Gaining Stability, Flexibility and Control with Core EPR

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One of the UK's leading Trusts, King's College Hospital NHS Foundation Trust (KCH), provides a wide range of healthcare services and is a world-class teaching hospital.

In October 2013, KCH took responsibility for additional hospitals and services that span multiple sites. The integration sparked a transformation programme with a vision of being a new kind of Trust—built around patient needs. Having a robust Electronic Patient Record (EPR) at its core would be a critical piece of delivering the highest quality of care across the newly joined-up and well-managed healthcare system.

Seeking a More Stable EPR Solution

KCH was facing challenges with its aging EPR system. "The software was nearing end of life with no strong development roadmap. We had developed proprietary software to plug the gaps," Head of EPR Richard Yorke said. "But it was a major challenge to keep the system up and running with aging software on an aging hardware platform, with an increasing number of users."

"We needed stability," Yorke said. "We needed the right tools and technologies to support a Trust-wide transformation programme."

KCH began its search for a new EPR. After an evaluation process, the Trust determined that a "rip and replace" programme of work would cause significant disruption and unnecessary cost to the organisation and would provide limited additional benefits to their providers and patients.

"We had a massive volume of clinical data within the system that we wanted to retain, and we wanted to avoid data migration problems," Yorke said. "We also wanted to ensure that – on day one – our users would have access to a familiar system with all of the clinical documentation they need. The only sensible way to do that was to upgrade to Allscripts Sunrise."

Client Profile

King's College Hospital NHS Foundation Trust

London, United Kingdom

OVERVIEW

- One of London's largest and busiest teaching hospitals
- **1,700** beds
- **2** emergency departments with **750** visits per day
- **1 million** outpatient visits annually

ALLSCRIPTS SOLUTIONS

- Allscripts Sunrise™ Acute Care

Rapid deployment

Implemented a robust EPR solution within seven months

Advanced clinical tools

Powerful Medical Logic Modules (MLM) enable staff to design, create and deploy clinical decision support tools to meet the Trust's needs

Flexible rollout

Rolled out expanded, standardised clinical functionality to sister hospital, Princess Royal University Hospital, within 10 months

Allscripts®

> "We have much more power with Allscripts Sunrise MLMs…For clinical documents, we can pull and define data in from elsewhere in system very easily. We can drive the correct workflows."
>
> *Richard Yorke, Head of EPR*

> "Allscripts Sunrise gives you control over what you deploy, how you deploy it and when. You have more flexibility that you have with other EPR vendors."
>
> *Richard Yorke, Head of EPR*

> "If your staff is innovative, you have vision for what you want to achieve, and you want to control how it happens, then Allscripts Sunrise is the obvious choice."
>
> *Richard Yorke, Head of EPR*

Allscripts Sunrise Offers Flexibility and Control

KCH selected Allscripts Sunrise Acute Care and began the implementation in 2016. Taking a clinical-wrap approach enabled the organisation to adopt an initial suite of clinical solutions that worked with its existing Patient Administration Systems (PAS). This implementation approach gave both flexibility and control that enabled the Trust to build on its EPR foundation at its own pace.

"Stability was an early benefit of upgrading to Allscripts Sunrise, and users quickly got confidence in it," Yorke said. "We implemented in seven months – which is very fast – and did not lose a single piece of data during that process."

With Allscripts Sunrise Acute Care, KCH teams can use Medical Logic Modules (MLMs) to create and enable clinical decision support functionality. "The biggest advantage of Allscripts Sunrise, without a doubt, is clinical documentation functionality," Yorke said. "We're able to design clinical documents that map to clinical workflows, prompting data capture that is critical to the hospital, without being onerous on the staff."

For example, the teams at KCH designed a workflow to drive the electronic discharge notification and documentation process. It is a complex document supporting a complex process that involves multiple healthcare professionals. Yorke credits the system with enabling a more standard process for this prime document, improving communication between clinicians to help reduce risk.

Since first launching at KCH, the Trust was also able to develop a rollout plan to Princess Royal University Hospital. Acquired in 2013, this organisation had limited clinical functionality. It implemented the first phase of Allscripts Sunrise Acute Care in November 2017, adding order communications and results, some electronic documentation and nursing assessments, then deployed electronic prescribing and medication administration (EPMA). The rollout was complete in July 2018.

"Allscripts Sunrise gives you control over what you deploy, how you deploy it and when," Yorke said. "You have more flexibility than you have with other EPR vendors."

Ready For The Future

KCH plans to build on its Allscripts Sunrise Acute Care foundation over the next several years. For example, it plans to add functionality that enables electronic management of internal and external referrals, and to improve clinical governance around reviewing diagnostic results.

"We're going to design and deploy a whole package of clinical documentation to better track where we have clinical risks on an individual patient basis," Yorke said. "We will leverage Allscripts Sunrise to drive better patient outcomes and leverage that information to support the wider public health agenda within southeast London."

To learn more, visit www.allscripts.com