Harnessing digital technology to manage elective surgical backlog

The challenge of recovering elective care led the Trust to approach the team at Open Medical to help with the digital transformation and streamlining of their elective surgical pathways.

NHS West Hertfordshire Hospitals NHS Trust

PATHPOINT SurgiCare

OpenMedical

West Hertfordshire Hospitals NHS Trust provides acute healthcare services across 3 Trust sites
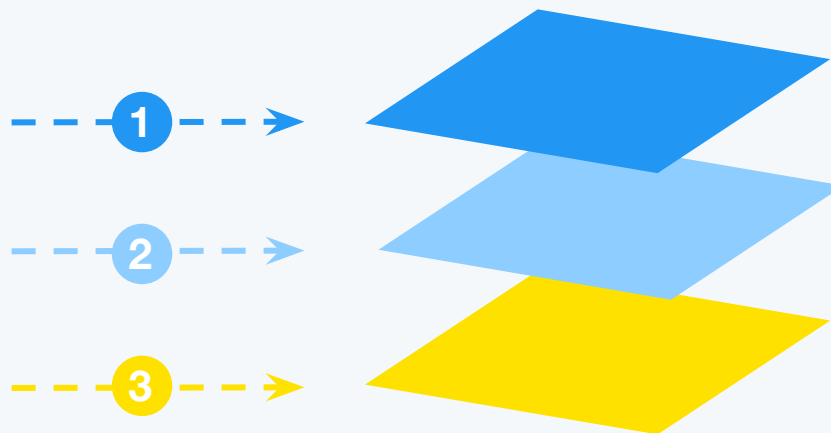
St Albans City Hospital
Primary elective care centre

1

Watford General Hospital
Heart of the Trust's acute emergency services

2

Hemel Hempstead Hospital
Urgent treatment centre

3

Patients requiring elective surgical procedures **require a coordinated multidisciplinary intervention through specialist teams**, including surgical and anaesthetic teams, preoperative assessment (POA) teams, speciality nurses and waiting list scheduling teams.

