Walsall Hospitals NHS
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Converging data to create visual information
Providing a real-time perspective of operational efficiency and releasing time to care

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Introduction

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- Walsall Hospitals
- Patient access & Pathway demands
- Organisational change process
- The role of Horizon Enterprise Visibility
- Operational impacts

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- An acute sector provider serving a population of 260,000
- £170 million redevelopment project providing improvement to inpatient facilities and the initiation of a complete diagnostic and treatment centre
- Service Transformation programe

Annual Activity

- 80,000 A&E visits
- 21,000 Emergency Admissions
- 30,000 Elective Surgery Admissions
- 450 Adult Acute Medicine & Surgery Beds
- 80 Acute Paediatric & Maternity beds
- 3,000 employees

Productivity with quality

- Real time data collection & display
- Partner a wider improvement programme “Better”
- Decision making with global understanding
- Synchronize the activities of all Trust teams
- Drive understanding between departments
- Earlier discharge improving availability and occupancy
- Correct Patient placement
- Reduce length of hospital stay

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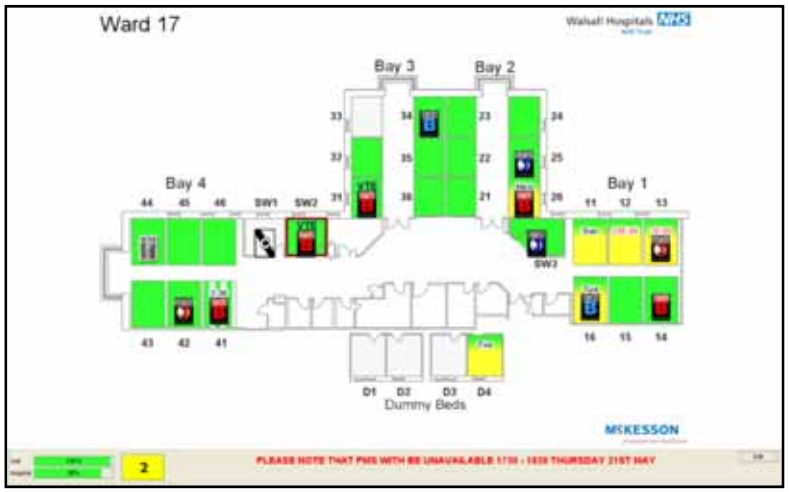
McKESSON
Empowering Healthcare

Introduction of HEV

- Trust wide clinical and capacity system
- Multi Professional Project board
- Visible ADT activity
- Organisation of capacity
- Immediate communication
- User defined view and reporting
- Central operations control
- Support to transformation project and wider demands
- Performance indicators



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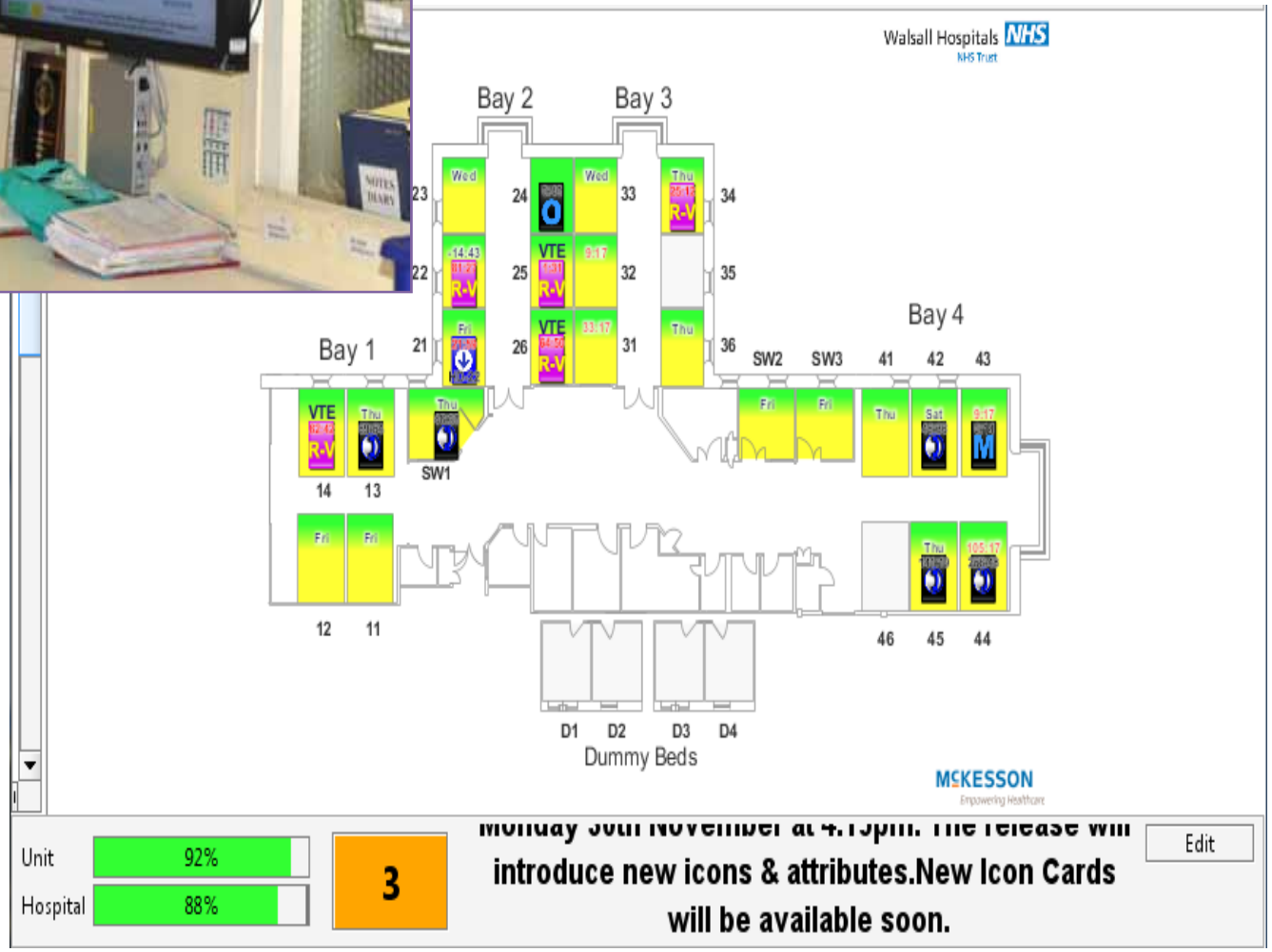

