

NHS Western Isles leads the way in joined-up patient care using Morse EPR app from Cambric Systems



The NHS Western Isles Health Board (NHS Western Isles) is responsible for providing healthcare to a population of approximately 26,720, spread over 280 towns and villages. The Health Board employs over 1,000 staff.

It operates three main hospitals and works in conjunction with mainland Health Boards and other organisations in the region, including local authority and voluntary organisations, to deliver on its promise of protecting, promoting and improving the health and wellbeing of the Western Isles population.

Challenges – going digital

For NHS Western Isles, the reliability and delivery of sustainable and safe healthcare is a top priority. Everyone shares the same ethos, striving to be 'the best at what we do'. However, in a complex environment comprising multiple service providers and diverse clinical specialties, achieving this mission can be highly challenging especially across such a wide geographic area. The Western Isles is located 40 miles off the North West Coast of Scotland, and is 130 miles long from the Butt of Lewis in the North to the Isle of Barra in the South. Meeting

the healthcare needs of a population covering seven isles often involves travel by car, ferry and even plane.

Top challenges:

- To find a more efficient and consistent way to access, update and communicate patient records. The traditional method of relying on a mix of paper notes and legacy IT systems was no longer sufficient.



- To supplement the Health Board's existing patient record systems with a digital solution designed for community and allied health professional (AHP) use.
- To create a digital record of patient information that could be accessible anywhere out in the community as well as in the three hospitals.
- To further support and drive forward NHS Western Isles' e-Health Programme of digital transformation.
- To deliver better patient care through time savings.

“ I have been a member of our e-Health Programme board for some time and from the very beginning, the case for moving from paper records to going digital was clear. There was also growing recognition from an organisational point of view that other community services would benefit from one automated clinical system. Our aim was to create a digital record that was accessible anywhere out in the community as well as in our hospitals. It was all about modernising the way we worked. ”

Karen France Macleod, NHS Western Isles Nutrition, Dietetic and Catering Services Manager

Solutions – modernising the way we work

To find the best digital solution for NHS Western Isles, Karen and other potential users enlisted the support of the IT department to conduct a full options appraisal, carefully crafting a list of selection criteria while ensuring the new technology fully met everyone's requirements. The Health Board's main focus was for one single system for community and AHPs that could initially carry out basic tasks such as automating notes and appointments.



“ Moreover, what attracted us to Cambria Systems was their willingness and proven ability to develop technology to support our clinical practice rather than force us to adapt our ways of working to fit the system. It's definitely one of their greatest strengths and made them stand out from the crowd, ” Karen added.

When Karen and her team deployed the Morse Electronic Patient Records (EPR) app from Cambria Systems in 2016, NHS Western Isles became the first Scottish Health Board to select the automated solution and the first to influence how it has grown and evolved over the years.



In 2018, the Occupational Therapy service was the next team to benefit from Morse technology. Today, the system is used by a variety of multi-disciplinary teams including dietetics, occupational therapy, speech & language, Macmillan cancer services, mental health, learning disabilities along with several specialist nursing staff such as neurological and stroke nurses. Additionally, many AHPs who apply their niche knowledge and expertise to help people live their lives as fully as possible utilise the system to gain secure, easy, instant access to patient information:

- At a glance, clinicians are able to see details of appointments and patient case notes and they can see their own caseloads as well as what multidisciplinary teams are doing.

- Users can download important documents such as scan results, letters from specialists and local GP referrals from the SCI Store and securely store them in the Morse app. As the central information repository that is used by every NHS Health Board and 30,000 clinicians and administrators in Scotland every month, Morse users can rely on the patient information from the SCI Store to be current and accurate.
- Above and beyond statistics and reports – the more widespread the Morse app is deployed, the more confident clinicians are in applying it creatively. For example, some departments including Occupational Therapy are utilising the technology as their go-to patient admin system as well as a reliable clinical record system.

In the near future, NHS Western Isles expects to roll-out the Morse EPR app to other parts of the Health Board such as the community nursing, mental health and cardiac teams.



Results – e-Health transformation in action

The evolving implementation of Morse technology from Cambric Systems has tangibly supported the e-Health transformational journey at NHS Western Isles. The most notable benefits are:

Time savings – because clinicians no longer have to juggle a mixture of paper notes and disparate IT systems to find the information they need to

attend to their patients, they can better manage their time and dedicate more of it to patient care. When it comes to patient information requests, the process is altogether smoother and swifter. Before Morse, staff spent significant amounts of time working out when they last saw a patient, where their notes were, locating them, photocopying them then passing them along to the person requesting the data. Now, staff can find the information they need immediately. It's made 'a huge difference' even down to reducing the amount of physical space the organisation previously used to store paper notes.

