

Evolve eDischarge™



The Ipswich Hospital
NHS Trust

Case Study:

The Ipswich Hospital NHS Trust

A pioneering initiative at The Ipswich Hospital NHS Trust, delivered in partnership with Kainos, has saved over £700,000 a year in late-submission fines by ensuring that GPs receive a written update within 24 hours of a patient leaving hospital.

Among numerous targets, NHS Trusts in England must now deliver discharge summaries to GPs within 24 hours of a patient leaving hospital. The requirement is designed to ensure reliable and efficient continuity of care and a better patient experience. The consequences of non-compliance are hefty fines, which has driven many Trusts to implement computer systems, enabling them to create and submit discharge summaries electronically – and to prove that they have done so.

At The Ipswich Hospital NHS Trust, the 24-hour target further boosted the business case for an ambitious Electronic Document Management (EDM) initiative it had already embarked on to transform the availability and management of patient medical records. Broadening the strategy to ensure early compliance with the new discharge summary requirements was an obvious next step.

Benefits summary



Improved continuity of care into the community



Compliance with the mandatory DoH target of delivering discharge summaries to GPs within 24 hours of a patient leaving hospital



Improved patient experience



Avoidance of more than £700,000 a year in potential fines for non compliance



Stronger GP relationships



Additional justification for EMR transformation



99% success rate in meeting the 24-hour GP delivery target for inpatient discharge summaries

The Challenges

The Ipswich Hospital NHS Trust serves around 500,000 patients who live in and around Ipswich and east Suffolk. Each day, nearly 8,000 people are present on the hospital site, which covers 46 acres.

With the 2010 deadline looming, the Trust had no time to lose in getting its discharge administration in order. Continuing with existing processes was not an option, given the time typically taken to compile the summaries and send them out manually. Fortunately, it had already embarked on a comprehensive EDM transformation programme to reduce clinicians' reliance on paper when handling case notes. This was being rolled out in partnership with digital solutions specialist Kainos, a company with extensive experience of delivering enterprise content management solutions to local and central government agencies, as well as to numerous organisations across the private sector.

The Solution

The Trust's relationship with Kainos was by this stage well established and highly collaborative. Clinicians were closely involved in developing an optimised digital solution to streamline handling of patient records. The project was expanded to enable the efficient generation of electronic discharge (eDischarge) summaries for submission directly to GPs.

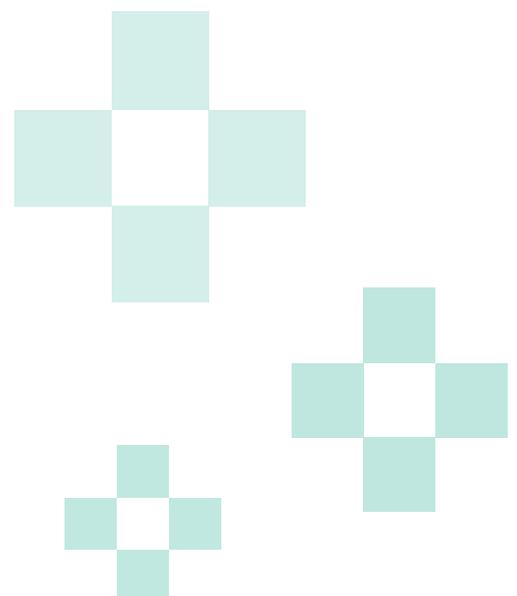
The resulting solution electronically captures complete clinical information about a patient during their hospital visit - including diagnoses, co-morbidities, investigation and results, procedures and treatments, medications and any follow-up arrangements. A full summary of this information can then be issued promptly to the patient's GP by traditional mail or NHS mail.

The system can also be used to transmit an approved dispensing sheet to pharmacy, allowing medication to be dispensed efficiently. Episode coding is more reliable too, because all data capture is electronic, and the recipient no longer has to decipher an individual's handwriting.

Thanks to the way the solution was developed, (using existing digital content management technologies, and with input from Ipswich's clinicians at every stage), the eDischarge capability was up and running in the hospital's Inpatient departments by December 2009, in plenty of time for the compliance deadline of April 2010.

“Since going live with the eDischarge solution we've reduced the fines received from our commissioner by more than £700,000 a year - a huge benefit over and above improvements to patient safety and the ability to provide timely information to GPs.”

