

CASE STUDY

CSC PALLIATIVE CARE SOLUTION: SystemOne



The CSC Palliative Care solution, SystemOne, supports the delivery of palliative care, ensuring the sensitive and smooth movement of patients through their care process.



“With SystemOne, the record can now accompany the patient on that journey... It’s burdensome for a patient to have to keep answering the same question again and again. The fact that the big questions are only asked once and recorded on SystemOne is worth its weight in gold to the patient.”

**Project Support Officer,
St Barnabas Hospice**

THE SITUATION

St Barnabas Hospice cares for people who are living with a life threatening illness across Lincolnshire. Care is provided from within an eleven-bed inpatient unit and five day-hospices.

With 55% of their funding coming from the people of Lincolnshire as charitable donations, value for money was a key factor for St Barnabas in selecting a clinical system to support the work clinicians were doing in the hospice.

Darren Holmes, ICT Manager for St Barnabas explains: “We are a registered charity, a non-NHS organisation, and we operate from eight sites. That makes providing a cost-effective, well supported IT solution quite difficult. Historically, it’s been extremely difficult for independent hospices to connect to NHS systems. We don’t have a permanent N3 connection or the level of support that other organisations have from the NHS. Our only access to N3 is by using SecurID tokens and our existing broadband infrastructure. That costs £7,500 a year – to the NHS that’s peanuts; to us, it’s a lot of money.”

SOLUTION BENEFITS

Around a third of all GPs in Lincolnshire Teaching PCT are using SystemOne, and the Community module rollout project includes Community Nursing and Clinical Nurse Specialists. This established SystemOne user base gives St Barnabas Hospice the potential to access a large number of shared records. “We potentially have access to a third of our patients, providing they consent,” says Darren, “it can be a real help for the clinicians caring for the patients to share their record. It’s a fantastic benefit – they can see

pathology results, microbiology, so we know if a patient has MRSA or C-Dif before a carer is sent out to them. It’s useful clinically but also administratively – Welfare Services can communicate with the GP through the record.”

Darren says of CSC’s solution: “SystemOne is the preferred solution for Hospice Connect and my advice to other hospices is that if you can get it, take it. We currently have just over 600 patients, we record around 3,600 contacts a year, and now, that’s all on SystemOne.”

PATIENT BENEFITS

A patient journey for someone suffering from a long-term or terminal illness can be complicated, as Val Shipley, Project Support Officer, explains: “The patient will be referred to the hospice service by a GP, District Nurse, or other carer. Their care can continue for several years, and they can be seen by many different services... it’s a long journey, and we have a number of services to offer along the way. With SystemOne, the record can now accompany the patient on that journey, being available at each and every step. It’s burdensome for a patient to have to keep answering the same question again and again. The fact that the big questions are only asked once and recorded on SystemOne is worth its weight in gold to the patient.”

Approximately 50% of patients cared for at St Barnabas Hospice Inpatient Unit are discharged back into the care of the GP. Val says: “When they are discharged, the GP can look at the record and see how to care for the patient... SystemOne is a good tool for taking care of palliative patients, and the fact that all the clinicians have access to each other’s records adds to a patient’s confidence about their care.”

RESULTS BEYOND EXPECTATIONS



WORKING PRACTICES

The rollout of SystmOne across the palliative environment has had other, more unexpected, benefits. "It's enhanced further the working relationship between ourselves and other carers," says Val, "our staff are having more direct contact with other staff. Our nurses can go into a GP practice that uses SystmOne and type up their notes. That not only saves them travelling, it's good for joint working and enhances patient care."

"SystmOne is also improving the business ethos for the hospice," says Darren. "We were run as a local charity, but now with PCTs striving for world class commissioning we need to be businesslike." Val agrees: "With SystmOne, we are able to show exactly what we're doing - how many patients seen, how far the nurses are travelling etc. We can produce the evidence that helps us to get funding."

The level of IT literacy across the hospice at the start was basic. "Hospice staff have a lot of life experience, but are frequently less computer literate than

in other areas of the NHS" says Darren. Despite this, the response to SystmOne has been very good. "We knew it was a good system but have been surprised at how well staff have embraced it. We expected some negativity around business change, but didn't get it."

Looking towards the future, Darren has big ideas: "We would like to get all the Health Care Support Workers on SystmOne. That'd be another 50 users who would need laptops. We would also like to give the nurses the hardware to use out in the field, helping them provide better patient care."

FEATURES

The CSC solution draws together multi-disciplinary teams into a single virtual team. All members are able to share information and track patients efficiently, regardless of location.

Patient History

A detailed patient history is available to support informed diagnosis and treatment

Workflow

Workload planning and caseloads can be managed across multiple locations

Care Plans

Care plans can be tailored to individual patients needs and wishes

Communications

Referrals and communications are supported electronically, as is the allocation of tasks associated to patient care

Administration

Day clinics and appointment rotas can be managed effectively

Prescribing

Visibility of prescribed medication and changes in drug treatment is invaluable information in Palliative care

To discuss further or to arrange a demonstration:
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