

NHS Forth Valley deploys Morse EPR app to support mobile community staff as part of its Digital & eHealth Strategy



NHS Forth Valley (NHSFV) is one of 14 regional health boards and serves a population of more than 306,000 in a diverse geographical area which covers the heart of Scotland.

NHS Board manages an annual budget of approximately £570 million and employs around 8000 staff. The Forth Valley Royal Hospital in Larbert is one of the most advanced and well equipped in Europe. It is supported by a network of four community hospitals, 56 health centres, day centres providing care and support for patients with mental illness and learning disabilities and a wide range of community services.

The organisation recognises the importance of using the latest technologies where possible to deliver the best care to patients in the locality. This was recognised in NHS Forth Valley's Digital and eHealth Strategy (2018). As NHSFV reviews its systems and services on an ongoing basis, it identified that its community services could be improved with a new solution for staff to access and share information quickly and efficiently using their iPads and other mobile devices.



Challenges

The previous electronic patient record system, MiDIS (Multi-Disciplinary Information System), had been used by NHSFV since 2011 and, although it provided sufficient functionality for most services, could not deliver a mobile working solution. Staff visiting patients in the community had to return to NHS clinics, hospitals or offices to access clinical systems. In addition, only limited data could be extracted for reports.

NHSFV also identified potential future risk, as the system was no longer able to be developed or supported by the supplier.

Top challenges

- To enable community healthcare staff to work with patient information both offline and online
- To allow staff to share and update healthcare data with colleagues



- To reduce travel to and from NHS premises, increasing time with patients and minimising costs
- To be able to extract and report on accurate data to plan staff deployment and manage performance
- To ensure electronic health records can be maintained now, and in the future
- To improve admissions and discharge procedure, saving time and ensuring patient safety.

Solution – providing flexibility to work offline and online

After considering a variety of different solutions, NHSFV adopted the Morse EPR mobile app from Cambric Systems. As well as meeting NHSFV's requirements, Cambric's solution offered value for money and was a proven working solution, having already been adopted by three other NHS boards.

A key feature that the organisation required was to enable staff to work without an internet connection when visiting patients away from NHS premises. It also wanted to ensure that electronic health records in the system could be maintained and supported in the long term.



Cambric's Morse solution is designed as an app to work on iPads, providing an easy to use, mobile consultation and assessment tool. It is now used by NHSFV as an electronic health record system by over 1000 healthcare staff, including Allied Health Professionals (AHPs) and Community Nursing Services including District Nurses, Health Visitors and School Nurses. A range of other patient services, including specialist nursing, also use the solution.

All clinical records are kept within the Continuation Notes and Assessment Forms. In addition, appointment details can be recorded consistently for all patient contacts with key details including date, time, location, direct/indirect, mode of contact, staff member and contact intervention.

Another benefit is that clinical information within Morse is accessible to other staff including General Practitioners and Acute Medical and Nursing Services via the NHSFV Clinical Portal. Data can be extracted easily to create reports that help the services provision to identify where and if increased demand occurs and staff deployment, helping with continuous improvement in the delivery of care.

Results – increased efficiencies help to deliver better patient care

Since implementing Morse across departments in NHSFV, the organisation has realised a series of significant benefits.

Top highlights:

Saves time for the busy referral system – NHSFV has seen an 80% reduction in time spent processing referrals, compared to the previous system

Reduces duplication – now that clinical information can be completed in real-time, there is no need to re-key in data. Workflows have also improved as patient intervention is recorded in situ. There is also no need to print off data entry forms, reducing manual tasks and paper wastage.



Clinical efficiencies – mobile working with iPads has significantly reduced travel time and costs, due to the timely availability of patient information within Morse and the clinical portal.

Enables hybrid way of working – using a mobile solution supports physical distancing in team bases and at patient locations.

Improves communication and decision making, for example, blood results and assessments are available and accessible to share with other Morse users.

Supports flexibility and responsiveness during the day – improved communication enables faster decisions/action to be taken by staff delivering care, and redeployment arranged if required.

