

ALDER HEY PUTS PATIENTS FIRST WITH DIGITISED RECORDS

SPS and Fortrus ensure patient notes are easily available, reducing the time between diagnosis and treatment

Challenge	Solution	Benefit
 <h2>Preparation</h2> <p>With thousands of paper records to manage and distribute, Alder Hey's storage process became expensive and inefficient, potentially leaving clinicians underprepared.</p>	 <h2>Digitisation</h2> <p>SPS and Fortrus migrated the Trust's paper records to a digital format without compromising quality, and ensuring adherence with data security standards.</p>	 <h2>5.5m</h2> <p>With 5.5m images now digitised, Alder Hey has ensured ease of access to patient records, saving space and reducing transportation spend in the process.</p>

Alder Hey wanted to eliminate any potential hurdles stemming from the inaccessibility of its records, so engaged Fortrus to support the Trust's migration to a paper-light model. Based on a long standing and successful partnership, Fortrus selected SPS as their delivery partner on this project. The digital solution will provide clinicians with access to digital patient health records at the point of care, enabling more efficient access to patient information.

Relying on paper

Alder Hey cares for hundreds of thousands of patients each year, each one requiring treatment notes and individual records to inform clinicians about their treatment. Each record is important, and can be critical in an emergency, but the strain of storing so many paper documents was beginning to show.

Tracking, preparing, updating and distributing patient records manually was proving to be an inefficient and expensive process for Alder Hey, as well as posing other difficult challenges to the Trust. In the event of an emergency clinicians require the patient's notes, but relying on manual delivery means running the risk of notes not arriving in time. In order to provide the highest level of care, it is vital that clinicians have up-to-date information about their patients.

As a result of delayed information, other difficulties surfaced. Many clinicians had taken to producing their own, temporary patient notes to ensure key information would not be missed, contradicting the

now-outdated official case notes as well as raising data protection issues. In order to comply with GDPR guidelines the Trust needed visibility over the data it stored – an impossible task with ad-hoc notes being regularly produced.

Primarily Alder Hey wanted to eliminate any chance of its level of care suffering due to record management, but alongside this concern the Trust saw the opportunity to evolve. Alder Hey looked to SPS and Fortrus to provide an innovative solution that could overcome its reliance on manual processes.

Embracing digitisation

Given the brief to reduce labour-intensive operations at Alder Hey, SPS and Fortrus positioned a digital records management solution. With patient records easily available electronically, clinicians would no longer have to rely on a manual chain of processes to access key data.

SPS and Fortrus began the process of migrating Alder Hey's physical patient records to a digital format, ensuring that data is captured in line with BS 10008 quality standards. Many of the ad-hoc notes produced by clinicians were handwritten, potentially causing issues with legibility when used and added to by different members of staff. By digitising in line with BS 10008, Alder Hey can guarantee key patient information is standardised and easy to understand.

SPS and Fortrus have also worked to create an off-site scanning bureau to handle the bulk scanning of Alder Hey's physical archives. By slowly digitising the Trust's library of patient records, Alder Hey can boost its available floorspace, re-utilising areas previously filled by physical records. With records scanned to BS 10008 standard, archived documents can then be securely destroyed rather than stored and accruing cost over time.

The digitised platform will enable granular control over access rights to digitised records, supporting data protection by restricting users' access to only documents they need, in line with role-based access control (RBAC). Each user is provided with their own login IDs and passwords to ensure patient data remains secure.

Prioritising patients

In digitising patient records at Alder Hey, SPS and Fortrus have delivered key benefits to ensure the Trust's patients receive the highest level of care available.

By eliminating the majority of manual processes involved in storing, retrieving and distributing critical patient data, clinicians no longer have to wait until the correct notes have been delivered. Now, clinicians can access key patient data themselves at the point of care, shortening the time between diagnosis and treatment in an emergency. With 5.5 million images now digitised and available

in a centralised location, clinicians can feel assured that the risk to patients has been minimised.

As well as a boost in efficiency, Alder Hey has experienced sizable cost savings from its digital records migration. The Trust has re-deployed physical space for more value-add activity, and the removal of on-site records has cut costs incurred by the retrieval process. Patient data no longer requires transportation to and distribution around the hospital, allowing staff more time to spend on caring for patients.

With new patient records as well as archived data due to be digitised in future, data protection regulation is no longer a concern. Alder Hey benefits from a full, centralised view of all patient data that it stores, simplifying the process of GDPR compliance. As clinicians no longer need to produce ad-hoc case notes, there is no risk of stored patient information going unnoticed, assuring patients that their data will be securely and sensitively managed by Alder Hey.

By embracing an innovative approach, Alder Hey has helped to boost its reputation for providing a high-quality experience for those in its care. The Trust always places its patients as the priority, and with digital records ensuring a newly streamlined experience, Alder Hey can give each patient the time and attention to be seen and treated as rapidly and effectively as possible.

About the Client

Originally founded in 1914, Alder Hey Children's Hospital is an NHS Foundation Trust in West Derby, Liverpool. It employs 2,400 staff and treats over 270,000 children from across the UK each year. Following a 2014 redevelopment, the hospital includes Head and Face Surgery facilities, a designated Children's Major Trauma Centre and one of four national centres for childhood epilepsy surgery.

About Fortrus

Fortrus has over 15 years of experience delivering Digital Transformation and Managed Services across the Private and Public Sector. Fortrus has revolutionised its clients' technology outcomes through a range of Digital Transformation Frameworks, ranging from £100m to £10bn in scope.

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