THE POWER OF TEAMWORK, SUPPORTED BY IT, IS THE KEY TO THE CONTINUITY OF CARE

HOPE EXCHANGE PROGRAME 2008 UK TEAM

Appointment Consultant Admission Discharge Follow up

Appointment: Past

- Paper
- Referral by post
- No access to patient information

Appointment: Present

- RISC – predictive model to enable support of patients at high risk of admission
- Wider access to healthcare records
- Choose and Book – nationwide software to enable patient choice of place and time for treatment

Appointment **Consultant** Admission Discharge Follow up

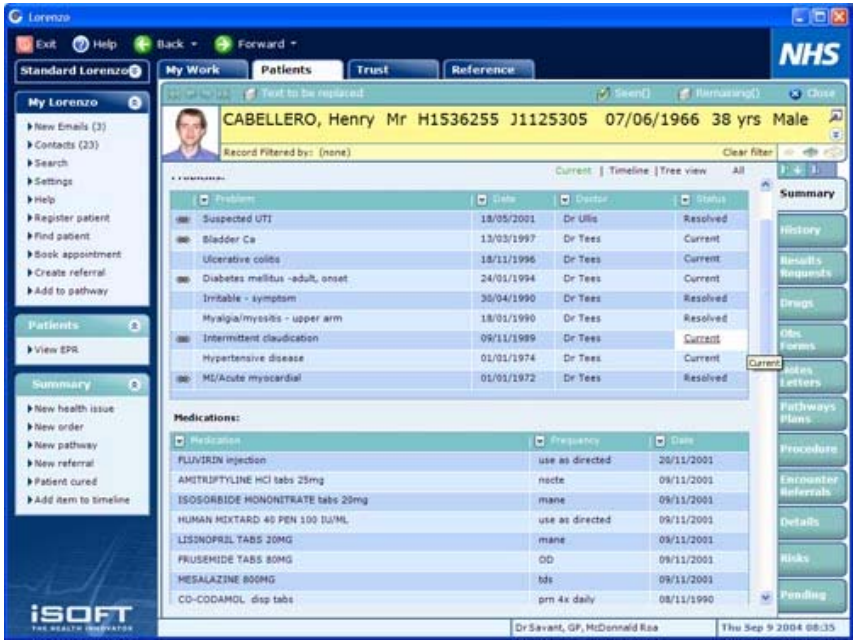
Consultant: Past

- Paper
- Less information
- No access to patient information

Appointment **Consultant** Admission Discharge Follow up

Consultant: Present

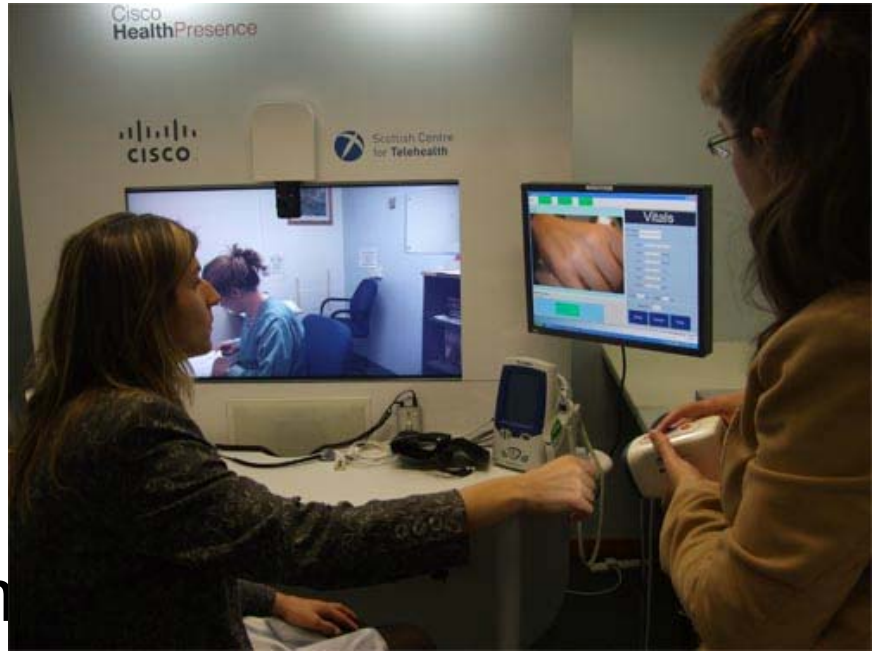
- Regionwide patient centred administrative and clinical IT system
- Digital Laboratory Results
- Teleradiology (PACS)
- Telemedicine



