



CASE STUDY

Overview

Country: United Kingdom
Region: North West
Industry: Health
Trust Type: Acute

Customer Profile

Blackpool, Fylde & Wyre Hospitals NHS Foundation Trust is an Acute Trust with approximately 4,000 employees.

Business Situation

The trust needed to develop a method of delivering Discharge Summaries to their patients' GPs within 24 hours of discharge.

Solution

- Automated patient lookup from PAS
- Browser based eForm
- Includes the full national MDS for discharge summaries
- Semi-automated medication selection, with commenting
- Integration with PAS at Discharge stage
- Rapid data entry with validation
- Near real-time delivery of discharge data to the GP
- Role based form views & security
- Support for mobile devices

Benefits

- Meet 24 hour target
- Rapid deployment - ~4 weeks to Go Live
- Ensures complete, accurate, legible summary creation
- Anytime, anyplace shared access to summaries
- No software installs on PCs
- Auditable form data
- Improved information available to GPs,
 - Reduces prescription errors and issues
 - Ensures treatment and condition information is extended across care boundaries

Background

The Blackpool, Fylde & Wyre Hospitals NHS Foundation Trust (BFWH) serves a population of approximately 330,000 residents across the Blackpool area as well as up to 12 million holidaymakers who visit the area every year.

The Trust comprises Blackpool Victoria Hospital, a large acute hospital; two community hospitals; three rehabilitation hospitals; the National Artificial Eye Service; a Child Development Centre and are one of four tertiary cardiac centres in the North West. In total there are around 4,000 staff.

From April 2010 a Discharge Summary must be made available to the GP within 24 hours of the patient be discharged from hospital, which must include the national minimum data set. BFW realised that the solution needed building in a very short space of time, so turned to their

SharePoint development partner, Cloud2, on the basis of the previous projects they have successfully delivered to the trust.

The problem

GPs commonly fail to receive discharge summaries from hospitals in a timely manner. It is also common that the summaries they do receive are poorly written, illegible if hand written, lacking key information essential to the effective and safe treatment of their patients. Hospital staff may, for example, have altered or stopped a particular medication, in the absence of a discharge summary the GP may not be informed of this and prescribe unnecessary, duplicate or contra-indicated drugs to a patient, with consequent costs and risks to patient safety.

"We like the natural flow of the form which ensures a complete, accurate, legible summary. Advanced features such as a medication picker, routing and approval workflow and PAS integration make it quick to use and our team can access it anytime, through the intranet."
 Bridget Lord, EPR Projects Manager

The Department of Health has sought to address this by requiring the timely provision of information to GPs via a Discharge Summary.



About Cloud2

Cloud2 are a specialised IT solutions provider operating in the health sector.

We are known for our high quality SharePoint based solutions, our frank and supportive project style and our ability to deliver successful projects rapidly. We have much to offer, including:

- NHS Intranet, Extranet and Internet solutions
- Rich search solutions
- Agile workflows
- Access database migration
- Programme and Project Management
- BI & Performance Management
- Length of Stay reduction

What Next?

If you would like any further information on our SharePoint solutions or any other services Cloud2 offer please get in touch.

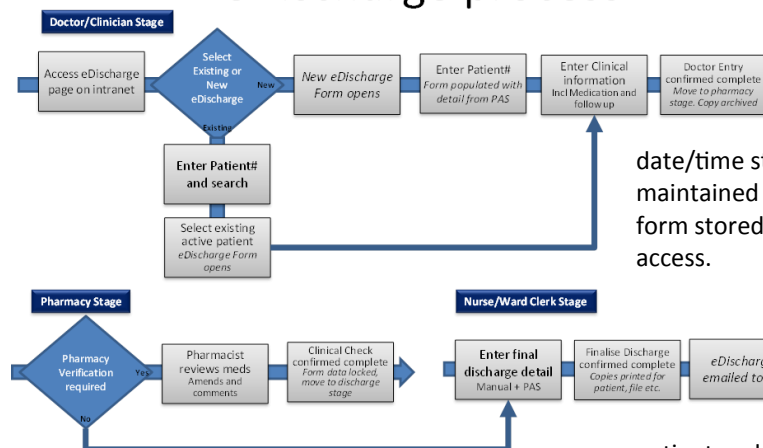
Cloud2 Limited
66 Corby Park
North Ferriby
East Yorkshire
HU14 3AY
t. 01482 631912
f. 01482 631912
m. 07735 052905
sales@cloud2.co.uk
www.cloud2.co.uk

