

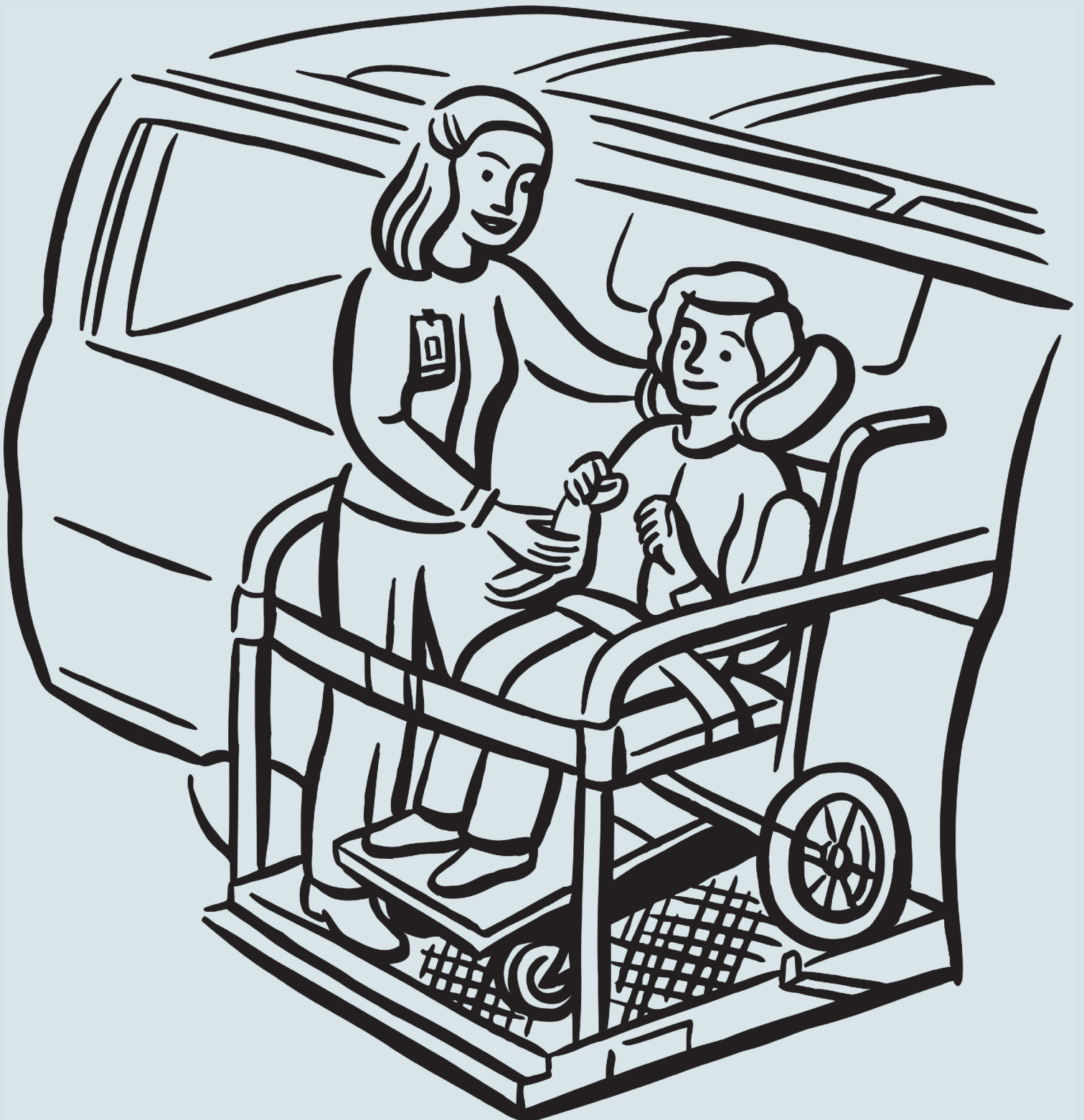
FOR HEALTHCARE LEADERS

# HSJ EFFICIENCY

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## MOVING UP A GEAR

WHY PATIENTS ARE FINALLY  
GETTING A SMOOTHER RIDE















**'The ability to share information and pass it between different providers helps us achieve excellent clinical results'**

Excellent results >

Quick routing of patients and access to records are two of the keys to reducing A&E strain >

## THE STREAM TEAM: MEDWAY'S ON CALL CARE

Streaming patients so that those who can be treated safely and appropriately by a community healthcare team is key to supporting Medway Foundation Trust's A&E service.

Around 25 per cent of the patients turning up at A&E are diverted to the Medway On Call Care (MedOCC) service after being triaged by a senior acute trust nurse.

Such patients are flagged up in the A&E department's computer system and their information is shared with MedOCC – although at times of pressure the GP and nurse-led service will proactively seek out other minor cases which it can treat safely.

MedOCC works with the rapid response team, which supports both A&E and the acute

medical unit in getting patients home or into a community rehabilitation bed rather than admitting them unnecessarily. Another MCH community navigation team supports early discharge from the acute sector.

The glue binding these services together is shared information. Rob Howard, assistant director for business intelligence and IT at Medway Community Healthcare, the social enterprise which runs MedOCC and the rapid response team, says: "It is vital."

The Adastra and Advanced Community systems used allows for electronic referral between the services, he says, which saves staff time in phone calls. And it will allow them to communicate with different systems so, for example, electronic discharge

notifications will soon be sent to GPs.

Many of the community nurses are already using tablet computers to access information close to the patient – so, for example, the rapid response team can find out whether a patient is already known to community health services and may have a care package in place. Mr Howard says it was the way Adastra was already used in mobile devices for out of hours services which influenced the organisation to choose it for the rest of its community services.

And operations director Oena Windibank says: "Our staff have been involved in choosing the right device for them: giving them technology they can easily use and value and so making their lives easier."