

O₂ Digital Healthcare

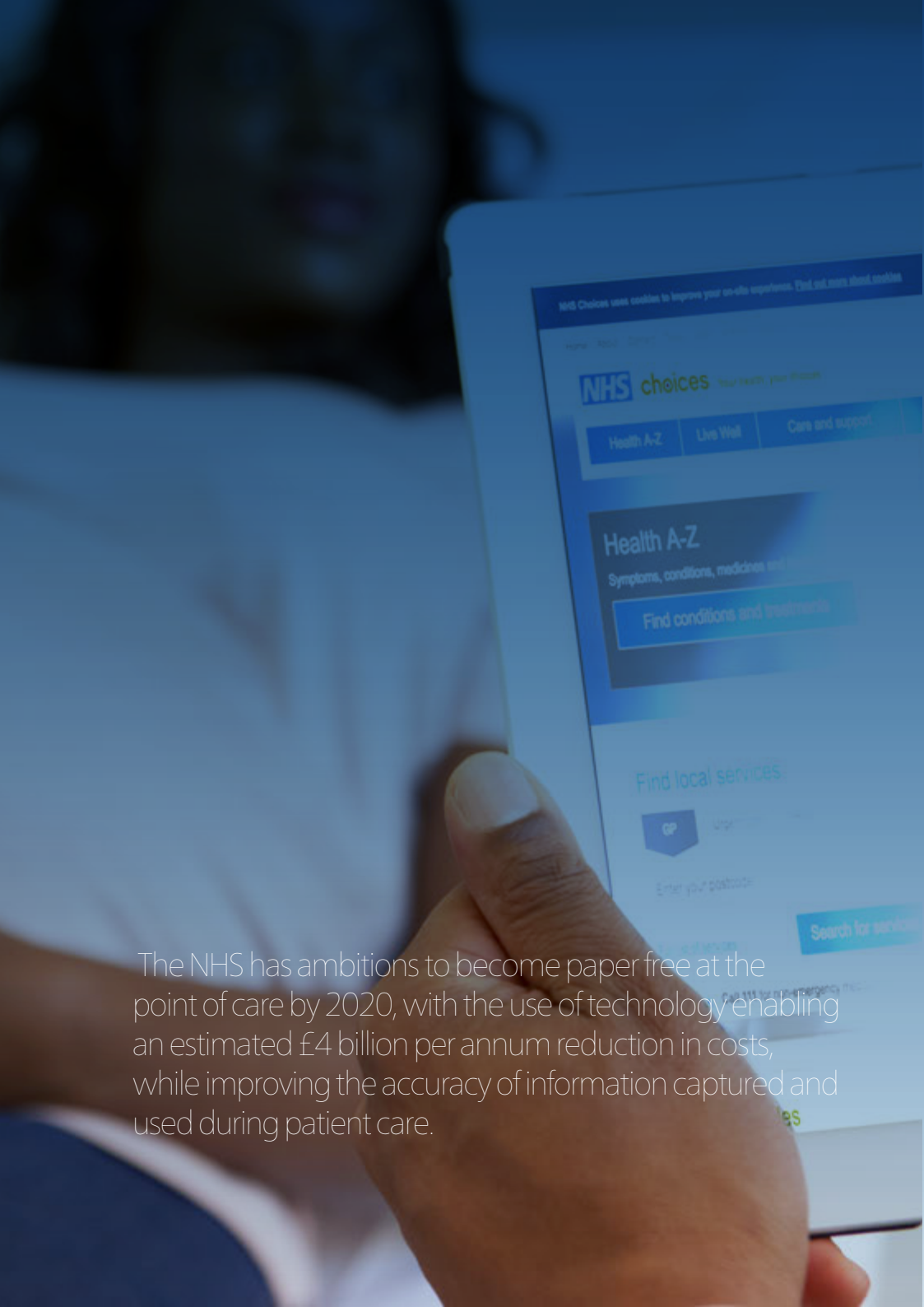
North Tees and Hartlepool NHS Trust

Using the Casebook 3 to improve patient care



North Tees and Hartlepool
NHS Foundation Trust





The NHS has ambitions to become paper free at the point of care by 2020, with the use of technology enabling an estimated £4 billion per annum reduction in costs, while improving the accuracy of information captured and used during patient care.

