CASE STUDY
Cabrini Health streamlines access to real-time clinical information through a single, mobile interface designed specifically for iPads and iPhones. Now Cabrini doctors monitor and care for patients from anywhere and at anytime.
CABRINI HEALTH, A PRIVATE, NOT-FOR-PROFIT HEALTH SERVICE IN AUSTRALIA, WAS AWARE THAT CLINICIANS WERE FRUSTRATED WITH THE NEED TO ACCESS MULTIPLE HOSPITAL INFORMATION SYSTEMS, IN THE COURSE OF CARING FOR THEIR PATIENTS. CABRINI WANTED TO STREAMLINE ACCESS SO THAT DOCTORS COULD FIND EVERYTHING THEY NEEDED VIA A SINGLE, MOBILE INTERFACE.

THE CHALLENGE

In 2008, Cabrini Health implemented CSC webPAS as the single, integrated backbone of the organisation’s information system. With the new patient administration system (PAS) in place, it was now possible to see exactly where each patient was.

Access to clinical patient information was still a problem. Several investigations were available electronically, however access to each required going to the particular application, logging-on, looking up the patient’s UR and finally the result. The same process was repeated for each new patient or result. Other results were in files stored at the nursing station. For clinicians, ward rounds involved gathering information in an effort to understand each patient’s current state. In addition to time wasted searching for patient information, decision making was delayed.

Realising that most of the information clinicians needed was already in the Cabrini Health patient administration system (CSC webPAS), Cabrini decided to use this as the basis for linking clinical results to the patient record.

"Instead of developing a whole new system which essentially needed 80% of the information already in our PAS, we decided to use the CSC Mobility Suite to gather the information without the hindrance of multiple interfaces.”

Associate Professor Simon Woods
Executive Director Medical Services, Cabrini Health
CSC SOLUTION
CSC partnered with Cabrini Health to configure CSC Mobility Suite, known at Cabrini as the Clinical Viewer, to connect via the existing CSC webPAS system to laboratory, radiology, PACS imaging and bedside monitoring systems.

The CSC Mobility Suite creates a mobile electronic medical record (EMR) that is available anywhere on or off hospital campuses via 3G and WIFI networks. Use of the system is voluntary and participating clinicians supply their own devices.

BUSINESS VALUE
Cabrini Health’s goal in implementing the CSC Mobility Suite was to make it easier for its doctors to care for patients. Instead of struggling to access clinical information from various systems and paper based records, doctors now access patient information from their iPads or iPhones, anywhere and anytime.

Cabrini Health’s doctors are highly mobile and work at several locations. The new system provides a convenient way for these doctors to locate and monitor their patients.

Uptake was voluntary, rapid and exceeded expectations.

“I have upgraded my iPad and I am pleased to report the user experience with the CSC product (Mobility Suite) is even better. I have been using it over a 3G connection and the user experience is excellent. The speed with which data is loaded including radiology is very impressive. Again I think this product has been a significant step forward in information management and it is getting even better.”

Dr. Andrew Silvers
Anaesthetist, Cabrini Health.

“All of our doctors are motivated to provide the best care they can, our job is to provide them with the tools to facilitate that. With Mobility Suite we have given them the start of an EMR”

Associate Professor
Simon Woods
Executive Director
Medical Services,
Cabrini Health

UTILISATION AND ESTIMATED TIMES SAVINGS
By January 2012, a total of 320 individual users at Cabrini Health were accessing Mobility Suite to review some 20,000 patient results via an iPhone or iPad. Assuming the upward trend continues, soon most results will be viewed using the mobile clinical system.

CLINICIAN TIME SAVING - 12,800 HOURS ANNUALLY
Assuming that each doctor using the system saves a minimum of 10 minutes per day and works 240 days annually, each doctor would save at least 40 hours per year. Over the 320 users, this equates to an additional 12,800 hours that can be put back into clinical care annually.

NURSING TIME SAVING - 792 HOURS ANNUALLY
If only 1 in 50 result views (2%) saved a 10 minute phone call to a nurse, then based on the 20,000 results viewed in January, a total of 66 hours of nursing time would have been saved during the month of January 2012. Over 12 months this equates to 792 hours of nursing time that is now available to provide better patient care.

BED DAY SAVINGS - 480 ANNUALLY
If only 1 in 500 (0.2%) results viewed resulted in the next investigation being initiated on that day instead of the next, then there is potential to save up to 40 bed days monthly and 480 bed days annually.
Results can be reviewed in detail and even graphed over time to see response to treatment.

“CLINICAL VALUE
Using CSC Mobility Suite, doctors at Cabrini Health seamlessly access demographic and clinical patient information from multiple systems using their iPads or iPhones. On ward rounds, the system removes the distraction of searching for information and enables doctors to work efficiently and methodically.

Doctors can access a list of all their patients, wherever that patient is in the Cabrini network. Checking for new results is now simple and instant on or off the hospital campus.

The Patient View screen provides an overview of all results and history for a particular patient. Communication with patients and their families is greatly enhanced as doctors are able to visually explain progress and results.

Remote monitoring of patients is also improved. Instead of calling the ward to check for results, Cabrini Health doctors can now check clinical patient information on their iPad using either a WiFi or 3G connection, on or off campus, anywhere, anytime.

Instead of searching for x-ray films or viewing MRIs away from the bedside, clinicians view images directly on their iPads from any location.

NEXT STEP
Cabrini Health is now rolling CSC Mobility Suite out to the Hospital in the Home Service, to allow progress notes to be made directly on iPads. For users on the wards, the next step is to enable the system for observations recordings and medication orders.

“I have to say that the Clinical Viewer (CSC Mobility Suite), is quite simply the best IT development that I have ever seen anywhere in healthcare”
Cabrini Anaesthetist.