

NHS Lanarkshire benefits from 'data on the move' using Morse EPR app



Many of NHS Lanarkshire's staff are health and social care professionals working in the community. To provide the highest levels of safe care, they require fast access to up-to-date information on their patients, but this can be difficult when that information is held across multiple health board and NHS systems and when staff are visiting patients in low or non-signal areas.



The primary systems that NHS Lanarkshire's community workers rely on for patient data are the Scottish Care Information (SCI) store of the National Health Service (NHS) Scotland which is actively used by over 30,000 clinicians and administrators in the country every month, and the Multi-disciplinary Information System (MiDIS) that underpins a consortium of five health boards across Scotland: Dumfries & Galloway, Fife, Highland, Lanarkshire and Tayside.

Challenges – data 'on the move' for a growing user base

When existing support for the region's MiDIS drew to a close, NHS Lanarkshire began to look for a more sustainable way to support its community health

and social care workers with reliable 'data on the move'. The search was on for an electronic solution to streamline the traditional time-consuming process of manually accessing and inputting patient data that was prone to human error and unnecessary duplication. Advanced functionality at an affordable cost that was easy to use by staff out in the field were key selection criteria.



Top challenges:

- To boost productivity and efficiency – less time on administration and travelling, more time for patient care
- To reduce duplication and human error associated with manually procuring and storing patient data across multiple systems



- To increase patient safety through complete, up-to-date patient records
- To improve patient services including fast electronic appointment scheduling
- To enhance communications between healthcare professionals
- To boost staff morale and job satisfaction

Looking ahead, NHS Lanarkshire also expressed plans to utilise the technology in a strategic way, expanding its capabilities to build an effective framework for sharing future development work and costs with a growing user base and across other Scottish NHS health boards.

Solutions – empowering a strategy for joined up patient care

NHS Lanarkshire took the decision to adopt the Morse mobile app from Cambric Systems. The app was already successfully installed at three of the five MiDIS consortium areas covering Dumfries & Galloway, Fife, Highland, Lanarkshire, and Tayside. Today, the 3-phase implementation supports

District Nursing Services including long-term conditions and palliative care and Children & Family Services in the county and is scheduled to support Mental Health & Addictions in the very near future. The Morse solution is utilised as an Electronic Patient Record (EPR) and Patient Management System (PMS).

Staff at NHS Lanarkshire use the Morse app to view appointments and patient record information on their mobile device. They can record their findings and care notes directly into the health board's EPR database whilst in the patient's home, eliminating the need for manual recording and subsequent transcription of notes in the community system. The electronic record provides an up-to-date account of the patient's situation which is then accessible to community staff from other professions participating in the team-based care of an individual as well as other acute and primary care clinicians who might be involved in the patient's care.

NHS Lanarkshire particularly appreciates the mobile aspect of the solution with regard to offline working. The Morse app has been designed as a 'mobile first, offline first' system that does not require a live network connection, records are simply synced when the user is next online. This empowers staff by providing them with patient information that can be amended and updated securely while out and about.

“ Pauline Schoneville, District Nurse Practice Assessor at NHS Lanarkshire added: *“Empowerment – for staff and for patients – is a critical success factor. While full of praise for the way Morse allows them to complete clinical documentation in real-time, increasing accuracy and reducing paperwork, staff particularly admire the greater levels of patient involvement the new technology affords. With instant access to accurate and complete data, nurses grow in confidence because they can better reassure and actively engage patients in their care pathways. Morse has made a huge difference to delivering a truly patient-centred experience.”* ”

Results – a healthcare framework fit for the future

Since implementing the Morse mobile app, NHS Lanarkshire has already noticed a series of significant benefits. The top positive outcomes include:

Time Savings – Instant access to data held in critical data systems such as MiDIS and the SCI Store means community healthcare workers do not need to go into the office or clinic, saving significant time travelling and on administration which can instead be spent with patients. For example, the fact that users can complete clinical notes and assessment forms for a patient, on an iPad while 'on the move', is massively beneficial for staff.

Reduction in Human Error – Before Morse, errors and duplication caused by having to manually procure and input patient data were common. Now, staff simply download their latest patient updates at the start of their day, complete their rounds, updating patient information as they go, and then periodically sync it back to the main system when there is a secure network connection. The information staff have is in real-time, giving them the confidence that patient records are accurate and therefore reliable, at all times.

Improved Patient Safety – Through the ability to access and create more complete and up-to-date patient records using a single integrated system that links seamlessly to in-house and third-party applications. For example, the ability to integrate with NHS Scotland's SCI Store and portal delivers an instant repository of wide-ranging and live information relating to patient demographics, laboratory investigation reports, radiology reports, treatment logs and critical Admission, Discharge, Transfer (ADT) details.

Better Patient Services – Along with time savings, automation enables staff to introduce and improve a range of new functions including fast electronic

appointment scheduling. This is particularly reassuring for patients who are far removed from a clinical setting or who live in remote parts of the country. Thanks to the Morse mobile app, they can rest assured they are receiving the highest levels of patient care – on the spot, in their own homes.



Greater Staff Morale – The Morse app is very versatile and has a dual purpose. It acts as an efficient Patient Management System (PMS), in that it allows staff access to their patient caseloads and management of activities like appointments; and as an effective Electronic Patient Record (EPR), in that all assessment forms and notes are stored against the patient record in Morse and can be viewed 'on the fly'. The solution also integrates with NHS Lanarkshire's Clinical Portal so all completed Morse content once signed off, can be viewed by everyone at the health board. This is particularly useful for acute staff.

Quite simply, the ability to work in a timely, accurate fashion using one single integrated solution enhances communication between staff while increasing efficiency and productivity. Combined, they boost staff morale and job satisfaction exponentially.

Good ROI – Streamlined processes, ease of use and widespread acceptance by staff – these benefits far outweigh the original investment in Morse technology. What is more, the same solution offers new exciting possibilities including increased collaboration across the wider healthcare landscape. NHS Lanarkshire plans to exploit the strategic capabilities of the Morse app further to share learning, knowledge as well as future development costs with a rapidly growing user base.



About NHS Lanarkshire

NHS Lanarkshire is the third largest health board in Scotland. It serves a population of 655,000 across rural and urban communities in Lanarkshire. The organisation employs around 12,000 staff working in communities, health centres, clinics, and offices and at three district general hospitals – University Hospital Hairmyres, University Hospital Monklands

and University Hospital Wishaw. NHS Lanarkshire is committed to delivering high quality, innovative health and social care that enables everyone to live longer, healthier lives at home, or in a homely setting. For more information, visit

www.nhslanarkshire.scot.nhs.uk



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.

Contact us at:

Cambric Systems Limited | PO Box 7012 | Forfar | DD8 0BN
01382 217050 | hi@cambric.co.uk | www.cambric.co.uk



Version 3.0 – Feb 2022