1 million
patients visit the Trust each year

70,000
Outpatient appointments

640
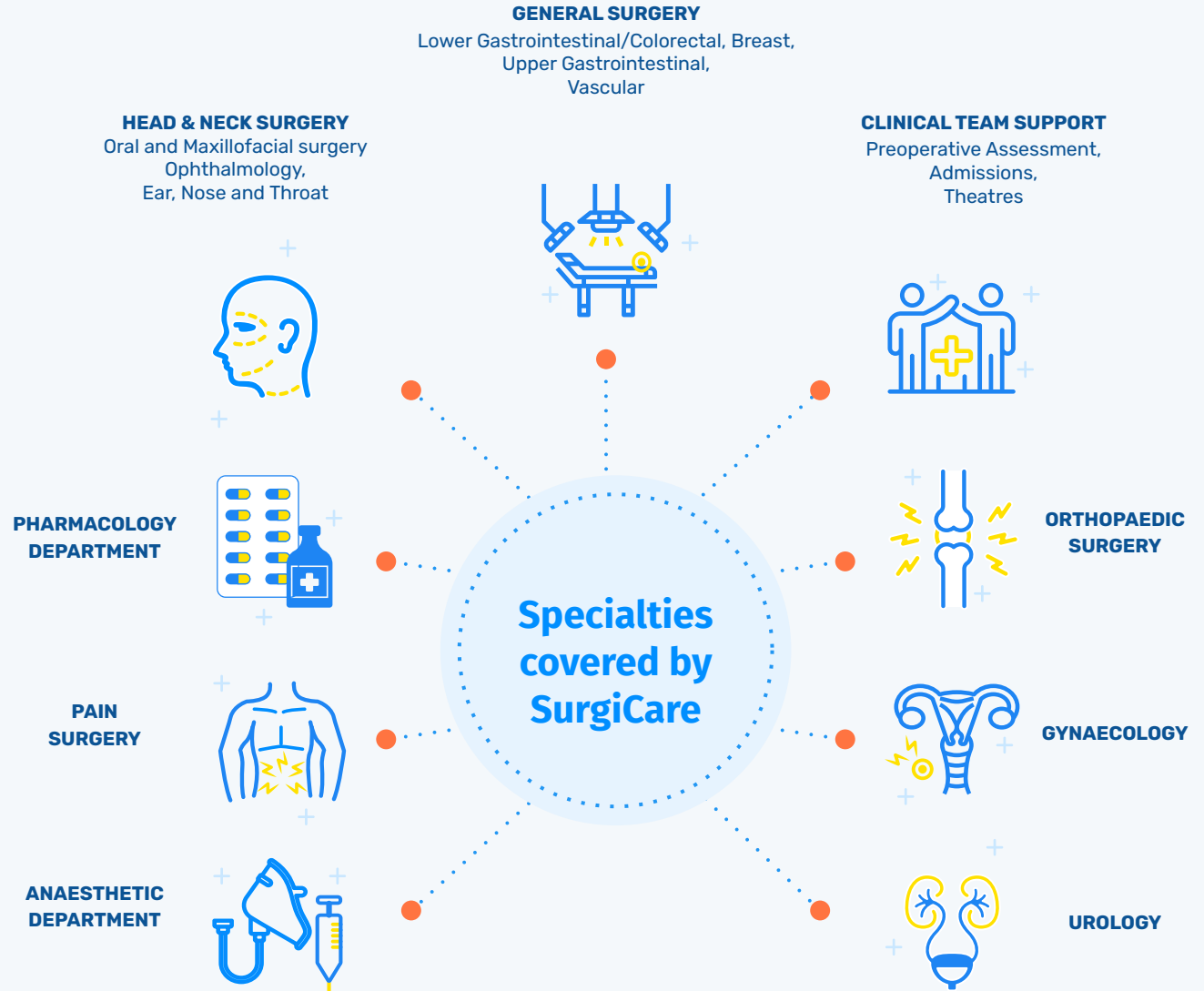Beds across all sites

15
Operating theatres across all sites

MULTIPLE STAKEHOLDERS

With so many stakeholders involved across multiple specialties, an end-to-end pathway approach is paramount

SEAMLESS COMMUNICATION

Facilitating efficient real-time communication to effectively manage workflows and necessary clinical interventions, ensuring all patients are appropriately prepared for their operation in a timely manner.

GENERAL SURGERY
Lower Gastrointestinal/Colorectal, Breast,
Upper Gastrointestinal,
Vascular

HEAD & NECK SURGERY
Oral and Maxillofacial surgery
Ophthalmology,
Ear, Nose and Throat

CLINICAL TEAM SUPPORT
Preoperative Assessment,
Admissions,
Theatres

PHARMACOLOGY DEPARTMENT

PAIN SURGERY

ANAESTHETIC DEPARTMENT

Specialties covered by SurgiCare

ORTHOPAEDIC SURGERY

GYNAECOLOGY

UROLOGY

> "We were using paper before and the emergence of Covid-19 really expedited our need to go digital - there was a massive drive nationally to do this, and the Trust was also very keen to use this opportunity to shift towards a paper-light approach

Isabel Hlomani
Lead Preoperative Assessment Nurse
West Hertfordshire Hospitals NHS Trust.

CHALLENGE

1. Managing an ever-increasing number patients on existing waiting lists

2. Inefficient legacy processes of paper forms, spreadsheets, & emails to coordinate patient care

3. Difficulty in tracking patients along their entire elective care surgical pathway

4. Keeping track with procedures that were being further delayed or cancelled

5. Inefficient governed means of recording patients' Covid-19 surgical risk assessment

SOLUTION

1. Surgicare platform to support every speciality with customisable scheduling tools

2. Sync team workflows with automatically updated digital waiting lists across departments
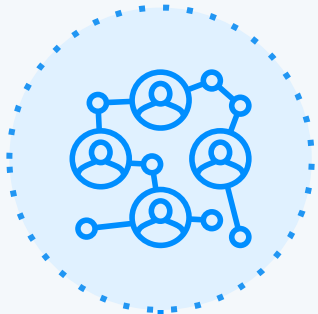
3. Digital theatre board to track POA status or any specific surgical requirements

4. Surgical scheduling tools including short notice additions to maximise theatre utilisation

5. Automatic Covid risk assessment and integrated harm review assessment

CONSULTATION WITH STAKEHOLDERS

The pre-implementation consultation phase provided the Trust with an opportunity to fully engage with Open Medical about the overall requirements of the solution needed and inform about the challenges with the current paper based processes.

REQUIREMENTS GATHERING

The Trust project team and Open Medical spent time with all specialities and stakeholders involved in the project, which was critical given the complexity of the elective surgical pathway.

SOLUTION IMPLEMENTATION

The solution was implemented in October 2020. Pathpoint™ Surgicare was customised to the needs of the Trust, and provided a fully integrated clinical workflow allowing clinicians across the teams to provide the best patient care in a sustainable manner.

OUR PROCESS

"

The team was adaptable, supportive, willing to engage. The system is user friendly and is cloud-based. The training was personally tailored to The Trust's needs and more importantly was one-to-one. Open Medical has exceeded my overall expectations. The team were fantastic and has continued to support the Trust fully through the transition phase

Isabel Hlomani
Lead Preoperative Assessment Nurse
West Hertfordshire Hospitals NHS Trust

WHAT IS PATHPOINT™ SURGICARE ?

Highly-intuitive end-to-end digital solution from pre-admission care planning to post-discharge rehabilitation, engineered to the specific requirements of the Trust's unique workflows, enhancing communication between clinical staff and patients.

