

Caring for digital health



Oxford University Hospitals
NHS Foundation Trust

CERNER mPAGE DEVELOPMENT FOR MATERNITY REFERRALS

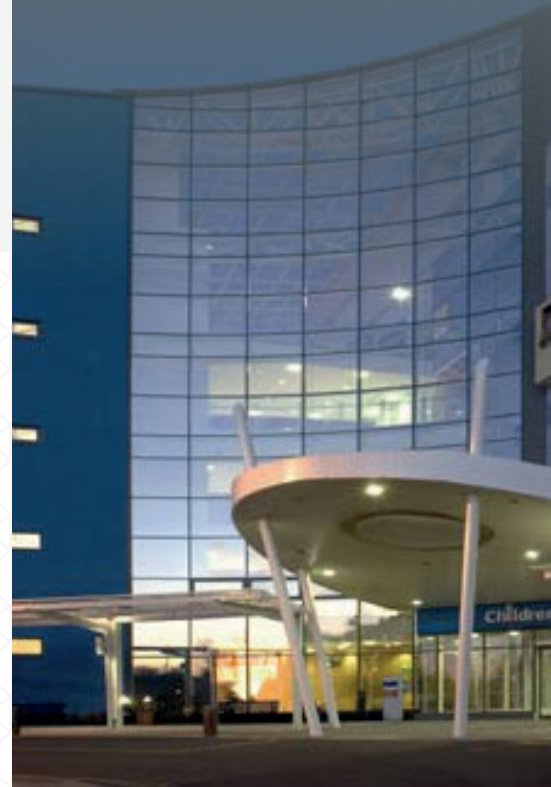
SUMMARY

In a first of its type project, Oxford University Hospitals FT asked Populo Consulting to develop their EPR solution and improve their Maternity processes. The project was required to ensure they were compliant with the national Maternity Incentive Scheme Safety Action 2.

BACKGROUND

OxHFT is a maternity tertiary referral centre. They provide around 7,500 expectant mothers across Oxfordshire and the surrounding counties with maternity services. As well as a main delivery suite they have four stand-alone midwifery led units and are part of the Buckinghamshire, Oxford, and

Berkshire LMS with a main delivery suite and a Midwifery led unit at John Radcliffe. Case loading teams are in place with a hybrid Model of Care as well as additional continuity models supporting women who have diabetes and those who require a LSCS.

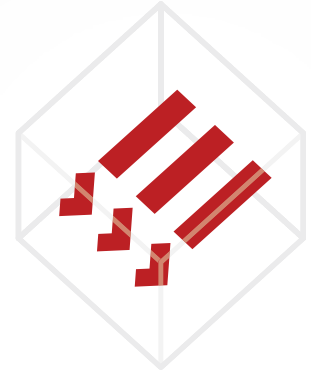


THE CHALLENGE

At the time Clinical staff in the Maternity units were unable to see a consolidated view of all the referral pathways in the EPR solution.

Whilst this provided the necessary care for patients the process could be cumbersome and dis-jointed. It was also inefficient. It was clear they needed a single view of all pathways to help clinical and nursing staff improve care for patients as well as to meet the national Maternity guidelines.

The changes required meant enhancing the booking process and updating their referral criteria. Implementing this resulted in standardising their triage and referral processes making clinical decision support a more simple, easy and efficient to follow process.



TECHNICAL DESIGN AND DEVELOPMENT

THE SOLUTION

The Trust identified three requirements:

Update the maternity booking assessment system with conditional logic to make decision support available to clinicians. Improved patient care and experience

Streamline the referral process eliminating the need for paper in the triage process.

Customise their Cerner EPR solution to display care pathways and provide a simple summarised view of key patient information.

The new display holds all the critical information clinicians and nurses need to assess for each expectant mother. Ultimately it has provided an improved experience for patients and assisted clinicians ensuring diagnosis and treatments follow the right care pathway for every patient. Although this was possible without the new mPage solution the new development has provided an enhanced view and smoothed the process of providing care for expectant mothers.



APPROACH TO DELIVERY

Populo led the mPage development working closely with the OUHFT team. As for all projects Populo followed their standard methodology:

- Identify and confirm the scope, agree, and sign off.
- Create a plan for the development and sign off.
- Put a change control process in place so any unavoidable changes can be accommodated during the project.
- Resource the project selecting the best fitting skill set from the Populo Associate pool
- Confirm the governance for the project, who is responsible for what and when linking back to the project plan.
- Identify risks and issues and generate mitigations to reduce the risk of delays to the project.

To ensure delivery meets their deadlines Populo always set up their own internal working group made up of their key associates assigned to the project and an account manager. This group monitors progress, risks and issues and ensures the team work to target. Working closely with OUHFT Populo developed the scope, confirmed the plan, and identified the resources required from the client to support the project.

Assessing the risks and setting up a RAID log to capture any issues, assumptions and dependencies was part of the day to day activities shared across the project team. Populo always encourage joint work working to ensure transfer of knowledge from Populo experts to the client team. This gives Trusts the best return on their external resource's investment.

The high-level plan for the mPages projects was agreed following the traditional design, build, test, train and go-lives:

- Design solution for Maternity Referral in Non-Production environment; agreed and sign off.
- Build solution using CCL scripting and Java.
- Technical test with results report to client for sign off and UAT testing.
- Confirm all test issues and changes raised during the test cycles have been resolved; ensuring documentary evidence is provided.
- Sign off testing and pass to the trust to load into Live environment.
- Train initial users to begin controlled go-live and complete training for other users.
- Go-live all users to begin actively using the new mPage solution.

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BENEFITS AND OUTCOMES

The anticipated benefits outlined in the original Business Case were the overall driver for the whole project:

Process	Benefit
All referrals to be sent directly to the relevant specialist service in line with the national and local guidance	Improved productivity & patient care by accessing the right service faster
Easier for the referrer to follow-up the referral outcome (accepted/declined/sent to another service)	Improved patient care & fewer inappropriate referrals
Faster access to key booking and referral information alongside other relevant medical information	Reduced clinical risk because clinicians have a full picture of the patient's record



All the above have led to an improved quality of service for expectant mothers by proxy of improved information sharing between the original referrer and triaging clinicians. This has ensured patients get the right care in the right place at the right time.

Bill Renwick, Digital Senior Programme Manager at OUHFT said “Information for our maternity referrals is now easier to find, which has made our EPR more detailed and accessible for clinicians to view. Our patients can continue to have the best of care safe in the knowledge their obstetricians have a full picture of their care pathways”.

From kick off to completion the project took 9 weeks and has since gone on to deliver further benefits, continuing to expand the development with an on-going improvement plan improving both patient care and their experience.

The close working relationship between Populo and the Trust has created a rapid development environment which has resulted in a successful deployment delivering the benefits outlined in the Business Case.

