

Information for staff

September 2014



**TRANSFORMATION
THROUGH
TECHNOLOGY**

**It's time
for change
Get ready,
get
involved.**

*"How did I manage
without this?"*

Melissa Mohamed, Orthopaedic Staff Nurse

**Find out all about the new Electronic Patient
Record (EPR) in this issue**

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Sheffield Teaching Hospitals 
NHS Foundation Trust

Electronic Patient Record system



Dr David Throssell,
Medical Director

Our current patient administration system (Patient Centre) contract expires in March 2015. It does not allow us to move towards being paperless and it has many barriers to future working.

Technology has a massive impact on people's daily lives. The pace of change is quickening and the NHS needs to catch up. In line with the whole of the NHS, we are committed to improving the quality of information to improve the health of our patients. Improved information will also help us:

- Empower our patients to get involved in decisions about their care
- Facilitate and drive integration within the Trust and between other partner organisations
- Inform local health and wellbeing strategies
- Drive greater efficiency and productivity.

This issue of the newsletter is focused on the new Electronic Patient Record (EPR) system to replace Patient Centre from 2015 and I hope you will take a few minutes to read about this exciting development.

EPR is a high-tech electronic patient record system which will modernise and improve the way we deliver patient care across the Trust if we also change the way we do things. It will give us the technology to transform the way we admit, treat and discharge our patients. It will enable us to improve referral management, reduce the number of cancellations and rescheduled appointments.

We have to remember that the technology on its own will not bring the benefits we want. We have to begin now to think about how we can re-design how we work in readiness to get the very best from the technology which will be in place in the next 18 months.

Dr David Throssell
Medical Director

New Operational Leads will help teams re-design how they work

Eight new operational leads will be leading the Transformation Through Technology project for each care group across the Trust. These posts are currently being advertised and we hope to have these people in post later this year.

See the technology first hand in the Hospital of the Future

We will be opening our 'Hospital of the Future' later this year at The Royal Hallamshire Hospital. This will be an area which is kitted out like a clinical environment including a ward and outpatient scenario with demonstration models of the proposed new technology we want to adopt. Staff will be able to experience, influence, and get familiar with how the new technology will change and support how we deliver patient care and operate in the near future. This will give us an opportunity to see how we can make best use of the new technology and begin to plan any changes in how we work to achieve benefits. It is important staff feel confident that the new technology will do what they need it to do in a clinical setting and have the chance to try it out.

The location for the Hospital of the Future will be in the old Admissions Assessment Unit (AAU) on the ground floor of the Hallamshire hospital. We are one of the first hospitals in the country to benefit from this type of showcase area. More details will follow in future newsletters and email bulletins.

What is an Electronic Patient Record (EPR) system?

EPR is a high-tech electronic patient record system which will modernise and improve the way we deliver patient care across the Trust. It will mean all patient information will be available electronically, on screen, at any hospital location, at any time.

It will transform the way we admit, treat and discharge our patients. It will improve referral management, reducing the number of cancellations and rescheduled appointments.

It will also allow us to safely share patient records with other NHS organisations.

Key benefits:

- Safe and secure patient information
- Single patient record available 24/7 and viewable in concurrent locations
- Will enable future sharing of electronic patient information with other health service organisations
- Faster processing of patient referrals
- Electronic waiting lists and more efficient reporting
- Electronic prescribing

- Electronic clinic management with reduced cancellations and missed appointments
- Reduced time chasing paper
- New technology to record more reliable and accurate data
- Savings through drug efficiencies

What's happening at STH?

Later this year we're introducing state-of-the-art technology which will allow us to create a comprehensive patient record. We will be able to record, view and store all patient information electronically at any hospital or community location at any time.

We aim to go live with the new system at the end of 2015.



Karen Angelini, ICC specialist nurse

“We wanted it before it was available - to be able to use a lap top and access all the patient information wherever we are is ideal for our work.

“When we go down to clinic because of the software there we couldn't use our systems. It's also good for the patient as we can share information with them, show them diagrams and demonstrate things to them on screen.”

Electronic Patient Record (EPR) system feature....



Lindsay Beard, staff nurse, orthopaedics

“I'll be able to read the notes now, which is good.”

Shirley Green, Sister, GU Medicine

“Sometimes it's very easy to forget that the patient is at the centre of everything, but EPR brings that back into focus.”

“The patient pathway will be improved by allowing all clinicians to view exactly where patients are at any time.”

Why are we doing this?

Improving patient care

Patients deserve and expect the best care. If we are to remain one of the leading NHS hospital trusts in the country, we need to have up-to-date and accurate information about our patients.

