enlarged LA. CT Brain (07/08/2025) -

Cont. Course in Hospital / OT Notes:
The case was referred to Dr. Rohit Kumar for cardiology opinion and the advice was followed.
(9/8) - PT - 26.1, INR - 2.21, aPTT - 30.7
(10/8) - PT - 40, INR - 3.35, aPTT - 34.1
(11/8) - PT - 45.9, INR - 3.83, aPTT - 39.0
TEE done & LA revealed thin layered thrombus over lateral wall of appendages.
Currently, the patient is haemodynamically stable and fit for discharge.

Hb	TLC	DLC	Platelets	PT	PTT	Urine R/M	
Sugar	Urea	Creatinine	Na	K	LFT	TP/A:G	Trop I

Others (EEG/ECG/X-Ray/USG/CT/MRI/PFT etc.)

Condition at Discharge	✓Stable	Fair	Critical

Advice on Discharge

Medication, Diet, Activity & other Instructions:
→ T. Acitrom 4 mg, 1 tab OD
→ T. Stroke 500 mg, 1 tab BD
→ T. Sompraz 40 mg, 1 tab ODAC
→ T. Ecosprin 75 mg, 1 tab ODHS
→ T. Concor 2.5 mg, 1 tab OD
→ T. Eltroxin 50 mcg, 1 tab OD, BBF
→ Syp. Adiforce 5 ml BD.

Diet: Soft, salt and fat restricted diet

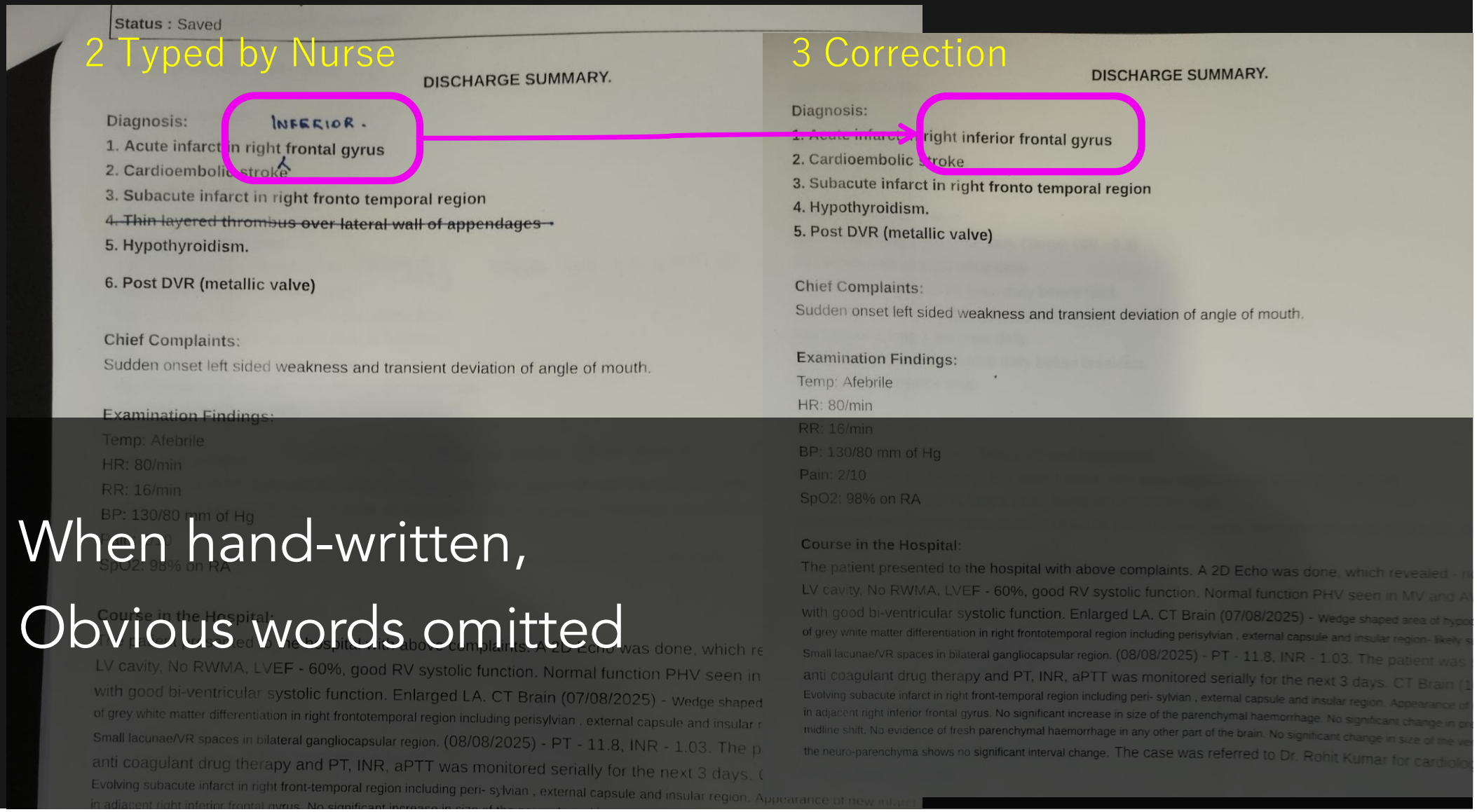
When to seek urgent care (please specify conditions when patient has to call to Hospital):
Acute onset of weakness, deviation of angle of mouth, speech difficulty

