AWARD WINNING DELIVERY PROGRAMME

# NHS – MOBILE ELECTRONIC

## PATIENT CARE FOR THE UK AMBULANCE EMERGENCY SERVICE

Extract from CSC's MCA submission 2009

CSC

**INGENIOUS**
*The mobile solution enables targeted, high-quality clinical care to be given at any location by enabling ambulance services to access information quickly.*

**PURPOSEFUL**
*CSC has transformed emergency care delivery by allowing paramedics to spend more time treating patients.*

**PASSIONATE**
*The CSC deployment approach is an example of consulting excellence in that it centres heavily on providing business change and benefits realisation support to help bed the system into everyday activities.*

**During 2005-2006 the ambulance service attended 4.8 million emergency calls. The key challenge emergency services face in delivering appropriate care to ill or seriously injured patients is ease of access to timely and accurate patient information.**

### THE CLIENT'S CHALLENGE

Emergency care can be uniquely challenging to healthcare providers. By its nature it needs to be delivered quickly to be effective but, like any other form of medical intervention, success depends on the availability of accurate information at the point of contact.

There is an urgent requirement for a system that is easy to access, that can gather together relevant patient information as well as deliver it efficiently to healthcare professionals working as part of the ambulance service.

Access to this kind of information can significantly improve patient care and help to save lives. In order to achieve this the ambulance services require a mobile solution that can capture and make available real time, appropriate patient information, ahead of arriving at an incident or emergency 999 call.

CSC's Electronic Care Service (ECS) uses mobile and wireless technology to improve the speed and accuracy with which paramedics record patient information. Based on rugged laptops, ECS can deliver patient information to the paramedics en route to the site of an emergency, allowing them to give more effective intervention in those critical first minutes, before transferring information to the GP or hospital record to ensure continuity of care.

The NHS had previously been working with paper and pen which could not capture the information as quickly and accurately as a mobile solution could. Moreover, emergency patients are typically unknown to the practitioners trying to help them. An electronic mobile solution could provide the vital information required to treat the patient successfully.

This project forms part of CSC's wider contract to deliver an integrated healthcare solution for the NHS under the National Programme for IT (NPfiT). CSC is implementing the mobile solution and advising the relevant trusts on usage.

### CSC SOLUTION

This project is as much about consultative client engagement as it is about technology. CSC incorporated customer requirements carefully before sourcing the right "fit-for-purpose" product in the market.

One of the key successes of the project has been CSC's ability to bring individual ambulance trusts together to identify what they really need from the system. CSC ensured good governance by adopting a common approach and promoting positive communication across all 12 NHS Trusts. All of the stakeholders come together as part of an Expert Reference Group, where key personnel within each trust meet regularly to discuss issues around the roll-out of the solution.

CSC aligned its project management and change management teams to ensure emergency services have vital life-saving information at the touch of a key pad. This is a radical change of working practice for paramedics. However, CSC's consultants were on hand to ensure smooth business integration at all levels, an area where they truly excel.

*"This system allows us to capture quickly and accurately far more information than we ever could on paper. That information is then instantly available to the emergency department and clinical audit staff. As a result, the potential to improve patient outcomes is tremendous."*

**Dr John Scott, Medical Director for the East of England Ambulance Trust.**

HSJ AWARDS 09 — Improving Care with Technology, (West Midlands Ambulance Service)

BCS IT INDUSTRY 2008 AWARDS — Winner, British Computing Society Award for mobile technology: *CSC delivery of vital patient information to NHS ambulances*

NHS

The CSC emergency electronic patient care reporting system, ECS, is a mobile solution designed to be used by the NHS Emergency Services in the North, Midlands and East of England. CSC is delivering ECS in conjunction with software developers, Medusa.
ECS is installed on touch screen tablet PCs in ambulances and records patient information such as blood pressure and ECG statistics using wireless technology. This allows paramedics to access a summary of the patient's notes to help them determine the best course of treatment, often negating the need to take the patient to A&E.

Any treatments provided at the scene can then be transferred to the GP or hospital record, provided by CSC as part of NPfIT, to ensure ongoing continuity of care.

The stakeholder engagement part of the project was particularly fundamental to its success. It ensured that ambulance services felt they had ownership of the project as well as the necessary skills and tools to deploy the solution across their organisations, at a time and pace that suited them.

CSC's project management and collaborative, relationship management skills ensured commitment by the ambulance services to adopt this emergency care system as their new approach to patient care.

## BUSINESS RESULTS

The implementation of ECS helps provide targeted, high-quality clinical care at any location by enabling ambulance services to access information quickly and exchange data with other healthcare providers. This allows more patients to be treated at home and in the community and reduces unnecessary visits to A&E departments, cutting NHS costs and improving the overall patient experience.

The benefits to medical staff include improved legibility (by removing the need for handwritten notes), accuracy and quality of data gathering, increased patient confidentiality, improved audit of clinical operations (by creating an audit trail), and increased insight and clinical governance.

Where a visit to A&E is warranted, hospital staff can receive detailed information about the patient's condition via ECS well before the patient has arrived. This saves the time of hard-pressed staff because it cuts out duplication of effort in writing up and updating patient records. It also cuts out the likelihood of human error and as a result records are far more accurate and can provide a comprehensive view of the situation faster and more effectively.

Above all, it is likely to give patients a better outcome by reducing assessment time and speeding up the delivery of care.

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Designed and produced by CSC's Marketing & Communications department.
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