

Alder Hey Childrens and Liverpool Womens NHS Trust

Perceptive Content gives clinicians at one of Europe's biggest children's hospitals a single view of all the information they need to deliver timely and effective care. Converting one million paper records into electronic versions improves accessibility and helps staff make more informed decisions.

Challenge

Putting 1,000,000 patient records in a secure electronic repository

The IT department for these two NHS Foundation Trusts is led by the CIO, Dr. Zafar Chaudry. He and his team recognised that by removing the reliance on paper-based documents and processes in favour of a digital system, the entire approach to patient records management could be overhauled, improving the quality of patient care, as well as achieving greater operational efficiency and associated cost savings. Chaudry explains: "If you can't find the paper records, or if they are in no fit state to inform clinicians about how they need to treat the patient, then that represents a massive clinical risk."

With more than 1,000,000 paper records on file, the challenge was considerable. The team began by randomly scanning records. Although they digitised approximately 300,000 documents this way, the tactic was both slow and unreliable. The decision was made to implement an enterprise content management (ECM) system, setting out the intention of the Trust to move away from paper and improve how it manages its processes.

In 2011, a project was embarked upon with the clear focus to make better patient information available to clinicians at the right time in the right place, in order for them to be able to deliver more "informed" patient care. The key to the success of this project would hinge on getting the buy-in of clinicians from the outset. This would mean working with the software systems they already favour in their day-to-day duties as well as involving the clinicians at every stage of the process.

"MEDITECH is our clinical patient information system and we needed to find a technology that could quickly integrate with this and our other core systems, without having to make a huge investment," comments Chaudry. The team also acknowledged that in order for the project to succeed, it would need to be completed within what Chaudry refers to as a "reasonable time-frame". This would keep medical staff and all of those who stand to benefit from the system engaged in the initiative.

Meet Alder Hey

Alder Hey is one of Europe's biggest and busiest children's hospitals, providing care for over 200,000 patients each year. Liverpool Women's, which specialises in the health of women and their babies, both within the hospital and out in the community, is the largest women's hospital of its kind in Europe.

- ▶ **Location:** United Kingdom
- ▶ **Patients annually:** 200,000
- ▶ **Focus:** Children and women's care

Products in use: Perceptive Content

“This is an excellent example of a technology enabled change project, where we have been able to review our processes and introduce the right underlying system with Dell Services and Lexmark Healthcare to refine and roll them out across the organization.”

Dr. Zafar Chaudry

CIO, Alder Hey Children's and
Liverpool Women's NHS Foundation Trusts

Solution

The power of process & content management + MEDITECH

Following a comprehensive tender process, the team selected Dell Services to implement Perceptive Content from Lexmark Healthcare. Chaudry explains why: “We have worked with Dell for many years and its credibility and capability in deploying technology across the NHS, united with Lexmark Healthcare’s powerful and proven ECM solution provided a compelling and powerful combination for us.”

Dell Services and Lexmark Healthcare also demonstrated that it could deliver the lowest total cost of ownership, scalability and flexibility of the system for the long term, as well as a clearly defined implementation model and the simplest and most effective integration with MEDITECH. Throughout the implementation, the project team from Dell Services and Lexmark Healthcare worked closely with clinicians and the in-house IT department. This ensured that any process re-design to accommodate the new solution was clinically led. Chaudry explains:

“As clinicians are the end users of the system, it was important to engage with them from the beginning, rather than impose our own specifications.”

Today, Perceptive Content is fully integrated with MEDITECH and is available round the clock. The clinicians simply log in to the MEDITECH system and when they view patient record, they are advised (via a link clearly displayed on screen) that there is additional information relating to that patient housed in the Perceptive Content system. By simply clicking on the link they are then able to quickly and clearly view the digitised documents on screen and take the appropriate action.

Results

The combination of engaging with clinicians on the project and the seamless integration between the Lexmark Healthcare solution and MEDITECH has resulted in a system that is easy-to-use, has been well received by staff and is delivering on the trusts’ commitment to improve patient care.

A single access point for patients’ complete electronic records

Although the migration of data onto the ECM system is an on-going process, it is progressing well and the benefits of ECM are being realised. “The biggest benefit for clinical staff is having a single view of all the information they need pertaining to a patients care, in one place,” adds Chaudry.

Furthermore, the infrastructure is hosted within the hospitals private cloud to give the round the clock data centre capability at a proper industry standard level. Another major coup for everyone involved in the initiative was that the project was completed from start to finish in seven months, one month ahead of schedule. This was achieved through the Dell Services ADOPTS transformation and delivery methodology, an approach that has proved successful in over 100 UK healthcare projects. Chaudry comments:

“The success of the deployment, reliability of the system and the fact that it is already delivering real world benefits in our hospitals at the point of care is testament to the teamwork between Dell Services, Lexmark Healthcare, our IT department and the clinicians.”



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A future of infinite possibilities

Looking to the future, the trust is excited about the power and potential of the system it now has in place and is being used directly at the point of care with files, faxes and emails all being electronically captured directly in to the system. The next step will be to digitise the remaining 700,000 paperbased records and place them on to the system.

“There is an infinite amount we can do with the system and we are currently investigating the use of eForms for data capture. We are working with both Lexmark Healthcare and Dell Services more as technology partners than as vendors, to leverage our investment and accelerate the roll out of ECM across all other departments within the hospital,” adds Chaudry.

Alder Hey Children's and Liverpool Women's hospitals will benefit from cost reduction within medical records management, a more effective operation through an enhanced process and workflow, as well as improved clinical governance. The project has already resulted in a 70% reduction in scanning time and a 40% decrease in touch time when utilising the solution to seek information. Chaudry concludes:

“We are proud to say that this is an excellent example of a technology enabled change project, where we have been able to review our processes and introduce the right underlying system with Lexmark Healthcare Software to refine and roll them out across the organisation.”

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