Currently patient information is collected in a number of different ways and using different computer systems. Our systems are limited in what they can do and they don't always work efficiently throughout the hospital and community sites. We often have a very disjointed way of collecting and viewing our patient information.

The new system will give us a full patient record, available in multiple locations which will improve how we care for our patients.

Improving the patient experience

By providing clinicians with all the information they need, at all times across the Trust in a single patient record, we will vastly improve the patient experience.

Patients will have the confidence that we are working on their care in a joined up way.

A common complaint from patients about their experience of hospital care is that they often have to repeat information to different members of staff or undergo repeated or unnecessary tests.

There are often reports of delays in providing information to patients and medical records often are not available because they are being used elsewhere.

EPR will provide the most recent and accurate information, enabling faster diagnoses, treatment plans and discharge processes for the patient. Treatment plans will be more personalised as the clinician can refer to the patient's journey immediately and share information with other health professionals across the pathway to create a more tailored and effective care package. Clear and structured clinical governance will reduce the risk of clinical error and will support the auditing of medical records.

Electronic Patient Record (EPR) system feature....

EPR will also give us:

- Electronic clinic management which will reduce cancellations, missed appointments and waiting times
- Electronic prescriptions which will help patients get their medications more quickly.

Simplifying appointments and clinic management

EPR will provide the opportunity for us to transform the way we admit, treat and discharge our patients. It will help us to improve referral management, reducing the number of cancellations and rescheduled appointments.

Improve patient safety

A single patient record will reduce the risk of human error and give us more accurate information about our patients and the care we provide.

Security of patient information
By reducing paper forms and records, we will improve security of patient information and ensure ongoing compliance with national guidelines.

More efficient

Over the long term EPR promises to provide a platform for us to enhance our performance and efficiency:

- Maximising capacity - EPR will enable us to maximise the use of beds for patient care. It will enable advanced bed management with planned discharge dates and estimated length of stay
- Saving time - Data about each patient will only have to be inputted once, avoiding repeated patient questions and wasted time. We will also reduce the amount of postage and faxing we have to do.
- Reduced drug budget - By introducing electronic prescribing, we expect to reduce the amount of money we spend on drugs across the Trust.
- Sharing data - EPR will allow us to share patient information with other health organisations to improve patient care. This will save time transferring patient casenotes and information by post or fax. Multi-disciplinary working across sites will also be enhanced.

Going paperless

The NHS has committed to being paper-less by 2018. Introducing a new EPR will help us move from a paper heavy organisation to a paper-lite organisation by reducing the amount of paper clinicians use.

The EPR system

Choosing a supplier

As we aim to go live with a new EPR system in September 2015, we need to select our supplier this year. The Trust's Technology Board has worked hard to select a suitable product and the Trust Board will be considering its recommendations in September.

Gathering feedback from staff

We have engaged with clinicians, change champions and other staff to explore how EPR will be developed and what functions it will include.

Experience from other hospitals

Our programme team have visited other hospitals which already use more up-to-date EPR systems. We have held workshops and demonstrations with staff and looked closely at how the systems can be applied to this Trust.

Electronic Patient Record (EPR) system feature....

We now understand more about what sort of system we need here in Sheffield.

The business proposal

Before we can go ahead with selecting and implementing an EPR, it is important to outline the business need for the Trust and get approval for this. An outline business case has been approved and a full business case will be submitted to the Trust Board in September for approval.

When will it happen?

We aim to begin the development of the new EPR system later this year before going live with the system in September 2015.

A preferred supplier has been selected and this decision will be considered by the Trust Board in September.

we are currently examining all our existing data and systems to ensure all the information we store is accurate and valid. This 'validation process' is very important when we cut over to the new system.

The way people input and store patient information may need to change and it's vital that staff start to look at improving the way we do this now.

Training

The aim is to start training staff to use the new system later this year. It will take some time to train all our staff so it's really important that people put time aside to get this training over the next 12 months.

Some staff may also need to update their SMART cards as these need to be correct in order to access the new EPR.

What it means to me?

If you have any involvement with patient information, booking, clinics or prescriptions, EPR will affect you.

Staff involved will include:

- Clinicians
- Medical secretaries
- Admin staff
- Waiting list and pathway co-ordinators
- Clinic clerks
- Ward clerks
- Clinical coding staff
- Medical records staff
- Legal staff
- Research teams
- Clinical scientists
- Pharmacists

If you would like to know more, or if you have any further questions regarding the project, please contact the Transformation Through Technology office at transformation@sth.nhs.uk

For further information on the Transformation Through Technology programme email: Transformation@sth.nhs.uk or call ext 15756

