INTEGRATED DIGITAL CARE RECORD

Success Story
Nursing Technology Fund

Bradford Teaching Hospitals NHS Foundation Trust
May 2015

NHS England administers the Nursing Technology Fund on behalf of the Department of Health.

THE CHALLENGE

Caring for over 6,000 women every year, the maternity unit at Bradford Teaching Hospitals NHS Foundation Trust (BTHFT) provides both inpatient and community-based care including specialist monitoring of high risk pregnancies, home birth services, antenatal clinics and community midwife support.

The unit implemented System C's Medway Maternity Information system in 2007 to improve efficiencies, minimise clinical risk and allow the unit's staff more time to dedicate to patient care. Initially used to produce delivery summaries, by 2011 this electronic records system was also being used for postnatal summaries and short booking histories. By March 2014, following a gradual roll-out and the provision of laptops equipped with a Virtual Desktop Infrastructure (VDI), each of the Trust's 60 Community Midwives had the ability to access the Medway system at the point of care.

BENEFITS TO MIDWIVES

Remote access to real time information and the ability to check work emails, patient histories, test results, clinical guidelines and even report risks from community settings has brought great benefits to BTHFT's Community Midwives. By reducing their reliance on phone calls, eliminating the need to duplicate notes and providing immediate access to accurate information, all 400 staff that make up BTHFT's maternity unit are supported in their drive to deliver timely quality care through improved communication.

The system simplifies the creation of monthly care-provision reports and eliminates data duplication for the Maternity Payment by Results (PbR) tariffs' audit information. In addition, far less manual data collection is expected to be necessary for the Maternity and Children's Data Set (MCDS).

Secure access to electronic maternity notes has alleviated any security concerns and relieved the need for expectant mothers and midwives to carry paper notes.

'Electronic maternity records have so much more to offer than paper records; risks are highlighted, audit is so much easier and information is always up to date.'
Dr Janet Wright
Consultant Obstetrician and Gynaecologist/Deputy Divisional Clinical Director

BENEFITS TO WOMEN

Prior to implementation, pregnant women had to safeguard their own paper-based notes between appointments. Lost or forgotten notes caused delays and meant women were required to repeat their story. The electronic record completely removes this responsibility whilst ensuring access to all records is maintained.

Hospital clinicians can now review records and decide on the most appropriate treatment prior to appointments, saving time for the women who have been referred. In community, immediate action can be prompted whenever and wherever it might be necessary, resulting in similar improvements to the timeliness and quality of women's care.

Aside from the improved legibility of electronic case notes over handwritten ones, women needing family and friends to read notes on their behalf are now empowered to provide proxy access to the electronic version, if they wish this to happen. This was not possible

when paper notes were provided.

LESSONS LEARNED

Training proved most successful when delivered in stages as confidence and familiarity with the system grew and staff became more receptive to learning. Users have begun to develop their own solutions, circulating regular best practice updates which have helped in realising the system's potential and support the resolution of problems as and when they occur.

Connectivity issues and the use of an inpatient infrastructure in a community setting posed a number of challenges that may have been avoided by a workaround plan and use of the available offline solution. As VDI access to the live system best fits with local working practices, it is preferred by the Trust although associated risks of this approach are still being assessed.

Initial resistance to changing established practice and concerns regarding access provision and security were overcome through good communication among users, trainers and support teams, who have been vital to the resolution of technical issues.

IN A NUTSHELL

SOLUTION
Remote access to Medway Maternity Records system
FUNDING
Nursing Technology Fund 1
BENEFITS TO MIDWIVES
Reduced administration, more time for patients, decreased clinical risk and improved efficiency
BENEFITS TO WOMEN
No need to repeat their story. More timely, quality care with safeguarded notes
BENEFITS TO TRUST
Improved data quality and information governance
RESULT
The ability for every community midwife to provide more informed, coordinated care

FUTURE

Medway Maternity will eventually support all 400 clinicians and administrative staff providing maternity care within Bradford Teaching Hospitals NHS Foundation Trust. Once fully implemented to this scale, the system could be used to more effectively triage referrals from community midwives and reduce paper trails.

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