

Addenbrooke's Hospital

Up-to-date Patient Records

Executive Summary

Customer Name

Addenbrooke's Hospital
Cambridge University, UK

Industry

Healthcare

Challenge

- Provide secure access to patient records and clinical histories for staff members on-the-go

Existing Technology

- Blackberry devices

ConnexAll® Solution

- Clinical Patient Management

About Addenbrooke's

Addenbrooke's is one of the UK's leading National Trust hospitals and an international centre for treatment, research and education. Its transplant unit is a regional centre for liver and kidney transplantation, which in 2004 carried out 177 transplants.

Challenge

Consultants need to make precise diagnoses and fast decisions to save lives. Clinical staff need immediate access to the latest patient records to help them respond quickly, whether they are on-site or out on call. In an organ transplant department such as Addenbrooke's this requirement is even more crucial as donor alerts usually come without warning and often while the intended recipient is being treated as an out-patient, not in the hospital. To ensure treatment can proceed the transplant team needs complete confidence in the accuracy of the patient information to hand.

Addenbrooke's patient records are stored centrally on the hospital server. Traditionally transplant consultants and coordinators printed records as they were required for off-site access. However, patients with long medical histories made for bulky paper files, and records were only updated when coordinators returned to site. Such a dated system also meant that coordinators could never have all patient records to hand while off-site. Addenbrooke's transplant team realized that they needed a simple, streamlined system that would improve mobile access to information without incurring expensive development fees. The importance of the work of the transplant unit made downtime unacceptable so the implementation had to be smooth and seamless.

The ConnexALL Solution

Paul Jones, clinical system architect at Addenbrooke's, was tasked with identifying a way to give the team access to patient records on the move. Addenbrooke's was already using BlackBerry to give select staff mobile email, and Jones realized that making use of this existing resource would ensure that implementation and set-up costs would be minimized.

ConnexAll gives users direct access to the hospital server, so security and confidentiality of patient records is a priority. BlackBerry uses Triple DES encryption for data transmission so that data from all patient records remains secure throughout its transfer from Connexall server to BlackBerry device. Authorised staff can now view and amend patient records while they are off-site – letting them give their patients the best possible care.

As well as complete end-to-end encryption, ConnexAll's integral security includes passwords and Blackberry's can include PIN access. Every user has a personal password, which authenticates access rights on files, while each device can be locked,





with PIN code entry required to re-access the device.

The two-way communication enabled by ConnexAll systems and Blackberry devices allows staff to update intake teams, fellow mobile staff members or even provide additional information to patients waiting at home.

Looking to establish the usability, efficiency and popularity of BlackBerry, Jones arranged a beta with the transplant team. It very quickly became apparent that the solution was going to be a huge success:

"Previously anything the consultants couldn't physically carry wasn't available if they were outside the hospital. Now, if they need a file they simply read it on their BlackBerry. The clinicians can make the right decisions about patient care immediately, from wherever they are, at any time of the day or night. The result has been more effective treatment for patients and greater efficiency for the unit."

"The great advantage of ConnexAll along with BlackBerry is that it is extremely quick and easy to master," said Jones. "Training was never an issue for us – if you have ever sent a text message from your phone, you will have no trouble with BlackBerry. The ConnexAll icons made it easy to manage even for people who are not very computer literate."

Paul Jones, Clinical System Architect

Jones maintains that the system is the first of its kind in the National Trust Health System, although he sees no reason why other hospitals and practices shouldn't follow suit. He believes that Addenbrooke's experience has proven the capability of Connexall for a host of similar applications designed to improve patient care, and he has already received queries about the system from other units within Addenbrooke's.

"NHS employees are off-site more than you might think, and need fast access to patient records", says Jones. "Take home visits for instance. On route to an emergency call, a doctor can't always stop by the surgery to pick up files. He has to get there quickly, but equally he needs immediate access to all the pertinent patient information – whether that's consultant letters, case histories or test results. If he could log onto a server while out on the road and pick up critical information, it would make a huge difference to the quality of care he is able to offer. Our project has just proven that."



Tavasys

101 Toro Rd, Unit #28
Toronto, Ontario, M3J 2Z1
Tel: 1-866-508-6865

Email: clientsupport@tavasys.com

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