

Driving Clinical Transformation with a Strong Electronic Patient Record



Before choosing Allscripts Sunrise Acute Care as its core electronic patient record (EPR), Wrightington, Wigan and Leigh NHS Foundation Trust (WWL) faced several difficult issues with a predominantly paper-based system.

“Our health IT challenges were interdependent and very complex,” Chief Clinical Information Officer Dr Martin Farrier said. Handwritten notes were difficult to read and WWL accumulated physical paper documents at an exponential rate. In addition, clinicians had trouble accessing the data within these notes.

“Our data was poor, the systems collecting data were poor, and we had this huge influx of knowledge – test results, other online databases, genetic information – that clinicians were trying to assimilate and interpret,” Farrier said. “All the problems were coming together at the same time, and we couldn’t just carry on doing this with paper. The future could not look like the past.”

Achieving Clinical Benefits at a Lower Risk

WWL wasn’t just searching for a new EPR it also had to replace a system that it had used for a decade. The technology did not have noting capabilities and served more as a repository for letters and results. The organisation also had an existing patient administration system (PAS) that was serviceable and stable.

“From our point of view the question was straightforward: How do you generate the greatest clinical benefit from the least time and money?” Farrier said. “PAS replacement would have been a lot of work and a lot of risk, with no clinical benefits... Allscripts Sunrise gave us obvious clinical benefits.”

Client Profile

Wrightington, Wigan and Leigh NHS Foundation Trust

Wigan, Lancashire, United Kingdom

OVERVIEW

- Awarded Foundation Trust status 1 December 2008
- Serves local population of 300,000
- 9,000 public and staff members
- 758 inpatient beds across four hospital sites
- 27 outpatient locations

ALLSCRIPTS SOLUTIONS

- Allscripts Sunrise™ Platform



Agile implementation

Enabled WWL to go live with clinical systems at its own pace and with existing PAS



Clinician access to data

Electronic access to data enables better communication and care coordination



Foundation for future

Plans to build on early benefits by going paperless, standardising clinical pathways and sharing data with other hospitals and GPs

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Clinical Information Officer*

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WWL knew that Allscripts Sunrise had a proven track record in other NHS Trusts, and Farrier recalled: "The fact that Allscripts Sunrise was thriving in other places was very reassuring."

WWL opted to leave their existing PAS in place and pursue a clinical wrap strategy—a robust Allscripts Sunrise clinical platform would integrate with existing clinical and financial systems. The organisation went live with a big-bang approach. In June of 2016, WWL launched Allscripts Sunrise at the same time across five sites: Royal Albert Edward Infirmary, Wrightington Hospital, Leigh Infirmary, Thomas Linacre Centre and Boston House.

"With an agile implementation, we were learning about how people are using the system and changing accordingly," Farrier said. "In the early days, we worried about data input, but now we are focused on data output and helping users quickly access the information."

Solving Challenges for Clinicians

The Allscripts Sunrise Acute Care platform provided a robust clinical system, with capabilities such as clinical documentation, order communications and electronic patient medication administration (EPMA).

"Allscripts Sunrise makes change happen and enables us to work in a different way," Farrier said. "I'm able to see what is happening in the wards without being physically there. I don't need to get notes to see what's happened with a patient, I can bring them up wherever I am. Allscripts Sunrise has solved a sequence of problems, making us more efficient."

WWL conducts periodic feedback sessions with clinical users to help ensure that Sunrise Acute Care evolves to meet their needs. However, based on some of WWL's implementation experiences, Farrier advised that it's important to maintain simplicity and rely on proven, standard content.

"People say they want a lot of complicated things, but it's best to deploy it in its simplest form and build out from there," Farrier said. "Allscripts Sunrise is a beautifully simple, ready-made system. It's everything you need, and nothing you don't."

Focused on the Future

When asked about WWL's plans for Allscripts Sunrise Acute Care over the next few years, Farrier responded, "We have endless plans... We intend to build on the benefits we've seen and expect major benefits down the line."

For example, the Trust is implementing Allscripts Sunrise Patient Flow system for better bed management and proper data analysis. WWL also expects to improve quality of care by identifying and triggering appropriate clinical pathways for patients with specific conditions, such as sepsis and pneumonia. "Allscripts Sunrise helps us make WWL a safer and better-run organisation," said Farrier.

Beyond its continued efforts to remove paper-based systems, WWL expects to build more connections to share data with other organisations and GPs. "We want to share with other hospitals and GPs, inside and outside of our locality, as well as helping patients access their own records," Farrier said.



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