Digitisation delivers superior service for
The Mid Yorkshire Hospitals NHS Trust patients

Patient records made easily accessible for Trust staff

The first step was to digitise all medical records and import them into WinDIP. Since 2009, some 19.5 million paper records have been scanned and uploaded.

The e-Portal, allowing information from multiple applications to be viewed via a single log on from multiple clinical applications, was the second part of the process. This enables users to access patient records – in the form of around 300 million images - from any Trust PC.

WinDIP and e-Portal helps the Trust eliminate the inefficiencies and cost of paper records

The Mid Yorkshire Hospitals NHS Trust consists of three hospitals serving around one million people. Patient records had historically been paper-based. By 2008, the logistical challenge of moving documents between three sites 25 miles apart and storing an ever-growing backlog of historical files, led them to seek a paperless solution.

Paper records hampered patient service and were expensive to handle

The need to move physical patient files around hospitals meant that it could take up to four hours to get patient records to the correct location, leaving emergency doctors without the information needed to offer the best care. And the financial burden was also significant - leasing the premises for document storage cost the Trust £250,000 annually.

The Trust's priorities were to digitise those paper files and improve clinicians' access to patient records. In 2009, the Trust put the work out to tender and chose Civica's Electronic Document Management System (EDMS), WinDIP, combined with their online e-Portal solution.

> Digitising our patient records was just the first step in our journey to becoming an efficient and paper-light organisation. With Civica's proven and continued support, we're now ready to take the next step in our digital transformation by investing in software that will enable our staff, hospitals and Trust as a whole to go from good to great. There's no doubt they've proven themselves as a trusted partner."
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> Debbie Bently, Head of IT Clinical Systems – Mid Yorkshire NHS Trust

19,000 hours to be saved annually

Clinicians can instantly access patient records across the entire treatment spectrum

WinDIP has enabled the Trust to move a long way towards its goal of eliminating paper. Historical records are now held digitally while the use of some 130 WinDIP e-Forms means that new patient notes are created in electronic form, skipping the paper stage altogether. This has created huge savings on physical storage costs.

All 8,000 staff across the three Trust sites can now extract information from WinDIP. There are currently around 900,000 annual WinDIP logins, with some 2 million documents per month being accessed by users. Meanwhile, clinician e-Portal logins are running at around 500 per week. And as well as desktop access, since 2014 clinicians have been able to utilise the system via a mobile device using iWinDIP.

The advantages of the e-Portal, both for patients and the Trust, are very significant. Where previously clinicians had to go into each individual departmental system to find the relevant patient information, now data is taken from 26 clinical systems and presented within one patient timeline in a single viewer interface. The e-Portal also provides ward lists, allowing consultants to see forthcoming clinics and view the records of all patients on a ward.

This has improved the service to patients, as it is much easier for clinicians to gain a holistic view of their treatment. It also saves clinician time, which is important for Trusts facing a resources squeeze.

Finally, because the Trust's requirements are constantly evolving, there is an ongoing need to make modifications to the system. They have found Civica highly responsive to requests for changes that arise at their weekly reviews and issues have been ironed out quickly.

A move to Cito will further enhance the system's performance

The Trust has recently renewed its contract with Civica, now one of its top software suppliers, for another five years to implement Cito. Cito is a flexible and browser-based Clinical Information Management System transforming patient care with real-time, single view access to critical information.

Delivered On-Premise or in Civica's Secure Managed Cloud, Cito enhances a Trusts 'Paperlight' office combining the next generation Electronic Document Management System (EDMS) with a powerful single sign-on interface.

The move to Cito is expected to result in approximately 19,000 hours of the Trust's staff time being freed up each year from administration tasks, allowing for the Trust to focus on improving patient care.

> "Civica's customer support is excellent. They have dedicated staff who we work directly with and they are very responsive to any requests for any changes or developments in the software."

Debbie Bently, Head of IT Clinical Systems –
Mid Yorkshire NHS Trust