Registered office:
Roland House, Princes Dock
Street, Hull, East Yorkshire,
HU1 2LD
Registered no 6742545

Microsoft
GOLD CERTIFIED

Partner

eDischarge process



The form allows the pharmacists to amend and comment on any changes they make to the prescription details. These are date/time stamped. A history and audit log is maintained for each summary, with the data and form stored in a SharePoint library for future access.

Once medication is dispensed, the form is completed on the ward as the patient is discharged and 2 copies are printed, one for the patient and the second for their paper record. A copy is emailed to the GP using secure NHS Mail, etc.

A history and audit log is maintained for each summary, with the data and form stored in a SharePoint library for future access.

BFWH realised that it was in danger of not having a system in place in time for the April deadline and needed a mechanism by which it could provide these summaries without extensive development time, cost or staff disruption.

The Solution

The trust has a well established SharePoint platform, so BFWH sought advice from Cloud2 and were advised that the data capture part of the requirement could be delivered using an electronic form, developed in InfoPath and made available to staff using Forms Server to deliver these forms from the intranet, entirely within a browser. Cloud2 were subsequently engaged to deliver the full solution, against a very short deadline. Cloud2 used their rapid prototyping and Experience phase methodology to deliver the working eForm and associated technology in just a few weeks.

Considerable effort was invested in the user interface to create the smart eForm, including automatically validated fields, pick lists and date selectors and ensuring a natural flow through the form.

The application supports the 3 stages

1. Clinical Information stage
2. Pharmacy Verification stage
3. Finalise discharge stage

Each of these stages is confirmed as being complete prior to the form entering the following stage.

Doctors are able to open an existing summary or create a new one from an intranet portal. PAS integration allows much of the form to be auto-completed based on simple entry of the patient number. Users can rapidly enter clinical information, based on the core Minimum Data Set. Medications are selected using an intelligent search against a drug master file, maintained by pharmacy in SharePoint.

"Cloud2 were able to rapidly demonstrate an understanding of the issues and delivered a prototype form for review within a few days of the initial workshop. This let us move to a complete solution in a remarkably short time"

Nicola Adamson, Associate
Director of Operations,
Women's and Children's
Division

Challenges

Despite the urgency of the project, there remained a need to both engage multiple stakeholders (pharmacists, clinicians, management) and ensure their availability for inputting to the project decision making. Requirement definition was far from finalised at the start of the project, making this input vital. The short time scale - 4

weeks to go live - was compounded by the Easter break. There were also a normal set of client-side project management challenges & resource constraints.

Technically, implementing the pharmacy interface and medication picker with PAS integration introduced a degree of complexity not normal for this duration of project. The need to lock sections of the form once each had been verified was similarly taxing.

To address this, Cloud2 adopted a highly hands on stance throughout. The choice of a highly flexible technology, which allowed prototype iterations of 3 - 4 days was also key. On the client side the highly proactive support from the business sponsor (the Associate Director of Operations) proved vital to ensuring that the client side challenges were minimised.

Conclusions

The trust told their PCTs that they would deliver their Discharge Summaries in time. This was met with frank scepticism. Nevertheless the combination of agile technology and client-partner approach resulted in this promise being kept, the regulatory requirement was achieved and the quality of care to patients was improved.