Enables clinical decision support – a district nurse can take a photo on the iPad of a wound, sharing with the Tissue Viability team, who can then provide advice. This also helps with patient engagement, for example, by showing the patient the original photo of the wound and how it has progressed, so that they can see the difference.

Reduces home visits required by in-patients before discharge – for example, therapists can undertake a home visit without the patient present, a 'virtual walk round' the house can then be made with the patient using photos on the iPad.

Increases patient safety – the ability to integrate Morse with other software, for example, Google Maps, means that patients can be shown their house, helping to orientate them and allows therapists to do a virtual assessment of the environment. For example, this may be important for self-propelling wheelchair access – "Is the path gravel or paved?", "13 steps up to front door, therefore requires two-person stretcher for transfer home".

Having this information in advance has reduced the number of environmental visits by staff, including ambulance crews, and helped to increase patient safety.

“ We have seen a reduction in home visits required by in-patients before discharge with a 'virtual walk round' the house made with the patient using photos on the iPad. Therapists can undertake home visits without the patient present, and with consent take photos which can then be used with the patient to visualise themselves at home e.g. "Is that your chair?" **”**

“The ability to integrate Morse with other software, for example, Google Maps, means that patients can be shown their house, helping to orientate them and allows therapists to do a virtual assessment of the environment. For example, for self-propelling wheelchair access – “Is the path gravel or paved?”, “13 steps up to front door therefore requires two-person stretcher for transfer home”.

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Working With Cambric Systems

“Cambric has been incredibly easy to work with, especially during the evaluation. We had a lot of staff involved across all departments working as a team and Cambric listened carefully to their feedback. They have a really proactive view to working with clinical end users to make the product better, which we have found rare among suppliers.

Each example of the efficiencies gained using Morse really add up across the organisation to make significant time and cost savings.”

Nicola Henderson, AHP eHealth Clinical Lead,
Senior Dietitian, Dietetic Department, NHS Forth Valley

About NHS Forth Valley

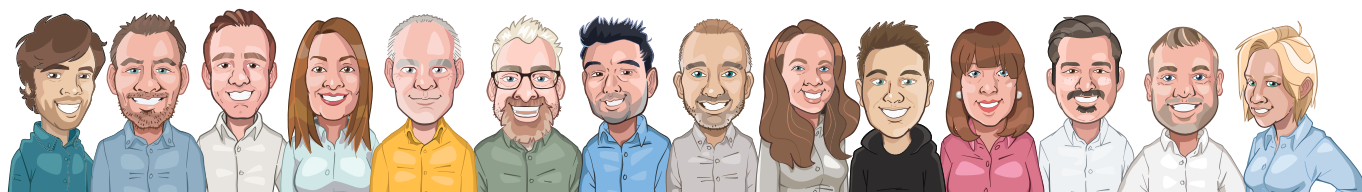
NHS Forth Valley is one of 14 regional health boards and serves a population of more than 306,000 in a diverse geographical area which covers the heart of Scotland.

The Board manages an annual budget of approximately £570 million, and employs around 8000 staff. The modern acute hospital – Forth Valley Royal Hospital in Larbert – is one of the most advanced and well equipped in Europe and is supported by a network of four community hospitals, 56 health centres, day centres providing care and support for patients with

mental illness and learning disabilities and a wide range of community based services.

It is home to the Scottish Centre for Clinical Simulation and Human Factors, one of the most advanced training facilities of its kind where medical staff are able to hone their skills using computerised mannequins. In addition, NHS Forth Valley has been named in a survey of trainee doctors as one of the top places to be in the UK for medical education and training.

For more information, visit <https://nhsforthvalley.com/>



About Cambric Systems

Cambric provides powerful, flexible, and intuitive healthcare software solutions that deliver critical patient information to the clinician and health care professional at the point of care whether on the ward, in the clinic, or in the community.

We have been working with NHS health boards and trusts for over 20 years to ensure they obtain maximum benefit from their Cambric solutions through our collaborative approach and a blend of trusted support and consultancy services.

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