1 Improved care and team coordination with customisable digital workflows for every speciality.

2 Effective theatre scheduling with real time overview of states, cancellations and surgical capacity with total theatre time estimation

3 Better quality service with seamless anaesthetic escalation pathways, allowing communication between the pre-assessment team.

4 High level visibility on the performance of the department with filters and custom codes
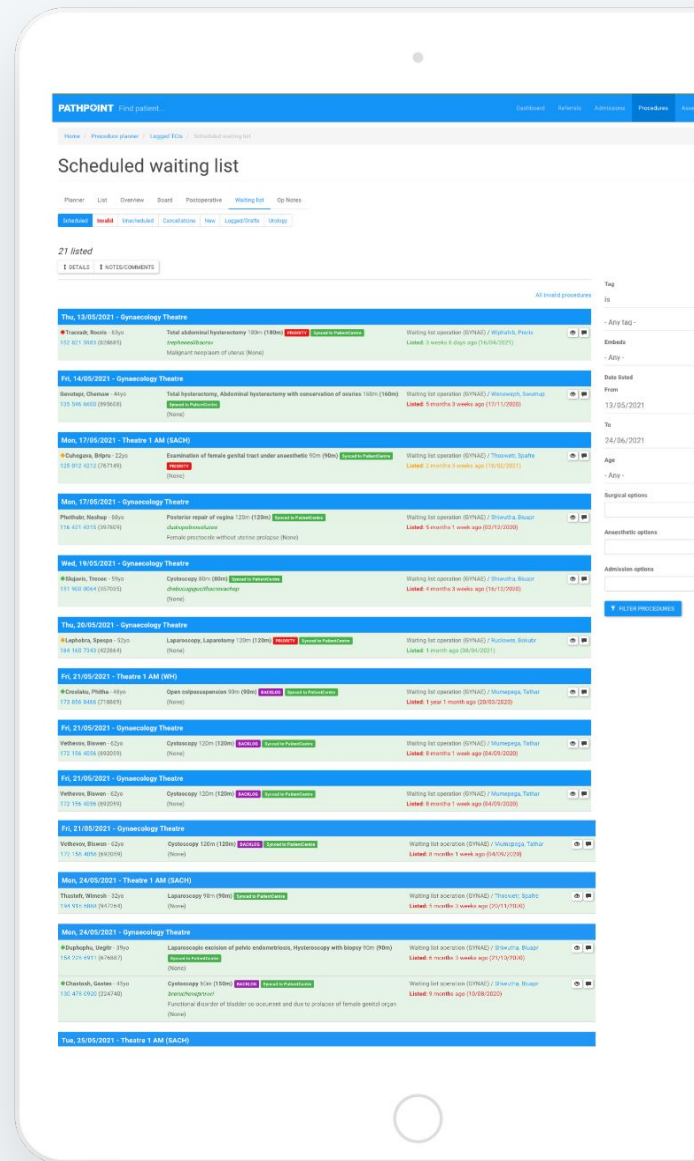
SURGICARE OUTCOMES

1 TRANSFORM — Digitally transformed surgical workflows of 11 specialties

2 STREAMLINE — Streamlined preoperative assessments across multiple interlinked POA departments

3 COMMUNICATE — Communicated real-time POA status & outcomes to admissions & theatres departments respectively

4 ESCALATE — Effectively escalated to patients requiring clinical anaesthetic assessment prior to surgery

5 VISUALISE — Pathways are connected between departments across the entire patient journey, improving visibility

6 ASSESS — Appropriately risk assessed surgical patients for Covid-19 related complications

7 CONNECT — Ensured documentation is available for all stakeholders to review

8 REDUCE RISK — Conducted clinical harm reviews of delayed patients to ensure they were not coming to harm

The adoption of Pathpoint™ SurgiCare at the Trust, has enabled clinical, administrative and management teams to have a full bird's eye view of the entire digital elective surgical care pathways, from decision to operate to post-operative discharge.

This has helped the Trust in reducing the surgical backlog, and will continue to provide a sustainable system on which to implement future surgical quality improvement projects.

" The platform is a fully cloud-based system, so we can securely access patient information remotely from wherever we are working. It is far more reliable than our previous paper-based solutions, as patient information is fully centralised and can be accessed from anywhere. It is brilliant from a patient safety point of view, as all the information is easily accessible and every action is tracked. We can identify where each patient is in their pathway at any time. PathPoint™ Surgicare has resulted in less surgical cancellations.

Dr Savita Marathe,
Lead POA Anaesthetic Consultant, West Hertfordshire Hospitals NHS Trust

Pathpoint™ is the leading clinical workflow platform trusted by the NHS

70
NHS Sites

25,000
Daily active clinicians

700K
Patients

Visit our website
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Email us
info@openmedical.co.uk

Call us
+44 (0)20 3475 2955

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