O₂ customer story

North Tees and Hartlepool NHS Foundation Trust look to O₂'s Casebook 3 to support Electronic Patient Records.

NHS Trusts around the country face increasing challenges related to an aging and increasing population. The balance of budgets and resources, against employee morale and patient care has meant the need to explore how technology can be used to drive efficiencies and maximise clinician patient facing time rather than admin time. Many NHS Trusts currently run at a deficit and many are facing challenges and obstructions to achieving their performance targets, which means they are unable to access certain exemplar funding.

Often, up to 70% of clinical staff's time is spent doing admin, but using Electronic Patient Records and mobile technology dramatically reduces the amount of paperwork.

For North Tees and Hartlepool NHS Foundation Trust a plan to identify and implement cost effective technologies and realise these benefits across the organisation is already under way. With an understanding of O₂'s history in supporting patient solutions for the NHS, the Trust was very interested in how the Casebook 3 could meet the varying needs across both hospitals they operate, as well as the community based staff.

The Casebook 3 has a built in NFC card reader enabling instant access to the spine using existing NHS ID cards and has been tested to ensure compatibility with the majority of Electronic Patient Record (EPR) applications in use by NHS Trusts. As the devices come with either Android or Windows 10 operating systems installed, there is little to no additional investment needed to use existing applications, enabling smarter working and improved collaboration across the Trust.

The Casebook is currently being used in the hospital in conjunction with the SafeCare HealthRoster System. This provides the Nursing Directors visibility of staffing levels across wards and departments, allowing them to maintain safe and compliant patient care based on patient numbers and acuity and dependency. The solution is part of HealthRoster, enabling day-to-day operational changes to the roster in real time and facilitating the redeployment of staff across wards to avoid under- or over-staffing. As a result, the solution allows more efficient use of temporary personnel by ensuring the optimum use of substantive staff. Trials have also begun with Bed Manager, End of Bed Care Observations and E-Prescribe.

The Casebook 3 was specifically designed for NHS's clinical environments

The Casebook 3 had been designed and commissioned by O2 for the NHS's specific needs. It provides a ruggedized tablet (with attachable keyboard) with an IP52 rating for dust and water resistance, allowing them to be easily cleaned after any spills.

Julie Lane, Director of nursing, patient safety and quality explains that, "it provides staff with the ability to access and update patients' records directly from their bedsides, saving time by removing the need to file the data in the back office, or re-enter it in to PC's. This improves accuracy while reducing the potential for misplaced files, while also saving paper to help improve sustainability."

"The initial deployment began with testing a small number of devices with key staff on the wards. As the devices being used were running full Windows 10 it meant staff could use the same applications they were used to on a full desktop PC, without additional training or reduced functionality of mobile OS versions," says Graham Evans, Chief Information and technology Officer, North Tees and Hartlepool NHS Foundation Trust.

The device offers real benefits in practice and the key attributes of the technology are helping the Trust to achieve objectives set out by the Care Quality Commission (CQC) including:

- **Comprehensive audit trails for duty of candour by ensuring all information is captured in real-time**
- **Ensuring governance processes can be enforced through digital tools**
- **Enabling staff to deliver the person-centered care the right tools provide.**

Graham also found that "as more devices enter use with the Trust they are being issued into the hands of people that had not previously used a portable device as part of their work." Usually introducing technology where previously manual processes had been used can sometimes be challenging, especially when there is a varied age range across the staff. However, "the Casebook 3 addressed this issue with its operational simplicity plus the flexibility to use it as a tablet or with a keyboard, allowing the Casebook 3's to be quickly adopted by staff."