Follow up on: After 2 weeks with Dr. S. Pal

In case of emergency such as fever > 101F or vomiting or drowsiness or bleeding / discharge from wound or any other condition which may worry you call up +91 33 3090 3999

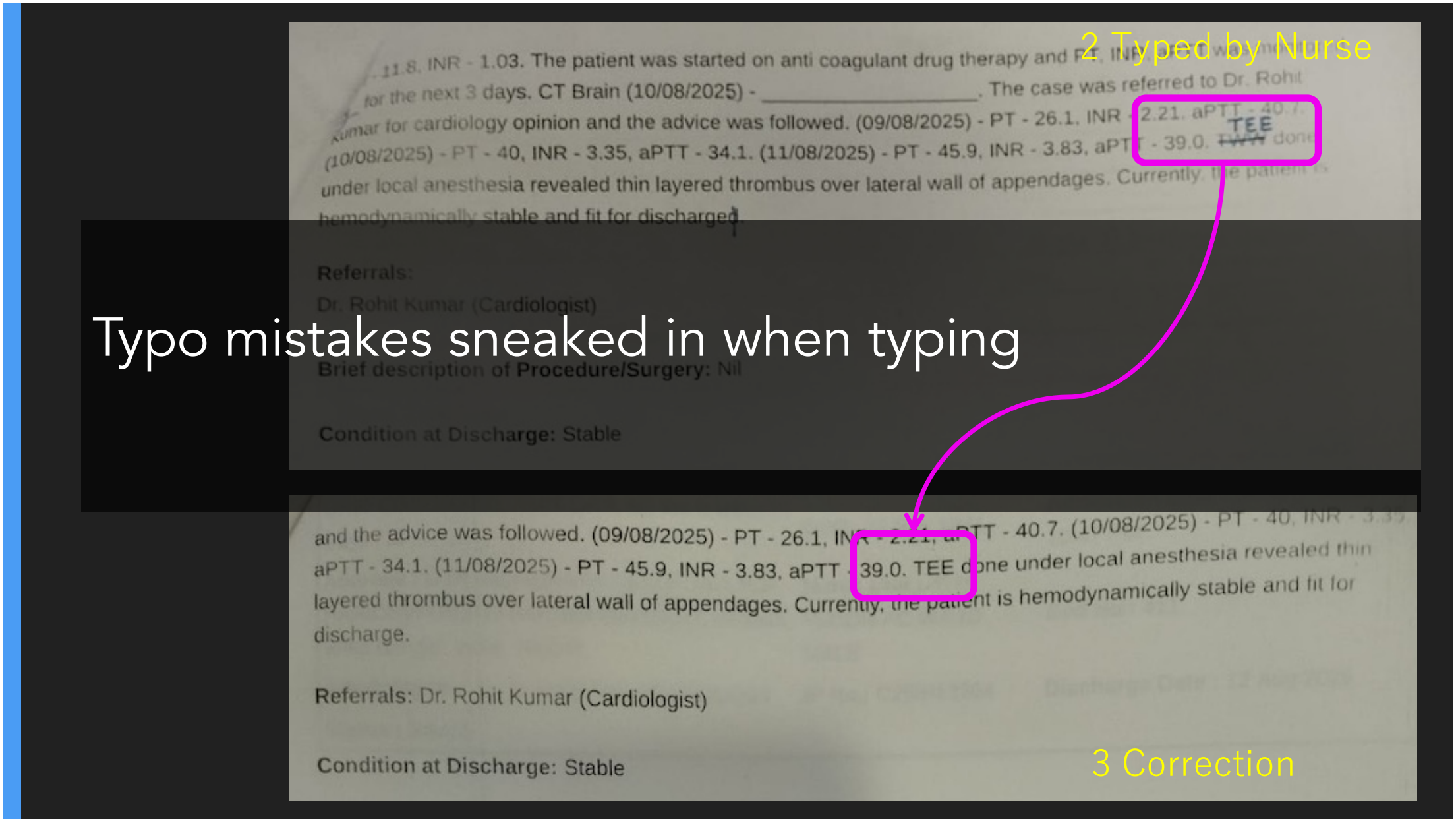
Sign.: Adrija Name: ADRIJA SEN Date: 11/8/25