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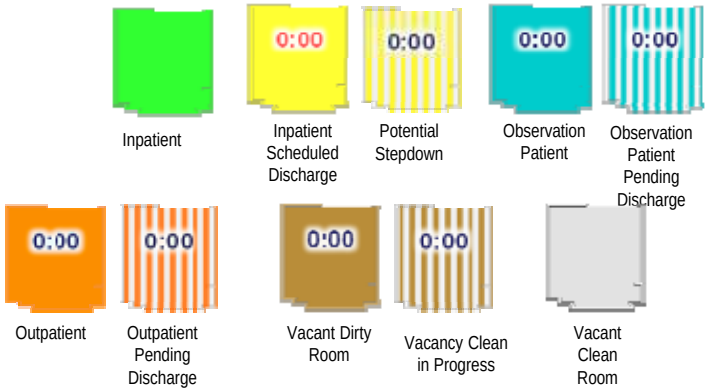
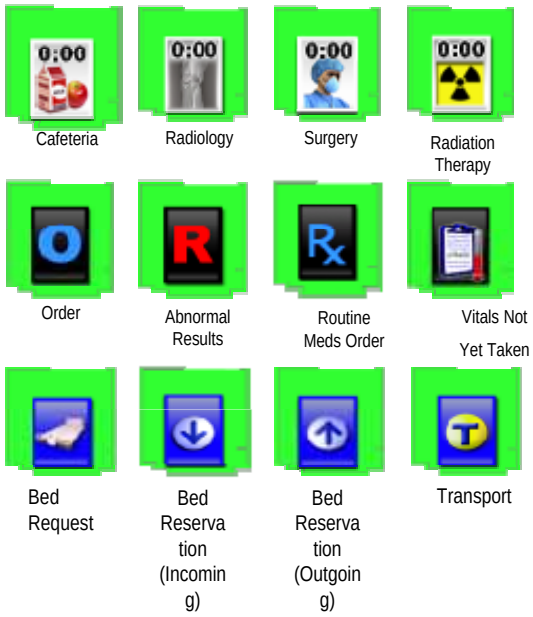
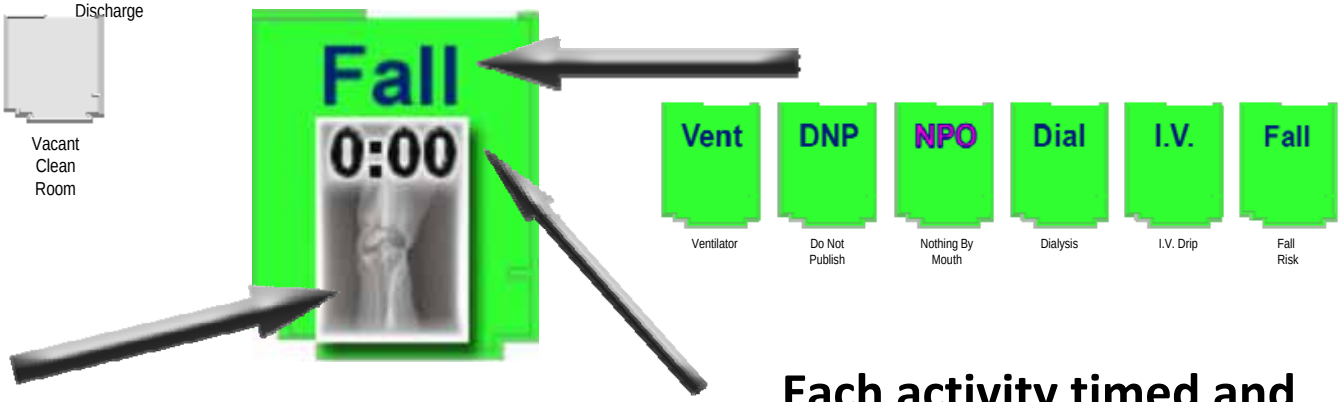
Patient & Room Status