**Mike Meers, Chief Information Officer,
The Ipswich Hospital NHS Trust**



The Benefits

Fast forward to today and the solution – branded Kainos Evolve eDischarge™ - now handles almost half a million records across Inpatients, Accident & Emergency and Stroke patients at Ipswich Hospital, with a 99% success rate in meeting the 24-hour GP delivery target for inpatient discharge summaries. The Outpatient eDischarge facility, which has been live since 2012, holds just under 600,000 records and is quickly moving towards the same performance levels.

Says Andrea Craven, Head of Project Delivery at the Trust, “Evolve eDischarge is now pretty fundamental to the way that we work with our GPs and the wider healthcare provider community beyond that.”

Having the discharge notes readily accessible online has also helped expedite new diagnoses, she notes. “A&E found they could immediately see what conditions a patient had come in to the hospital with previously, and were therefore able to treat accordingly. The result is that our clinical care performance is going up as well, and the solution has become so critical to our care that people refer to completing a discharge summary as ‘doing their Evolve’.”

Avoiding more than £700,000 a year in potential fines

The financial impact of implementing the eDischarge facility is considerable. Where Trusts fail to comply with the 24-hour turnaround of inpatient discharge summaries, there is a fine of £75 per episode. As Ipswich Hospital handles 7,000 such discharges per month, the potential penalty for non-compliance for these cases alone would be above half a million pounds. Emergency department fines are £10 a time, adding up to £80,000 if Ipswich Hospital failed to comply for its 8,000 monthly cases. Outpatient-related fines are £20 a time, which would be £100,000 for the 5,000 patients the Trust sees monthly.

Says Mike Meers, Ipswich Hospital’s Chief Information Officer: “Since going live with the eDischarge solution we’ve reduced the fines received from our commissioner by more than £700,000 a year - a huge benefit over and above improvements to patient safety and the ability to provide timely information to GPs.”

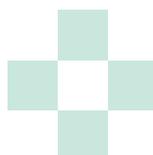


“The clinicians use Evolve every day. We have requests all the time for additional functionality so they don’t have to use different systems to find information or complete tasks. They just want to use Evolve for everything.”

Maggie Rudduck, Senior Implementation Specialist, The Ipswich Hospital NHS Trust

“The solution has become so critical to our care that people refer to completing a discharge summary as ‘doing their Evolve’.”

Andrea Craven, Head of Project Delivery, The Ipswich Hospital NHS Trust



The Trust now has clear visibility of its compliance record too, which it can demonstrate during NHS audits and use to keep enhancing performance internally. Managers can now tell at a department level, or clinician level, where targets are not being met.

Clinicians have also found that their administrative burden has reduced because the digital discharge summaries are so easy to generate. This frees up more time to spend with patients, a benefit the Trust has continued to expand through further content and process digitisation.

Extending patient benefits, meeting paperless NHS targets

With regard to the much broader EDM initiative, Ipswich Hospital has worked with Kainos to develop Evolve into a powerful Electronic Medical Record (EMR) platform – capable of improving the patient experience and internal efficiency in numerous other ways.

Given the Government's ambitions for a paperless NHS by 2018, this decision is already paying dividends. Ipswich was running its first paperless clinics within just 16 weeks of starting its digitisation project in 2009 – a long way ahead of its contemporaries.

"The clinicians use Evolve every day," says Maggie Rudduck, a Senior Implementation Specialist for the Evolve platform at the Trust. "We have requests all the time for additional functionality so they don't have to use different systems to find information or complete tasks. They just want to use Evolve for everything."

"We now do a huge number of electronic referrals, which is a great improvement because it means documents can't go astray," she adds. "And if something's written down - using mandatory fields in an electronic form - important information doesn't get missed."

Another significant advantage of the Evolve system is that it is easy to integrate with other clinical and administrative systems, as Sara Clark, another senior member of the implementation team, explains. "There are many different computer systems in the Trust, all with different data. However, we're starting to collect all of their information into Evolve so we've got one patient record. This helps reduce clinical risk for the patient, helped by the fact that the clinicians have really accepted Evolve – it's actually their system of choice."



The Ipswich Hospital

NHS Trust

If you would like to find out more about Evolve, contact us:

Tel: +44 (0) 28 9057 1100

Email: evolve@kainos.com

Web: www.kainos.com/evolve

Twitter: @KainosEvolve

