

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 sought to rapidly deliver solutions to address 3 key areas:

- Medical Workforce Induction
- Knowledge Management
- Nursing Indicators Performance Scorecards

Solution

The company adopted a rapid development approach from Cloud2 based on Microsoft® Office SharePoint® Portal Server 2007, to build discrete solutions to each of these needs, integrated into a wider SharePoint deployment

Benefits

Streamlined processes for Medical Workforce Induction, Knowledge Management and Nursing Indicators Performance Scorecards. In addition, the pilot has led to wider interest in SharePoint and other Microsoft technologies as a strategic platform across the Trust. The Trust is now exploring the use of SharePoint to deliver several additional focus projects for the Trust



CASE STUDY

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 ~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, providing specialist cardiac services to heart patients from Lancashire and South Cumbria. Collectively, there are around 4,000 staff .

BFWH have developed a home grown intranet internally over a period of time but identified opportunities to leverage the Microsoft NHS Enterprise Agreement with software such as Microsoft Office

SharePoint Server 2007 (SharePoint). Although the existing intranet was successful, it lacked

SharePoint's extensive functionality: enterprise search, RSS integration, rich document management and performance scorecards etc. The Trust decided to run a SharePoint pilot to deliver solutions for Medical Workforce Induction, Knowledge Management and Nursing Indicators Performance Scorecards, using some of these elements.

"We are very pleased with the pilot systems and the success of the project"

Paul Fearnley, Web Services Manager

The Needs

1. Medical Workforce Induction

All inductees have to go through a formal induction process. This includes reading internal documents and signing off the induction process. The Trust wanted to move to an electronic sign off process from the existing largely paper based system to reduce the risks of incorrectly

completed or illegible forms being returned, as well as to eliminate the need for the data to be re-keyed and to manage the paper burden. In addition, a solution was needed that would make it easier for non-technical authors to upload the induction documents for their relevant areas. Finally, there was a requirement to alert the appropriate stakeholders when inductees had completed the induction process; for reporting to track the overall progress of all inductees and to specifically identify any inductees who had not completed the process within the required period.

2. Knowledge Management

The trust had created a knowledge management area on the existing intranet but it was difficult to maintain as the content owners found it time consuming to trawl external websites for relevant news and articles. Knowledge management practices were largely manual, labour intensive and failed to provide the broad,

timely information resources needed to support the trust's activities effectively . There was a requirement to find a

way to create dynamic news and content in the Knowledge Management area.

The Knowledge Manager needed a mechanism to inform divisions when health related awards were taking place along with submission dates for entries.

An easy to use central repository for storing and accessing key document templates was required.

3. Nursing Indicators Performance Scorecards

BFWH relied on manual processes to extract data from their clinical systems and run a series of queries to calculate totals and percentages to produce a set of Nursing Indicator performance scorecards. These lacked any drill down capability, limiting their value to senior managers



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.

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needing to make operational decisions. The requirement was to run a pilot to show how data from Excel spreadsheets could be pulled directly into SharePoint to produce performance scorecards.

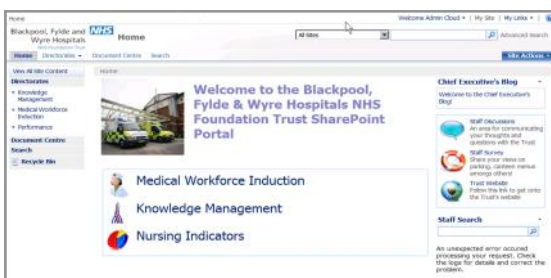


Fig 1 - BFWH Homepage screenshot

The Solution

After careful evaluation, Microsoft Office SharePoint Server 2007 (SharePoint) was identified as the best technology platform to deliver the pilot to incorporate Medical Workforce Induction, Knowledge Management and Nursing Indicators Performance Scorecards Solutions.

The decision was supported by the fact that the bulk of the software licences were already available through the Microsoft NHS Software Enterprise Agreement. BFWH and Cloud2 worked together to deliver a pilot that would maximise the out of the

box SharePoint functionality to deliver these solutions and also to highlight the benefits of SharePoint for a Trust-wide rollout. This is consistent with Cloud2's approach to early phase SharePoint projects, where we recommend minimising custom development. In most cases a rich solution can be developed by configuring SharePoint's standard functionality, resulting in better value for money and improved supportability.

Medical Workforce Induction

- Document libraries were configured so that different categories of inductees e.g. Foundation Stage, locums can easily filter the library view to show only documents that relate to their specific induction
- An electronic process to enable sign off of the induction process for new medical workforce starters was built using a standard SharePoint list forms
- Automatic alerting was implemented for relevant Trust staff when an inductee completes the induction process
- A full audit trail of the inductee completion process with inductee name, role, date and time stamp is maintained

We believe that SharePoint, implemented well, has the capability to rapidly transform internal processes inside the NHS and help drive significant efficiency gains as we move into an era with an even greater focus on Best Value"

Taran Sohal, Director, Cloud2

Knowledge Management

Features developed include:

- RSS feeds providing dynamic updates of the latest NHS related knowledge management news and information
- Centralised calendar of award events
- Alerts to Trust users on content updates on the Knowledge Management Site e.g. Newsletters, service improvements
- Central repository of document templates for service improvements
- Improved user experience for accessing the information with improved signposting from the portal homepage

Nursing Indicators Performance Scorecards

- Real time performance indicators drawing on data from the Trust's Falls Indicators Excel spreadsheet. With SharePoint, raw data can be integrated into SharePoint either directly from a SQL database, from an Excel spreadsheet or with a SharePoint list.
- Roadmap created to extend these scorecard indicators further to a strategic solution (using the Trust's investment in Microsoft Performance Point Server 2007).

Benefits

- Online forms eliminate all the problems associated with paper e.g. No validation, paper can be misplaced, storage etc
- Automated dynamic content generation from RSS feeds frees up valuable Trust time to focus on other strategic priorities
- Powerful enterprise search reduces the time taken by staff to find information
- Simple to use solution for content editors without the need for deep technical skills
- Leverage the Microsoft NHS Enterprise Agreement to provide Best Value
- Uses existing Microsoft tools e.g. Microsoft Office, Microsoft SQL Server minimising the training requirements and learning curve
- Use of out of the box capability of SharePoint rather than custom development, reduces cost, complexity and time to deliver

Conclusions

BFWH are a forward thinking Acute Trust that have realised the productivity improvements available through the effective deployment of SharePoint. They now intend to extend the pilot, working with Cloud2 to enable skills transfer for internal teams to support the strategic rollout.