1. Hand-written Draft
2. Typed by Nurse
3. Checked by Junior Doctor
4. Confirmed by Referrals

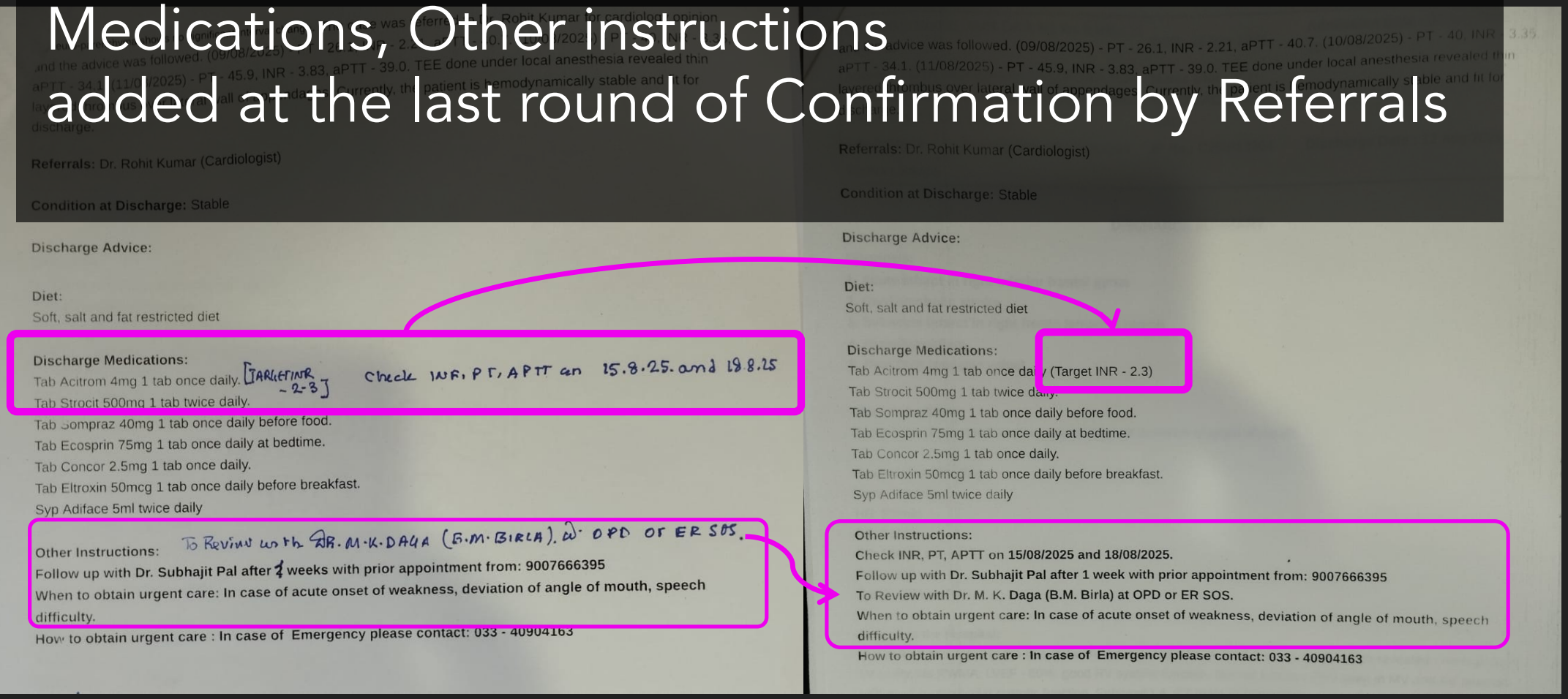


When hand-written,

Obvious words omitted


2 Typed by Nurse
TEE
Typo mistakes sneaked in when typing
and the advice was followed. (09/08/2025) - PT - 26.1, INR - 2.21, aPTT - 40.7. (10/08/2025) - PT - 40, INR - 3.35, aPTT - 34.1. (11/08/2025) - PT - 45.9, INR - 3.83, aPTT - 39.0. TEE done under local anesthesia revealed thin layered thrombus over lateral wall of appendages. Currently, the patient is hemodynamically stable and fit for discharge.
Referrals: Dr. Rohit Kumar (Cardiologist)
Condition at Discharge: Stable
3 Correction

Medications, Other instructions added at the last round of Confirmation by Referrals



Referrals: Dr. Rohit Kumar (Cardiologist)

Condition at Discharge: Stable

Discharge Advice:

Diet:
Soft, salt and fat restricted diet

Discharge Medications:
Tab Acitrom 4mg 1 tab once daily. [TARGET INR - 2-3] Check INR, PT, APTT on 15.8.25 and 18.8.25
Tab Strocit 500mg 1 tab twice daily.
Tab Sompraz 40mg 1 tab once daily before food.
Tab Ecosprin 75mg 1 tab once daily at bedtime.
Tab Concor 2.5mg 1 tab once daily.
Tab Eltroxin 50mcg 1 tab once daily before breakfast.
Syp Adiface 5ml twice daily

Other Instructions: To Review with DR. M.K. DAGA (B.M. BIRLA). @ OPD or ER SOS.
Follow up with Dr. Subhajit Pal after 1 weeks with prior appointment from: 9007666395
When to obtain urgent care: In case of acute onset of weakness, deviation of angle of mouth, speech difficulty.
How to obtain urgent care : In case of Emergency please contact: 033 - 40904163

3 Corrected but further addition

Referrals: Dr. Rohit Kumar (Cardiologist)

Condition at Discharge: Stable

Discharge Advice:

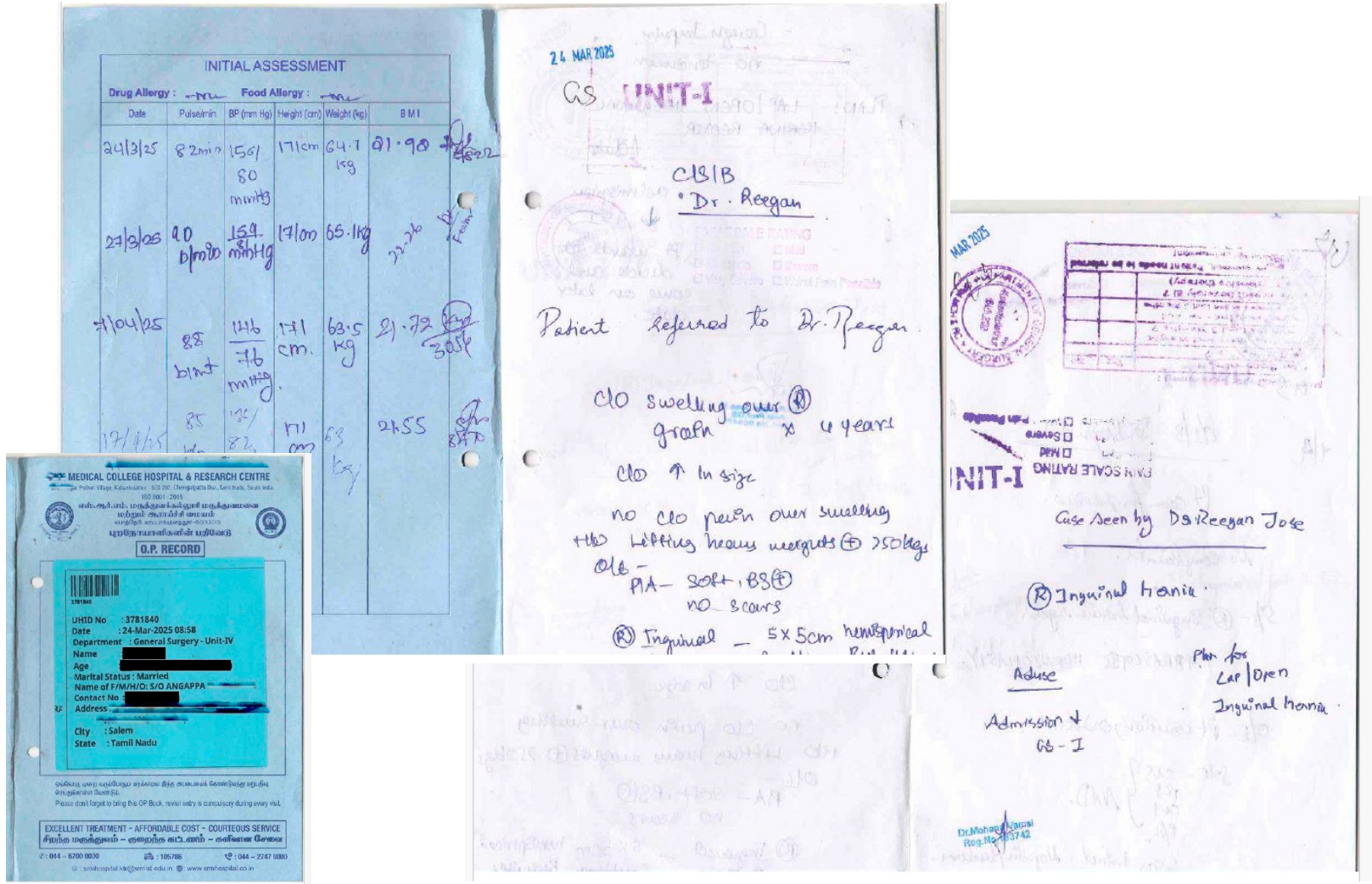
Diet:
Soft, salt and fat restricted diet

Discharge Medications:
Tab Acitrom 4mg 1 tab once daily (Target INR - 2.3)
Tab Strocit 500mg 1 tab twice daily.
Tab Sompraz 40mg 1 tab once daily before food.
Tab Ecosprin 75mg 1 tab once daily at bedtime.
Tab Concor 2.5mg 1 tab once daily.
Tab Eltroxin 50mcg 1 tab once daily before breakfast.
Syp Adiface 5ml twice daily

Other Instructions:
Check INR, PT, APTT on 15/08/2025 and 18/08/2025.
Follow up with Dr. Subhajit Pal after 1 week with prior appointment from: 9007666395
To Review with Dr. M. K. Daga (B.M. Birla) at OPD or ER SOS.
When to obtain urgent care: In case of acute onset of weakness, deviation of angle of mouth, speech difficulty.
How to obtain urgent care : In case of Emergency please contact: 033 - 40904163

4 Final Confirmation

O.P. Record Booklet



9 *reasons why Healthcare AI fails in the real world even when the model is flawless*

1. It adds steps, not decisions.

2. It's built beside the workflow, not into it.

3. The success metric is academic.

4. It solves a problem no one owns,

5. It automates analysis, not action

6. It requires clinician behaviour change.

7. It doesn't integrate with core systems.

8. There's no trigger for action

9. It forgets that success is invisible.

Back

Points to Ponder

Healthcare is Risk-based not opportunity-based

Risk flows to providers

Intelligence comes in all sizes (S,M,L)

