

NHS Isle of Wight e-CareLogic

SHARING PATIENT RECORDS ELECTRONICALLY

Patients often need to access multiple healthcare services to set them on the road to recovery, and keeping track of a patient's treatments relies on the easy availability of medical records. This was not always easy to achieve in the Isle of Wight where many patient histories were stored on paper or held on IT systems in separate locations across the island. So Isle of Wight NHS Trust (IW NHST) asked CGI to create a single Electronic Patient Record (EPR) to improve the management of patients across the trust.

THE CHALLENGE

IW NHST supports a broad cross-section of society from teenage parents to elderly patients. Add seasonal holiday-makers and festival-goers into the mix and the result is a diverse range of healthcare needs.

Many patients have complex conditions and relying on paper or disparate medical records meant that vital details about a patient's medication or treatment were not always easy to locate.

In this situation, when a patient with a known heart condition needs treatment following a fall, clinicians have to spend time ringing around to track down medical histories.

A clinician would often have to resort to asking the patient a set of questions that they have been asked many times before, and for patients who are distressed or confused, these questions can be difficult to answer. Without reliable information there might be no option but to arrange for expensive and time consuming tests or X-Rays that have already been completed elsewhere.

OUR ANSWER

To help make it easier to store, access and share patient information, IW NHST chose CGI as their IT partner to create the island's new Integrated Services Information System.

By integrating patient information held in 10 different IT systems, CGI and IW NHST developed a single Electronic Patient Record (EPR).



CASE STUDY

HEALTH


"Doctors can log on to the system and see test results, medications and the GP summary all in one place, which saves so much time."

Barbara Gove

**ICT projects manager for NHS
IoW**

ABOUT CGI

With over 69,000 professionals in 40 countries, CGI fosters local accountability for client success while bringing global delivery capabilities to clients' front doors. Founded in 1976, CGI applies a disciplined delivery approach that has achieved an industry-leading track record of on-time, on-budget projects. Our high-quality business consulting, systems integration and outsourcing services help clients leverage current investments while adopting new technology and business strategies that achieve top and bottom line results. As a demonstration of our commitment, our average client satisfaction score for the past 10 years has measured consistently higher than 9 out of 10.

A decorative network diagram is located at the top left of the page. It features a series of red dots of varying sizes connected by thin red lines, creating a web-like structure that extends across the top of the page.

The result is that information from the acute hospital care systems, emergency departments, GPs and other community services are joined together into a single view of a patient's record presented via CGI's e-CareLogic portal solution.

Now, 900 users across the island's health services access and share vital details about their patients. And in line with the growing recognition that there are many strands to a patient's wellbeing, Isle of Wight NHST can also share information with social care teams where relevant via e-CareLogic.

e-CareLogic has also been linked to a new early warning patient observation system, Med eTrax. The system allows nurses to record bedside data on tablets and then displays patients' information at a glance on a screen in wards, helping teams prioritise patient care.

THE SOLUTION

Bringing together information which was held in separate systems and enabling that information to be shared has improved the way IW NHST manages its healthcare provision by:

- Saving staff time in looking for information, by providing a single patient view
- Helping clinicians to make appropriate referrals
- Reducing the reliance on paper and the problems with missing notes
- Transforming nursing workflows in hospital with mobile nursing assessments and the use of the electronic 'Patient Status at a Glance' boards
- Tracking patients through their treatment journey
- Managing levels of demand
- Improving the assessment of patients
- Easing the handover of patients to other services
- Enabling analysis of referral patterns
- Improving management information
- Reassuring patients that staff have access to the right information, at the right time

A SUCCESS STORY

Clinicians now have instant access to their patients' full history, including all of the health and community services they are receiving. This essential link between different teams and settings gives a more holistic view of those patients who have complex healthcare needs.

As Mr Maher El-Alami IW NHST consultant explains, "Mobile solutions of information sharing allow us to coordinate information at the point of care. This is an opportunity to select the best care to benefit our patients at the time when they need our help."

With access to a joined-up and accurate view of a patient's conditions and needs, informed decisions can be made about that patient's treatment plan, "Teams enter information which can be shared through the portal," says Barbara Gove.

For more information, please contact us at:

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"As this becomes widespread, we will become much more paper light, and health practitioners will be able to work more quickly and accurately, giving them more time to spend treating the patients in their care."

LOOKING AHEAD

The success of the e-CareLogic solution for IW NHST has led to further innovations in patient care, including the Med eTrax solution, which is a digital patient observation system providing a real-time overview of each patient's current health status, enabling improved ward management. This has helped senior staff to prioritise patients with the greatest needs more effectively to improve patient safety.

KEY BENEFITS

- Patients receive more coordinated healthcare
- Time is saved by not having to search for patient records
- Clinicians can make informed decisions based on better information – leading to improved patient safety and outcomes
- The patient experience is improved

WHY WORK WITH CGI?

IW NHST chose CGI because of our deep understanding of the health industry, our awareness of their priorities as well as our in-depth technical knowledge of the tasks to be accomplished. The trust also valued our approach to avoiding service disruption. The CGI teams involved in this project embodied our Partnership and Quality value, committing to the total satisfaction of IW NHST in everything we do.

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