Appointment **Consultant** Admission Discharge Follow up

Telemedicine

- Supporting remote areas
- Linking to specialist via cameras
- Integrated electronic stethoscope.
- Close-up camera – focus on injury, wound, images etc.
- Crystal clear transmission of reports, images, ECGs etc.



Appointment **Consultant** Admission Discharge Follow up

Dialysis

- Hub and spoke system
- Spoke managed by nurses
- Linked to consultants at hub by real time IT system

Appointment Consultant **Admission** Discharge Follow up

Admission: Past

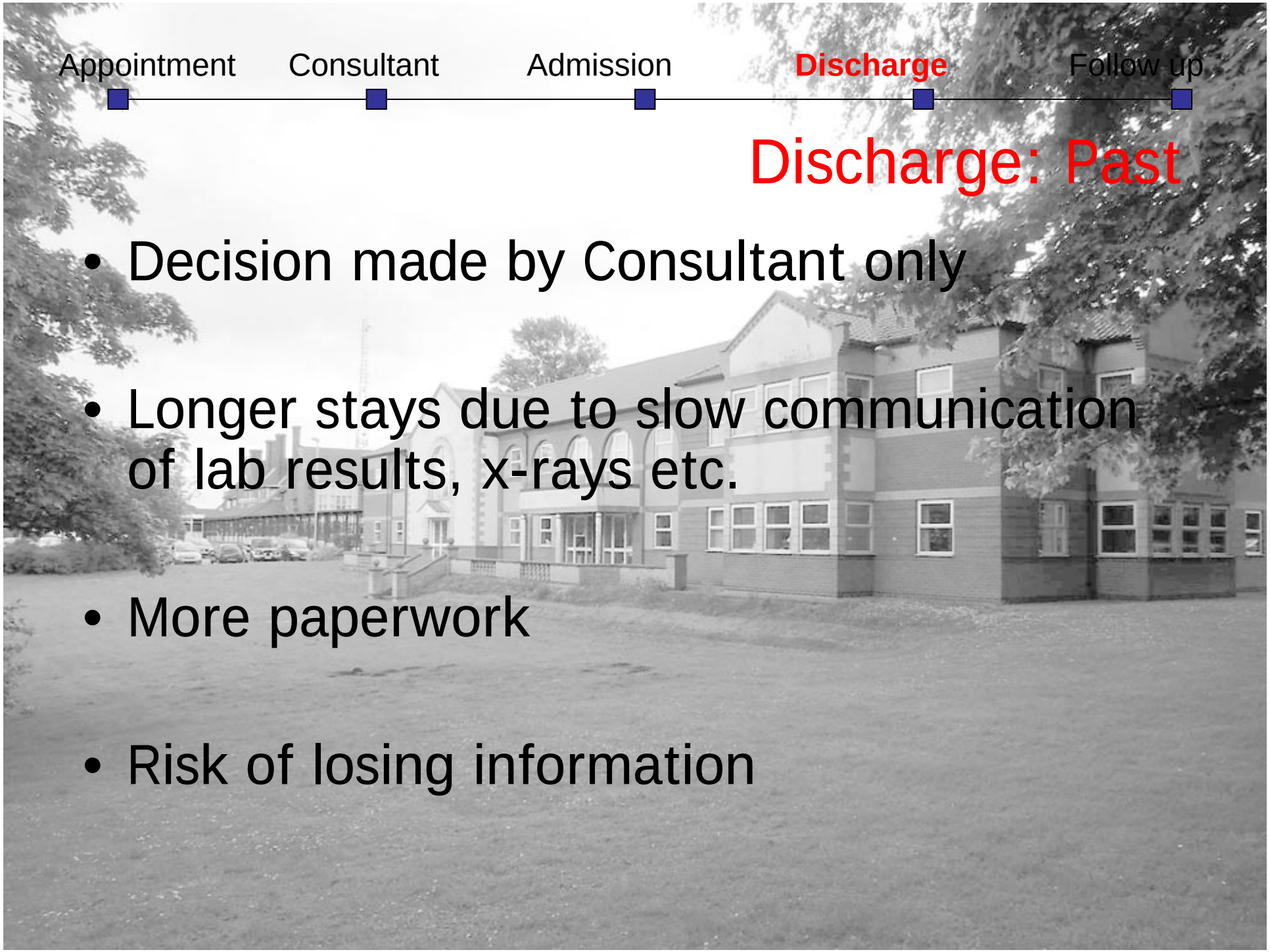
- Sometimes...
  - Hospital bed not available
  - Appointments cancelled
  - Operations cancelled