Thermostats not thermometers

Any agent on existing system is easier to deploy and distribute

AI is not about automation only, its about access

Technology is fragmented driven by constrained procurement

Integration trumps innovation

Lessons to Learn

Healthcare moves at the speed of Trust

AI Assurance of Intelligence

Interfaces are an obstacle course

Deployment Dilemma

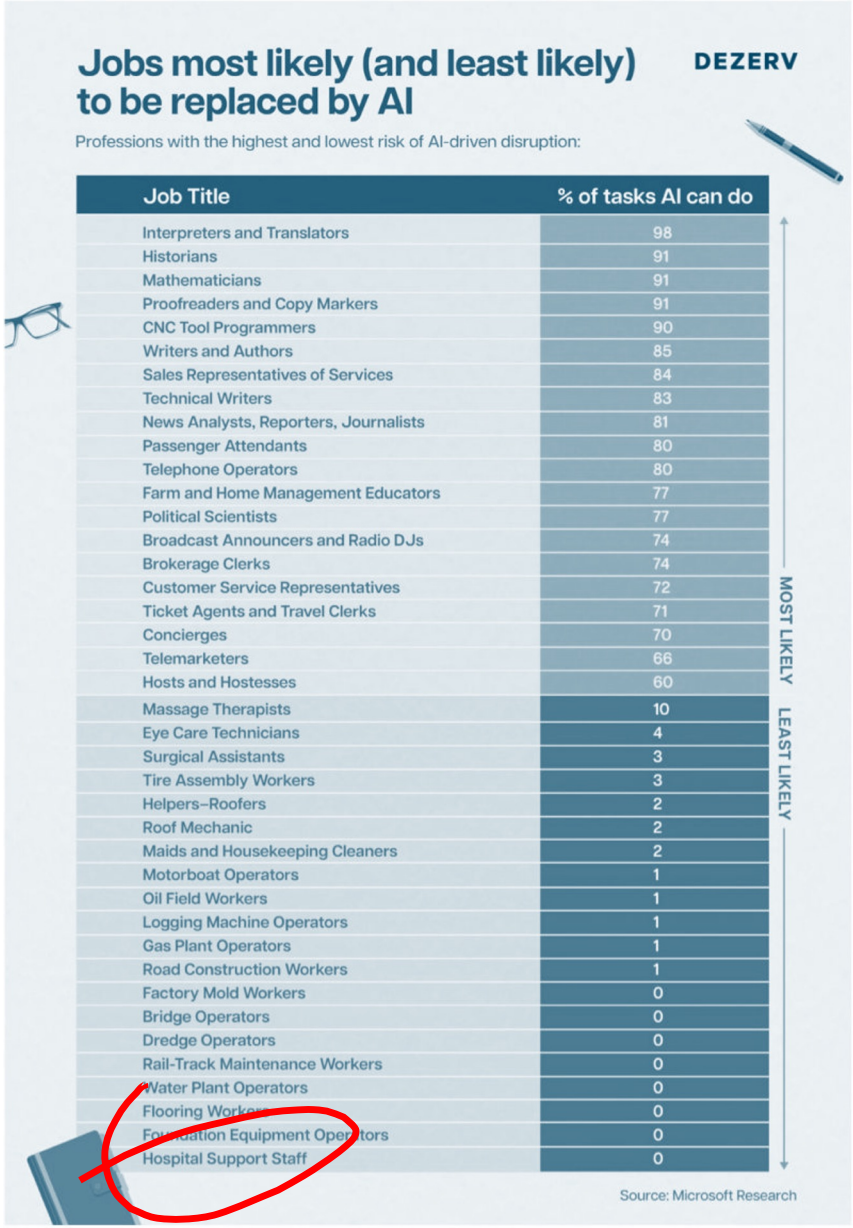
Low-stake environments

Overcoming Trust Gap

Local Intelligence

Re-claiming Silos

Can we work together?



Disha - New Directions

1. From dreaming of breakthroughs
   to delivering near-term benefits that accelerates a long-term vision
2. From the private sector progressing technology independently
   to public–private ecosystems driving shared objectives and benefits
3. From fighting on infrastructures
   to winning on services
4. From leaders with good intentions
   to leaders who make responsible technical decisions
5. From waiting for guidelines
   to proactively building trust
6. From dispersed data to deliberate integration

Disha – New Directions

Lighthouse Projects

Collaborate with hospitals & clinics to develop, deploy and test Disha Agents

Global Group Hosital Foundation, india
https://www.globaluniversityfoundation.com/