Location and Events



Patient and Room Attributes



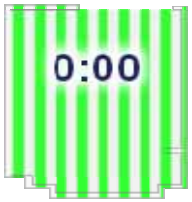
White Platform
Patient Location

Each activity timed and recorded

Black Platform
Clinical Alerts

Pink Platform
Care Process

Blue Platform
Patient Placement



Inpatient Pending Discharge

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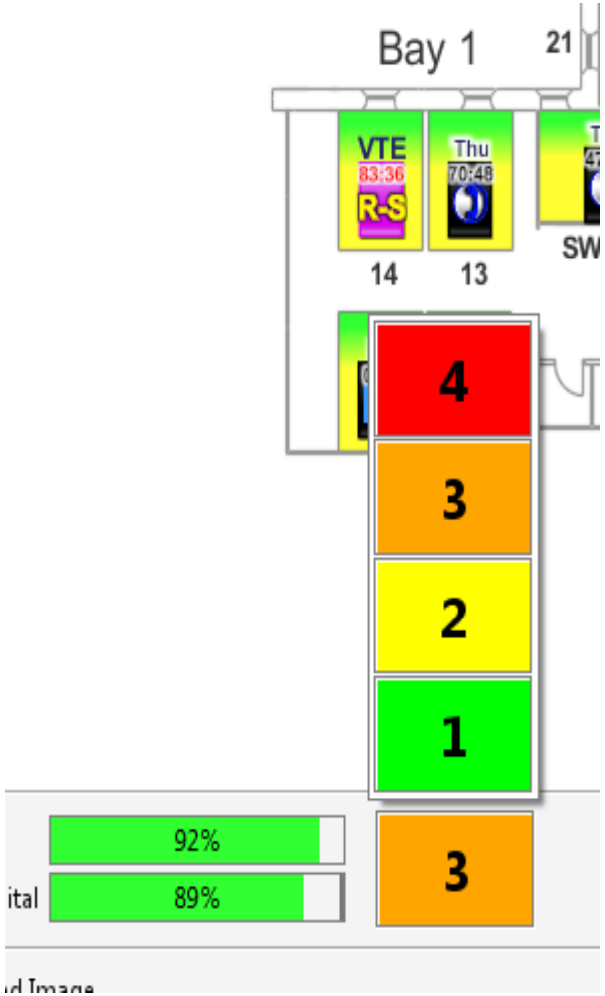

Organisational impact

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- **Successful delivery of a live operations centre covering all specialties and being fed from live data entry.**
- Increasing predicted discharge driving earlier AM discharge
- (78% reduction in cancelled surgery May – Aug 09 “v” 08
- Mean average reduced length of stay of 21%
- Improved emergency access target performance
- Medical Outliers down 68%
- Improved availability of specialty areas
- Staff experience & transparency across the organisation
- ADT & care process accuracy benefits to data capture

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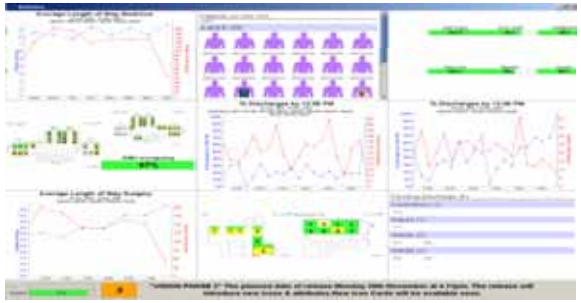
Operational impact

- User defined reports enable daily analysis
- Divisional dashboards inform operational & strategic decision making



- Signaling of patient acuity, clinical activity and destination
- Strong and recognised success with support and monitoring of Same Sex accommodation, Isolation, Care pathways, processes and whole patient journey analysis
- Eradication of critical care step-down pressure and improved transparency
- Fundamentally different process of hospital capacity management

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Summary

- HEV translated to a UK Health system to support service transformation
- Represents an innovative approach to support quality & productivity
- Strong benefits of visibility across the organisation
- Strong support Lean & Quality improvement principles
- Benefits from central control & monitoring functions
- Significant advantages to patient safety

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Thank you

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