



SYSTEM OPTIMISATION

Far too often digital health systems are installed in a functional, but inefficient way or have through poor governance had layers of changes to configurations layered one on top of another which reduces performance, productivity and efficiency.

We can help find the root cause and gaps where improvements are needed and help you determine the specific system changes required for attaining your goals. We can help you streamline processes and workflows to maximise efficiency and configure systems to address patient safety and security concerns. In addition, our team can help Trusts:

- Improve current practices, methods, and patterns of treatment
- Provide a MOT and servicing of systems to improve their performance
- Develop, implement, and standardise efficient approaches of care
- Identify and eliminate process variations and apply best practices
- Discover patterns and trends that reveal improvement opportunities
- Utilise analytics and care management to improve care quality
- Better synchronise your IT workflow, staff, and technology
- Access quality data to continually improve performance
- Improve clinical adoption



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How do you know if your system has reached a point where system optimisation would be of benefit?

There are indicators which can include:

- **High numbers of open helpdesk tickets and tickets open for long periods of time.** This might be a symptom of short staffing at your service desk, but it's probably a symptom of a high number of complex requests that can't be solved quickly by the service desk and imposing a high workload on analysts.
- **Conflicting requests from various clinical groups.** Whether this is simply conflicting requests on how some functionality should work, or requests to implement the functionality differently in different departments or facilities, this should alert you that you don't have good alignment between understanding, process, and systems.
- **Unhappy clinicians.** As the users who spend the most time providing and documenting patient care, doctors and nurses are the ones most affected by poorly optimised systems. This might manifest as complaints, or as an outright "refusal" to use the system.
- **Unclear development priorities.** When the majority of development requests are identified as the highest priority, or when there is no clear prioritisation at all, there is almost certainly a system optimisation issue. Sometimes this is directly obvious from examining the priority list, but it can also manifest itself with overuse of "it's a safety issue" or "it's a patient care issue" to circumvent priority levels.
- **Trouble maintaining clinical pathways.** This might be a direct issue with the design, i.e. the design isn't compliant, a usability issue, or a process/workflow issue. Scenarios where electronic quality measure data does not match manually extracted data certainly qualify here as well.
- **Duplicate documentation.** This is a situation where registration and nursing are both responsible for collecting critical data, such as advanced directive status.
- **Documented "interface issues".** This issue surprises many people, but our experience in installing and optimising clinical systems suggests that at least half of issues that are described as interface issues are really data issues, and the clinical systems are often at fault.
- **Known workarounds.** Any time you hear users describing ways they work around the system, you should evaluate the issue as an optimisation issue.

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As you evaluate your environment as a candidate for optimisation, these symptoms can be clear signs that optimisation work is required. In our experience, while you can deal with each of these symptoms and the underlying system causes individually, it's generally far more productive to assess the entire system and the underlying processes as a whole. There are often commonalities between issues that affect prioritisation, where changes can be lumped together into a package of process improvements and system changes that can be trained and implemented simultaneously.

Getting a handle on the scope and resources required to conduct an optimization can be complex, but the rewards of doing it right are well worth it.