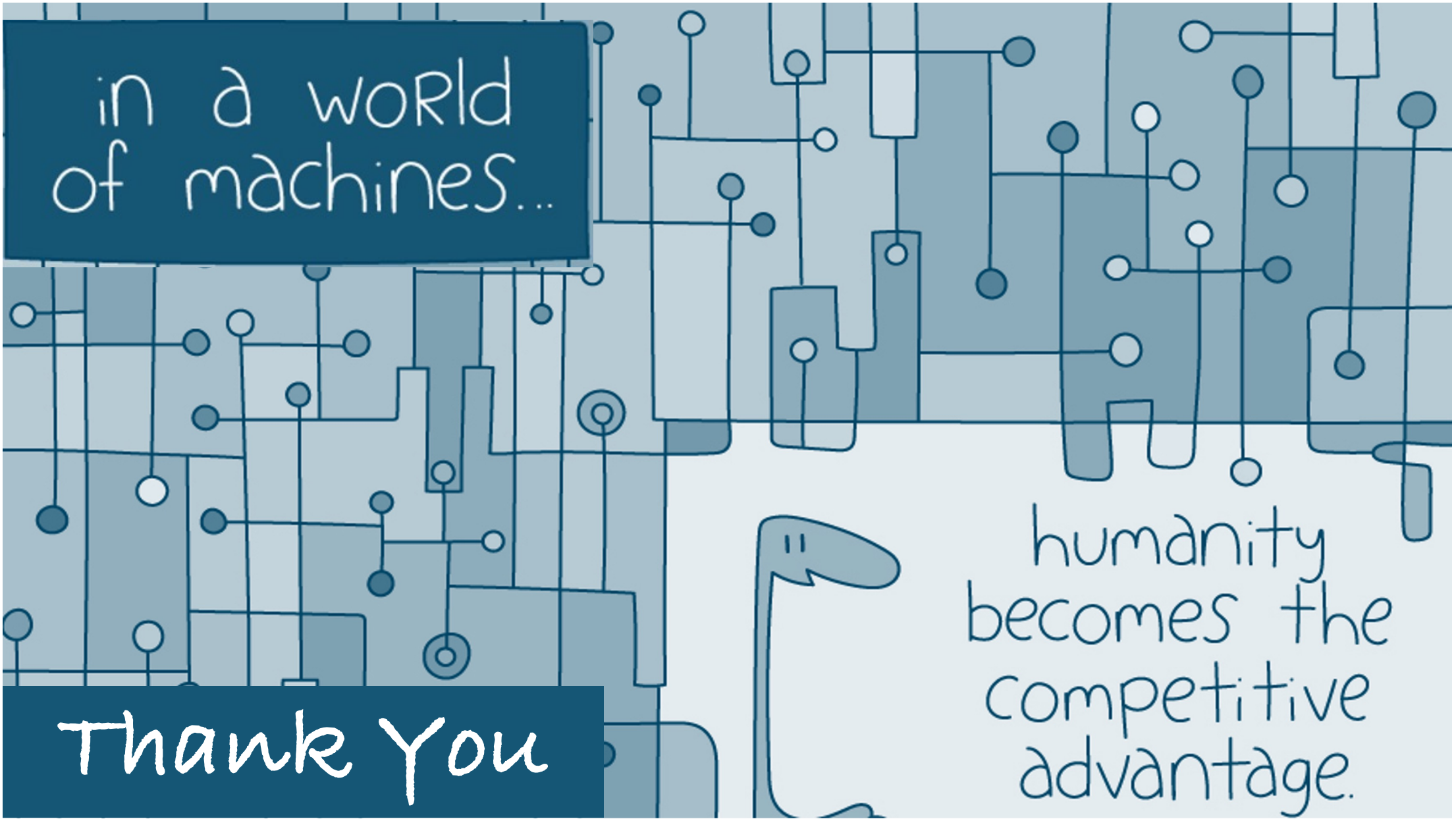
Hopeful Aging, USA
https://hopefulaging.com/

The University of Osaka, Faculty of medicine

SRM Medical College Hospital & Research Centre
https://medical.srmist.edu.in/

Hopeful Aging, USA
https://hopefulaging.com/

SRM Medical College Hospital & Research Centre
https://medical.srmist.edu.in/


in a world of machines...
humanity becomes the competitive advantage.
Thank You