

EMERGENCY CARE SOLUTION



The CSC Emergency Care Solution (ECS) is a mobile solution designed to be used by the NHS Emergency Services as part of its contract to deliver an integrated healthcare solution under the National Programme for IT. The software has been developed by Medusa and is already bringing significant benefits to paramedics and technicians across the NHS.

“This technology is a breakthrough. We can record far more information than we could on paper and, in some cases, it could save lives.”

Adrian Wyatt-Goody,
Paramedic & Clinical Lead



SITUATION

One of the major concerns for paramedics is the legibility and accuracy of recording patient details while working at the front line. Paper report forms are often unreadable when received at an Emergency Department and accuracy of recorded drug names can be an issue.

East of England Ambulance Service NHS Trust was the first in England to pilot the use of ECS. This innovative and mobile technology is benefiting the service by capturing and transmitting vital patient information ahead of patient arrivals at receiving locations.

THE SOLUTION

The East of England Ambulance Service recognised certain challenges and were inspired to explore new ways of transferring information using the latest IT innovations. A project team was set up to embark on a pilot to deliver a technical solution that would overcome difficulties faced by staff when recording and accessing patient details in the field.

In 2005, the ambulance trust made the decision to help develop ECS as part of an NHS funded initiative. The trust contributed to a national group and provided user feedback. In turn, this contributed to improvements in subsequent releases – making the software even more relevant to the work of the ambulance service.

Since that time, well over 800 paramedics and technicians in East Anglia have been trained to use the new tablet docking system, more than 130 systems have been installed on ambulances and many thousands of electronic patient records have been created.

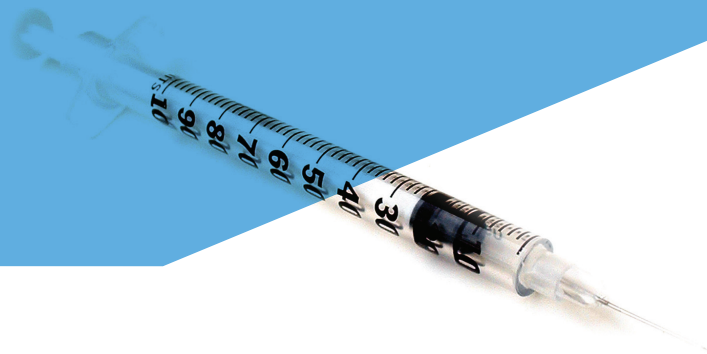
The trust is now capturing over 250 electronic patient details a day and a further 60 vehicles have been fitted with ECS in Norfolk, Suffolk and Cambridgeshire, allowing community paramedics, emergency care practitioners and operational managers to transfer data electronically to ambulance crews. ECS is being rolled out to the rest of the trust, which now includes Essex, Bedfordshire and Hertfordshire.

TRAINING

The trust has shown tremendous commitment to this project over the last two years, investing time and resources to train staff, many of whom were not familiar with computers. Each paramedic and technician received two days of training to familiarise themselves with the new technology and, once they understood the system and the benefits to patients, the trust gained their commitment.

The system provides a wealth of information at a paramedic's fingertips. For example, access to the British National Formulary provides accurate information on side effects, and any adverse reactions with other drugs.

RESULTS BEYOND EXPECTATIONS



SHARING PATIENT INFORMATION

The National Programme for IT will provide a single summary electronic patient record for everybody in England. This information will be shared by GPs, paramedics and emergency care doctors and nurses. This will ensure that vital information, such as drug reactions and major medical conditions, are known at the point of treatment.

ECS is compatible and links with other NPfIT systems, enabling it to pull down the summary clinical records of all patients across England. An example of where this would be beneficial is for a holidaymaker, who may be hundreds of miles from home, and from their medical record. Paramedics and Emergency Department staff, with security access

are able to see the summary record of that patient's medical history, medication they are on, and if they have any allergies. The ability to make an informed medical decision, could prove to be life saving.

Summarising the benefits, Adrian Wyatt-Goody, a paramedic and clinical team lead who has trained staff to use ECS, said simply: "This technology is a breakthrough. We can record far more information than we could on paper and, in some cases, it could save lives."

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To discuss further or to arrange a demonstration:
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