“The latex free construction with an antimicrobial coating enables doctors, nurses, technicians and clinicians to access and record information in environments where typical tablet devices are unable to be used safely, ”

Graham Evans, Chief Information Technology Officer,
North Tees and Hartlepool NHS Foundation Trust



O₂ customer story

To ensure the devices can be effectively used, O2 also offers a dedicated healthcare team to support staff using devices in the workplace, including throughout trials and during the deployment process.

“By providing a means to access and update digital records clinical staff can record and capture time stamped information on consent, when and what dosage of a drug was administered, ensuring good governance and allowing for the duty of candour to be easily reviewed,” says Julie

The outer casing also allows for NHS ID cards to be inserted and displayed, helping visually authenticate staff's permission to access restricted areas within the Trust, and providing a visual confirmation of a doctors identity when tending to them.



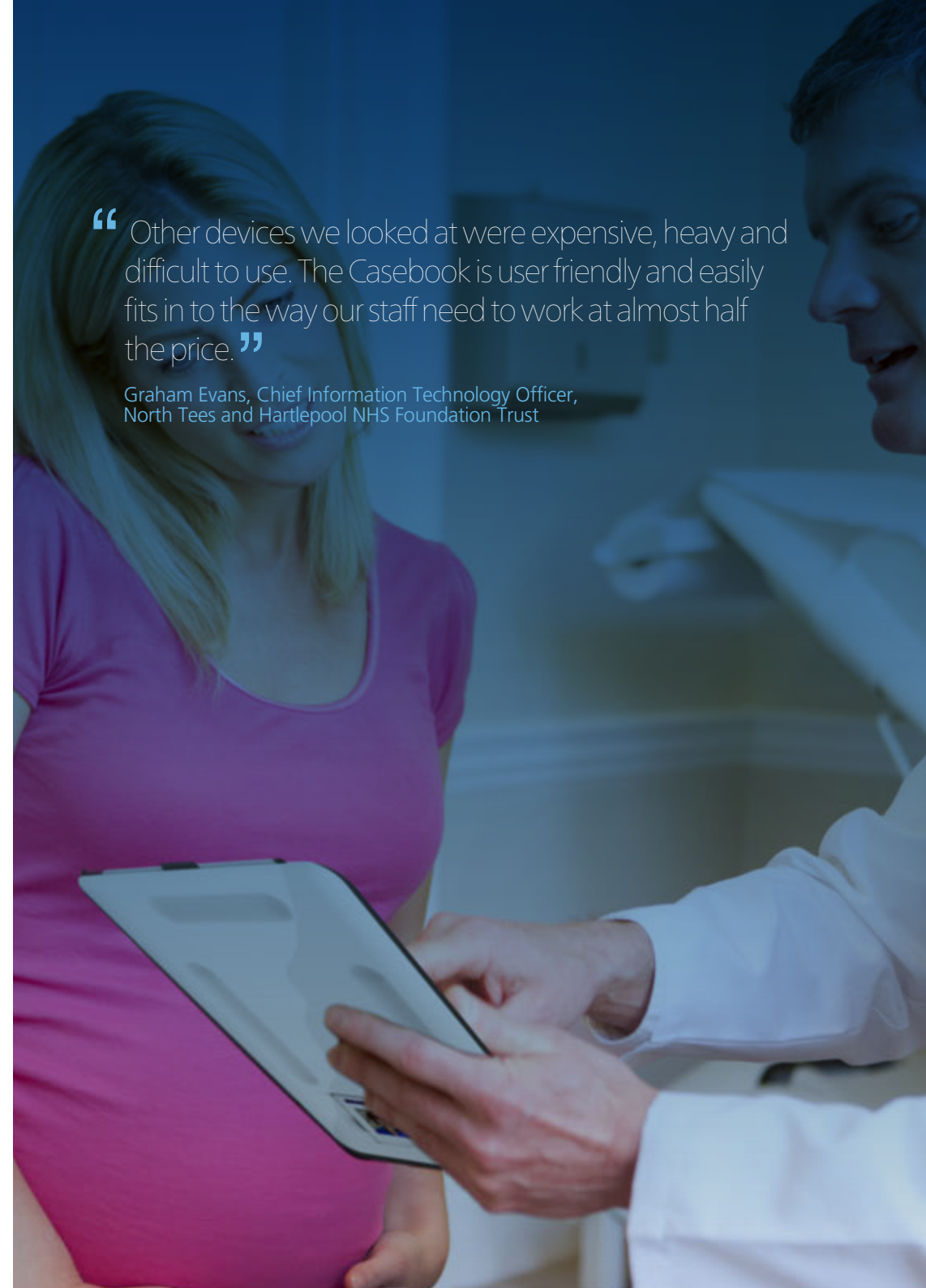
“As the device also supports 4G mobile data access, community based staff have found that the ID being displayed, in combination with the functional and clinical look of the device can help reduce the potential of theft, especially in contrast to using expensive looking laptops.”

