

CASE STUDY

MULTI AGENCY WIRELESS SOLUTIONS



Improving efficiencies and reducing time with Wireless solution

Dorset HealthCare has a distributed workforce of over 5000 clinical and nursing staff distributed throughout Dorset serving a population of three quarters of a million. The Trust took a significant step forward in Digital by Default with the implementation of TPP's SystemOne electronic patient record. For the first time a comprehensive picture of care was available across the 14 Community Hospitals, 9 Minor Injury Units and 568 GPs.

The community staff in particular, including District Nurses, Matrons and Health Visitors have the ability to have the most up to date information at the point of care and are able to record interventions contemporaneously. Healthcare Computing's Wi Fi solution has overcome challenges in the use of mobile devices, saving time, realising improved efficiencies and fully empowering care givers by connecting easily and seamless to their systems from any site.

Background:

Following a successful electronic patient record deployment across Dorset Healthcare's clinical services, it was recognised full benefits to patients and staff could not be realised due to the challenging mobile phone coverage. Commissioners for the county, the Dorset Clinical Commissioning Group launched a competitive tender for a comprehensive, patient centric county wide Wi Fi solution.

Staying true to the Health and Social Care agenda, the solution had to ensure that all agencies within the Dorset Health Economy could access the Wi Fi, including 3rd sector. This is an inspiring example of Commissioners and Providers collaboratively working in the very best interests of the patient and making the most of NHS resources.

"This is great because our staff are no longer having to schedule time to go back to their base at the end of the day to update their notes in the clinical system.

We are saving both time travelling and in terms of writing notes to later input in the clinical records. We are now putting the information into the clinical records in real time, and have reduced the risk of forgetting or missing information, which has reduced clinical risks."

Sally Holman
NHS Dorset HealthCare

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Challenge

Dorset CCG was looking to procure an integrated and seamlessly roaming wireless access solution, on behalf of the Dorset Health Economy, in order to establish a wireless service to meet the clinical mobility requirements of all health and social care organisations across the county.

Prior to this project, staff at Dorset CCG and Dorset HealthCare had restricted access to their systems from fixed pc's or intermittent mobile coverage, particularly in the West of the county.

Staff found they were spending more time logging in than actually using the system which is simply unsustainable. Prior to the wireless project they had to rely on taking notes when they were working in different locations and then having to input all of this information into the patient records within their clinical system at a later time when back at their base. This situation was wasting both time and money, and with the risk of missing information or data being lost, as this was not being updated in real time.

This delay in inputting the information in "real time" also lessens opportunities for hospital avoidance through interactions between District Nursing and Intermediate Care teams and patients who are deteriorating rapidly.

The wireless solution enables use of SystemOne's "Offline" capabilities with a guaranteed method of synchronising clinical information. Access to commercial grade, secure Wi-Fi from any of the 130 locations for all agencies is enabling Royal Bournemouth to investigate extending their Community Midwife service.

Using the Wi Fi as a foundation and the opportunities it provides for joint agency working, there are invigorated and aspirational conversations underway to provide even better joined up patient care. Additionally, it is saving time and costs for Dorset HealthCare as community staff do not need to travel back to their base to update the records. New ways of working can be fully explored. This time can now be used for more visits, and increased patient facing time, offering improved outcomes and patient satisfaction.

The solution is ideally placed to deliver on Martha Lane Fox's "Wi Fi" for all recommendation catapulting Dorset to the forefront of this exciting, new digital age.

Solution

Healthcare Computing, in partnership with Dorset CCG, has delivered a Wireless solution for the entire Dorset health economy, with access for the CCG, practice staff, and community staff from DHC. The system was designed to scale, with South Western Ambulance Service NHS Foundation Trust, and Dorset County Council having the opportunity to fully integrate their domain infrastructure for a seamless true multi-agency solution.

Both Dorset CCG and DHC considered that convenience and ease of use for the end user would be of paramount importance, and pivotal to the success of the project.

This allows the significant number of highly mobile community staff, with over 3000 devices, to access clinical systems, seamlessly roaming across over 130 locations across Dorset. This provides convenient secure access to wireless networking services for use within the practices including; service for laptops, tablets, and other mobile devices. Typical usage scenarios include Friends and Family tests, business continuity, and mobile access to both TPP SystemOne and EMIS Web. The connection is simple and seamless to drive adoption and usage across the various organisations and user groups within the Dorset healthcare landscape.

The solution is ideally placed to realise the NHS's Digital by Default mantra, enabling conscious self-care by patients and carers through access to the growing suite of apps and on line health systems helping protect NHS resources.

Quick facts:

- **1h a day writing visits' notes + 20 min travelling x staff member**
 - **20 staff members = 120 min saved a day**
 - **7800 hours per year = average worked by 4.5 staff member**
 - **Costs saved = Equivalent of 4.5 x Band B staff per year**
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