Agile operations – According to Sonja Smit, Occupational Therapy Services Manager at NHS Western Isles:

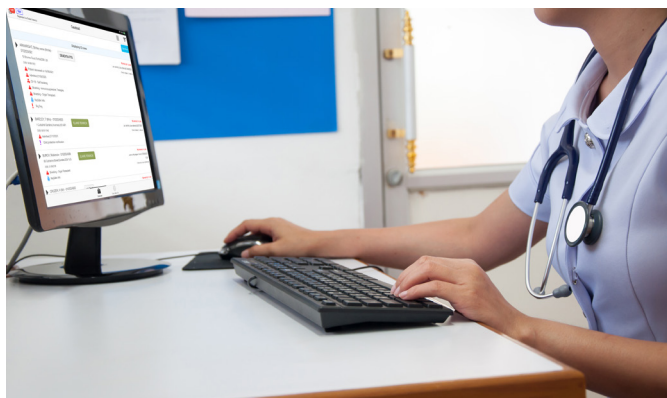
“*Cambric Systems has made us more agile and transformed the way we work with patients – and with each other. We can message each other within the Morse system, meaning we are less likely to miss each other and can spend more time delivering a speedier response and better quality of care to patients.*”

Improved patient safety – with patient records all in one place, nothing falls through the cracks. Clinicians have the full story, wherever they are – at home, in a GP practice or hospital – so they can change their plans if they spot potential harmful incidents to minimise risks to patient safety.

Improved quality of care – clinicians have clear visibility of a patient's history and details of their current care – whether planned or administered by themselves or other colleagues – to make informed decisions on future treatment plans.

Better data access – to patient information from all sources including data from third party organisations. Data can be accessed and updated offline for example, during patient visits in remote locations and then automatically synchronised when clinicians are within network range, back at the clinic or in hospital.

Efficient caseload management – the Morse app is very useful for clinicians who can see their caseloads however they wish – by geography, by practice or by urgency. The ability to see multidisciplinary activity at any one time brings added value, helping clinicians to adjust their schedules if a colleague is away or off sick so they can better plan their day or week.



Lone worker protection – when clinicians cannot see a colleague but know they are working, they can easily track them remotely and check in with them regularly to keep them and their patients safe.

Perfect remote-working tool – the mobility of the Morse solution is one of its greatest assets and this was particularly evident during the pandemic. When people needed to self-isolate even though they might not be feeling ill, they could still work – setting up appointments and running clinics remotely. Today, Sonja's Occupational Therapy department conducts all its triage activities using

Morse. Staff simply access patient information while they are out and about visiting patients, using their iPads.

Morse opens the door to future possibilities

In the future, NHS Western Isles plans to build on the success of the Cambric Systems implementation with additional third party integrations. For example, referrals can be sent to and received from external systems from directly within Morse. Meanwhile, once teams are fully compliant with the New Ways waiting times initiative, NHS Western Isles can use the advanced reporting capabilities of the Morse solution to report reliably on wait times to the Scottish Government

Karen France Macleod, NHS Western Isles Nutrition, Dietetic and Catering Services Manager concluded:

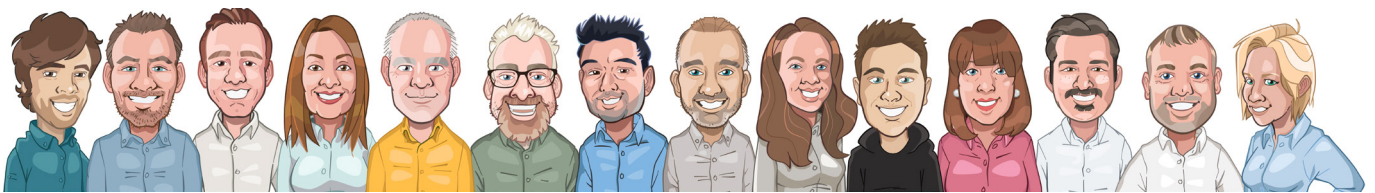
“From day one, we have benefitted from the Morse app but particularly during COVID when people were working from home. Those lucky enough to have it definitely adapted more quickly to remote working than those who relied solely on paper processes. It's brilliant because in the past, we wouldn't have had patient records with us in our homes whereas now we can deliver a clinic, contact patients, do notes and access everything from wherever we are. It really is mobile and has totally changed the way we work – in a positive way.”

About NHS Western Isles

The NHS Western Isles Health Board is responsible for providing healthcare to a population of approximately 26,720, spread over 280 towns and villages. The Health Board employs over 1,000 staff, has a revenue budget of £101.161 million and a capital programme of £1.292 million.

NHS Western Isles has three main hospitals and works in conjunction with mainland Health Boards and other organisations, including local authority and voluntary organisations, to provide a wide range of healthcare services in the region.

For more information, visit www.wihb.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 1.0 - Apr 2023