As the Casebook 3 is anti-microbial it can be used throughout the hospital. This is good news as the Trust is continually looking for ways to streamline and optimise processes. “This leads to quicker hospitalisation times, and therefore increased patient safety, a better clinical outcome all helping with the Trust's targets of delivering outstanding patient care”

Graham says, “O2's Casebook 3 tablet addresses all of the priorities of the Trust at different levels, including staff engagement, best clinical outcome, timely access to care, patient safety, achieving targets and keeping costs down. It has enabled us to embrace a digital tool that is leading to an improvement in workflows and processes while maintaining a focus on delivering patient centered care, to the betterment of staff and the community.”

“Other devices we looked at were expensive, heavy and difficult to use. The Casebook is user friendly and easily fits in to the way our staff need to work at almost half the price.”

Graham Evans, Chief Information Technology Officer,
North Tees and Hartlepool NHS Foundation Trust



“The solution that O2 provided us with completely stood out in the field due to it being designed and built specifically for the healthcare industry.”

Graham Evans, Chief Information Technology Officer, for North Tees and Hartlepool NHS Foundation Trust



O₂ customer story

Casebook 3 technical specifications

- The tablet is ruggedized especially for the needs of the NHS and is available exclusively through O2.
- Highly robust design for a long life of busy hospital use, featuring shock resistance, and an IP52 rating for dust and water resistance.
- Latex-free construction – with an antimicrobial coating. It's resistant to surgical wipes so that it can be quickly disinfected, which reduces costs. The impact on the environment is also reduced, and most importantly it prevents the spread of hospital acquired infections.
- Long, six-hour battery life when used continuously (up to nine days on standby), so can last even the longest of doctors' rounds.
- Enables strong security compliance with optional handgrips that have NFC smart-card holders for NHS ID cards.
- Lightweight, well-proportioned with a crystal-clear 10.1" LCD and a choice of either Microsoft Windows 10 or Google Android 6 (Marshmallow) software.
- Design and appearance fits well into a clinical setting, it's not attractive or desirable as some other tablets may be to reduce theft, but simply a durable, functional and easy to use device.

About North Tees and Hartlepool NHS Trust

- North Tees and Hartlepool NHS Foundation Trust employs about 5,500 staff and had a 2015-16 turnover of more than £280m.
- The trust provides integrated hospital and community services healthcare organisation from from two main hospitals; the University Hospital of North Tees in Stockton-on- Tees and the University Hospital of Hartlepool, to around 400,000 people in Hartlepool, Stockton and parts of County Durham.
- It also offers a number of outpatient and outreach clinics at its smaller community hospital in Peterlee, and some community locations.
- The trust's strategic aims are putting patients first, valuing our people, transforming our services and health and wellbeing. The organisation is committed to delivering patient centred collaborative care and continually developing and improving safe, cost effective services that meet the needs of patients and staff.

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