CASE STUDY: BLUEWIRE AND FDB
E discharge solution brings big benefits to Ealing Hospital.

Ealing Hospital NHS Trust is a busy district general hospital providing acute services for patients in the West London area. The hospital was first opened in 1979 and serves a community of some 330,000 people providing medical, surgical, maternity and child health services.

83% of adult inpatients are admitted as emergencies. Currently there are 256 beds, which work at occupancy rates in excess of 97% making Ealing Hospital's 24-hour accident and emergency department one of the busiest departments in West London. The hospital employs approximately 3,376 staff and is a recognised teaching hospital of Imperial College London University with students in medical, surgical, paediatric, anaesthetic and other attachments.

Combined expertise delivering market-leading solutions

Following the roll out of the Winscribe electronic discharge (e-discharge) solution featuring Bluewire's ePro product, Ealing Hospital now routinely delivers discharge summaries within 24 hours of patients leaving hospital.

The detailed medication information in the e-discharge solution is provided by First Databank (FDB™) through Multilex - the UK's leading drug knowledge base.

The Winscribe solution was rolled out Trustwide to 15 wards and clinical areas in under two months, and has also enabled Ealing Hospital to improve patient safety and patient experience using the built-in medicine management tools. Clinicians at the hospital now complete accurate and legible discharge summaries electronically, which are then reviewed and authorised by pharmacists before prescriptions are dispensed.

This is now a completely paperless process; upon patient discharge, the completed summary is automatically sent via a secure electronic link to the patient's GP practice. Patients now leave the hospital with a printed copy that includes information about their medications.

Multilex has been configured within the ePro functionality to include pre-populated dosages for common medications and allow only senior clinicians to prescribe certain drugs, such as chemotherapy agents. It also prevents the prescribing of medicines prior to the discharge assessment and notes a patient's allergy status. As an added safety precaution, drugs cannot be prescribed until a patient has had their allergy status completed on the system.

"Prescriptions are now legible and are being written to a standard format that complies with the contract agreed with our commissioners. Feedback from GPs on the e-discharge documentation they now receive has been positive without exception."

"We are also able to write notes for internal use which we are finding a wonderful support for medicines reconciliations. Plus, the system is friendly for all users from nurses to clinicians and management technicians."

STUART RICHARDSON
Chief Pharmacist

Clinician satisfaction

Clinicians have found the solution very easy to use with the Microsoft Healthcare CUI standard compliant user interface. The solution is integrated and synchronised with Ealing Hospital's Patient Administration System (PAS), updating patient records using the global standards HL7 messaging. The interface ensures that discharge summaries can be produced quickly with all the correct patient data available through one single application.

During the implementation, Winscribe and Bluewire Technologies worked closely with the hospital's senior pharmacists and clinicians to ensure that the solution fitted hospital workflows and to tailor the built-in medicines management features.

Harnessing technology to achieve efficiencies

Ealing's pharmacy department deals with approximately 300 discharge prescriptions a week.

"Throughout this e-discharge project the timeliness, quality and content of patient discharge summaries have all been significantly improved. This supports Ealing Hospital's on-going commitment to provide best clinical practice whilst improving patient safety and healthcare experience."

Benefits of using FDB's knowledge

Ward-based nurses can track the status of prescriptions, allowing them to plan discharges for individual patients. Patients also receive written information about their medications including when and how they should take them.

Kevin Connolly, Director of ICT at Ealing Hospital, added:

"This has been a major strategic project and I am very pleased to confirm that our key investment objectives have now been enabled."

For more information, contact Sales today at 01392 440 100. Or, visit fdbhealth.co.uk

First Databank (FDB), a subsidiary of Hearst Corporation, is the UK's leading provider of drug knowledge bases and active clinical decision support.

As the company that helped to launch the medication decision support industry, we offer more than three decades of experience in helping transform drug knowledge into actionable, targeted and effective solutions geared to improving patient care, patient safety and outcomes.

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NICE has accredited the process used by First Databank to develop content used in Multilex drug knowledge. More information on accreditation can be found at www.nice.org.uk/accreditation. Accreditation evaluates only the processes used to develop content and excludes recommendations displayed by decision support systems in specific clinical settings as these are dependent on technical algorithms which are outside of the scope of NICE accreditation. Accreditation can be used to inform compliance with ISB 0129 – Clinical Safety Risk Management System – Manufacture of Health Software and ISB 0160 – Clinical Safety Risk Management System – Deployment and Use of Health Software, but cannot be used in isolation to release any product for clinical use.