

Company Details

North Hampshire Hospitals NHS Trust is the organisation responsible for managing North Hampshire Hospital, a 480-bed acute facility located in Basingstoke, UK. The Trust came into being in 1994 and now serves a population of approximately 280,000. Through the hospital, it provides a wide range of acute and specialist services on an in-patient, day-case and out-patient basis, and also manages a multimillion pound education and research centre. North Hampshire Hospitals NHS Trust is one of the largest employers in its local area, having around 2,500 staff and spending £96 million each year.

Location

- UK

Industry

- Healthcare

Business Challenges

- To honour commitment to providing patients with the highest standards of care and treatment
- To establish a patient master index that can be used to achieve consistency across previously independent systems
- To achieve integration initially between the patient management and theatre management systems

Solution Overview

- Use of the eGate Schema Runtime Environment (SRE) to provide a migration path to SeeBeyond's Integrated Composite Application Network™ (ICAN) Suite 5
- Use of SeeBeyond's eGate Integrator to integrate the hospital's i.Patient Manager system with its Sapphire Theatre system

"We wanted to work with a supplier who could help us with the implementation as well as supplying us with a powerful technology solution. SeeBeyond, with its strong track record in other hospitals, was easily the best choice." **Helen Reading**, IS programme manager

Business challenges

North Hampshire Hospitals NHS Trust is committed to providing patients with the highest level of care, treatment and comfort. In recognition of its efforts, North Hampshire Hospital has been classed among the UK's top 40 hospitals for two years running by CHKS, the UK's leading hospital benchmarking organisation. In 2004, it achieved another distinction by winning CHKS's "Most Improved Hospital" award.

One of the ways in which North Hampshire Hospital has been working to streamline and optimise patient care is through setting up a patient master index that can be used across different systems. In the past, different departments tended to maintain their own data and most clinical systems were standalone systems that were indexed independently. This not only made it difficult to ensure consistency but also involved hospital staff in a great deal of unnecessary data entry.

The Trust decided to use its patient management system as a basis for the patient master index. With 98 per cent of the 350,000 patient records in this system being accompanied by a validated NHS number, the data was known to be accurate and reliable. The first step in the process was to achieve integration between the patient management system and theatre management systems. This would be followed by other integration projects.

Solution overview

North Hampshire NHS Trust sought an integration engine that would support fast, flexible integration between its iSOFT i.Patient Manager system and other systems, starting with the Sapphire Theatre system. It chose SeeBeyond's eGate Integrator.

SeeBeyond's consultants were engaged to perform the first integration on the Trust's behalf. According to Reading, the implementation was carried out smoothly and successfully within the planned timescale of four months. The solution has proved to be very reliable, with no unplanned downtime. Although eGate Integrator was an ideal fit for the basic integration capabilities required at the time, the Trust upgraded to eGate 5.4.3 SRE, a product that supports migration to SeeBeyond's Integrated Composite Application Network (ICAN) 5 product suite. The ICAN Suite offers enhanced functionality in areas such as workflow, portals, data management, and business activity monitoring.

At the moment, North Hampshire Hospitals NHS Trust is working on the integration of i.Patient Manager with its JAC pharmacy system. This will enable information to be transferred automatically from the former to the latter system when drugs need to be administered to a patient. Reading estimates that some 8,000 patient records per month will be involved initially, a somewhat higher total than the 6,000 or so records transferred to the Sapphire Theatre each month.

Business benefits

Now that the SeeBeyond solution is live at North Hampshire Hospitals NHS Trust, patient demographic data is transferred automatically from i.Patient Manager to the theatre system whenever a patient requires a theatre visit. This means that theatre staff are able to access a new patient's data immediately.

Also, the accuracy and consistency of patient data has improved because information in the theatre management system is now derived from a single central database. This helps to improve the efficiency of the service provided. For example, incorrect entries arising from spelling a patient's name in two different ways can no longer occur. Similar benefits will accrue from the forthcoming integration of the patient management and pharmacy systems.

Finally, the use of eGate SRE has provided North Hampshire Hospitals NHS Trust with a future-proofed solution that has potential for expansion as the integration strategy evolves and changes.

Plans for the future

Under the UK government's National Programme for IT, North Hampshire Hospital and other hospitals in the south of England will soon begin to implement a revolutionary new approach to patient records, based on the concept of a single patient view. The new NHS Care Records Service (CRS) is being implemented by the Fujitsu Alliance, using SeeBeyond as the integration engine. Thanks to its use of eGate Integrator SRE, North Hampshire Hospitals NHS Trust will be prepared beforehand to link into the new system.

"The main benefit of the SeeBeyond solution is the saving in time for hospital staff, who would otherwise have to enter the same data manually into several different systems," explained Helen Reading, "this means that administrative processes, such as booking patients into theatre slots, can be completed more quickly."

Business Benefits

- By automating the transfer of data between systems, hospital staff save time and effort and administrative processes are completed more quickly
- Improved accuracy and consistency of data across different systems help the hospital to provide patients with a more efficient service
- Use of eGate SRE provides a future-proofed solution that can support the Trust's evolving integration strategy

Technology Profile SeeBeyond components

- eGate™ 4.5.3 SRE

Integrations

- iSOFT's i.Patient Manager
- Newgate Technology's Sapphire Theatre
- JAC pharmacy system

Sizing

- 6,000 patient records transferred per month (theatre management system)
- Estimated 8,000 patient records transferred per month (pharmacy system)

Hardware

- HP ProLiant

OS

- Windows 2000