Appointment Consultant **Admission** Discharge Follow up

Admission: Present

- Dynamic bed management
- Patient administration system (PAS)
- Emergency care summary
- Electronic patient records

Contributing to increased safety and reliability



Appointment Consultant Admission **Discharge** Follow up

Discharge: Past

- Decision made by Consultant only
- Longer stays due to slow communication of lab results, x-rays etc.
- More paperwork
- Risk of losing information

Appointment Consultant Admission **Discharge** Follow up

Discharge: Present

- Earlier discharge planned by clinical team and enabled by named multidisciplinary team
- Electronic discharge letter and summary report

Appointment Consultant Admission Discharge **Follow up**

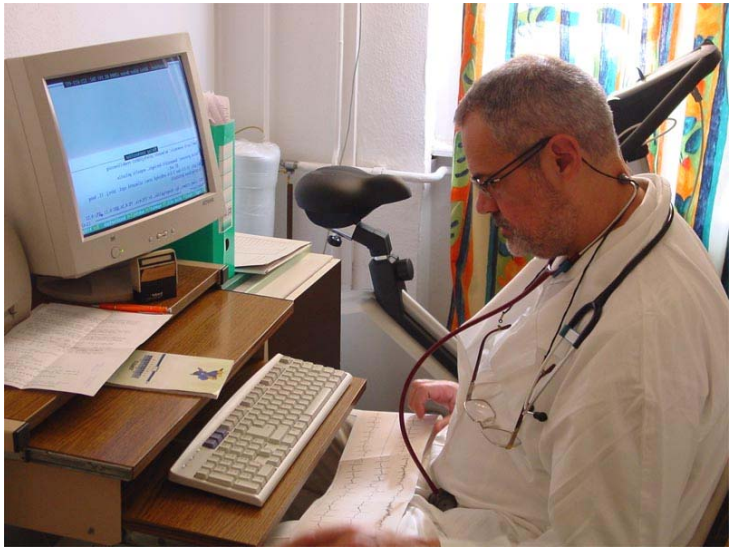
Follow up: Past

- Little information shared
- Reliance on paper
- No clear treatment path for patient

Appointment Consultant Admission Discharge **Follow up**

Follow up: Present

- Immediate access to electronic records by Community nurses and GPs
- Telecare supporting independence at home
- Information given to patients and carers on dedicated websites
- Home care monitoring supporting ongoing care



AND IN THE NEAR FUTURE ...

THERE WILL BE A SINGLE PATIENT RECORD ACCESSIBLE WHEREVER AND WHENEVER IT IS NEEDED

THERE WILL BE MUCH MORE GOING ON BY 2023 WHEN NHS WILL BE 75 YEARS OLD!