

# Preparation and teamwork enable successful deployment



Wrightington, Wigan and Leigh NHS Foundation Trust (WWL) launched Allscripts Sunrise™ as its new health information system to transform patient care. More than 300 clinical and non-clinical staff worked together for 18 months prepare for the big-bang go-live across five sites. New capabilities include capturing and viewing electronic information, e-prescribing, medication administration, and placing diagnostic radiology and pathology orders.

## Commitment to provide exceptional care

WWL is one of hundreds of trusts comprising the National Health System (NHS) in the United Kingdom. Serving the Borough of Wigan in northwest England, WWL is dedicated to providing the best possible health care for the local population of more than 300,000.

WWL is committed to designing services around the needs of patients and for patients to be cared for as close to their home as possible. Operating across four hospital sites, a state-of-the-art outpatients centre, a dedicated Eye Unit at the Wigan Health Centre and offices in Wigan town centre, WWL delivers a broad range of highly regarded general and specialist acute services.

## Wrightington, Wigan and Leigh NHS Foundation Trust

Wigan, Lancashire, United Kingdom

### CLIENT PROFILE

- Part of the UK National Health Service (NHS)
- 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™
  - Sunrise™ Acute Care
  - Sunrise™ Emergency Care



### Big-Bang Go-Live

Comprehensive training for 4,000 staff members enabled a smooth launch across five locations



### Excellent Collaboration

300 clinicians and non-clinicians worked together to design, build and test the system



### Launch with Data

Uploaded 32.5 million documents from previous systems before going live

“The systems we had didn’t work well together...they didn’t provide any potential for growth,” said Chief Clinical Officer Dr. Martin Farrier. “We wanted a singular system that would provide clinical documentation and eprescribing.” In September 2014, WWL decided to implement Allscripts Sunrise, based on the platform’s proven track record with other NHS trusts. When searching for a new technology partner, WWL also sought a company with similar priorities.

“Allscripts, like WWL, is an innovative, forward-thinking organisation,” said WWL Chief Executive Andrew Foster. “Allscripts Sunrise flexible and technologically advanced system fits perfectly with WWL’s mission to be safe, effective and caring and put the patient at the center of everything we do. WWL will make the most of the flexibility, dependability and innovative clinical capabilities of Allscripts Sunrise to continue to deliver exceptional outcomes for our patients and continually improve quality and safety.”

### Preparation to ensure a smooth go-live

To make the transition from the existing system to Allscripts Sunrise as seamless as possible, more than 300 clinicians and non-clinicians worked together to design, build and test the system. WWL loaded more than 32.5 million existing documents into the system.

The team ran stress tests with clinicians to ensure the new system was safe, stable and operationally ready for use. Before the launch, control and command centres were set up to log and handle troubleshooting calls.

Training was an essential part of the preparation, and WWL set a goal of training at least 80% of 3,700 individuals before go-live. Training was modular and in an e-learning format. People could either take the modules individually, from inside or outside the organisation, or attend a classroom session attended by a facilitator.

Super users – including WWL staff from human resources, facilities and accounts – also received training prior to launch to be available to offer assistance to clinicians on the first day. Known as “floorwalkers,” this team roamed the halls on the day before go-live and helped users complete simple tasks of logging in and making a list of patients for their area. This team also included staff from other NHS trusts that use the Allscripts Sunrise platform.

“The entire Trust is coming together to provide appropriate support,” former Information Management and Technology Programme Manager Graeme Hodgson said. “We are also grateful to our neighbouring Trusts—Salford Royal NHS Foundation Trust, University Hospital of South Manchester NHS Foundation Trust and Bolton NHS Foundation Trust—who have offered to send members of their staff to support #HISGoLive.”

### Day One of the big-bang implementation

WWL opted for a big-bang approach, which means going live at several sites at the same time, rather than implementation in over a longer period of time in phases. In June of 2016, with the organisation running at full capacity, WWL launched its HIS across five sites: Royal Albert Edward Infirmary, Wroughton Hospital, Leigh Infirmary, Thomas Linacre Centre and Boston House.

Interim Chief Digital Officer and former WWL Associate Director Information Management & Technology Stephen Dobson said, "We put processes in place to ensure that our patients face least amount of difficulty and delay in their care while the staff are still getting used to working on the new system."

To ease the transition, WWL went live at 8 a.m. in the accident and emergency (A&E) department, when it was less likely to be busy. Elective patients were also on the new system starting at the same time. Outpatient departments were scheduled for the following week. Support was available 24/7 for the first two weeks after go-live.

"Whilst there was some impact seen on the A&E data, we were still able to maintain our overall 95% 4-hour target in A&E for the two weeks of go live," Farrier said. "There was little evidence of problems with discharge. We have escalation processes for the organisation and these were not utilized during go live."

"Our organisation has made a huge leap forward in driving greater patient and clinical engagement with successful deployment of the Allscripts Sunrise solution," Foster said. "At WWL, patients are our top priority, and the Allscripts Sunrise solution will help provide safer and more effective care, while giving us the flexibility to continually evolve to meet the needs of the communities we serve."

## Clinicians expect benefits with Allscripts Sunrise

Another tool WWL used to prepare its team for the transition was to promote a video that featured clinicians talking about the benefits of Allscripts Sunrise, known to team members as health information system (HIS), including:

### ACCESSIBLE, STANDARDIZED INFORMATION

*"We saw the implementation of the HIS system as an opportunity for service improvement, to standardize the format of the assessment trust-wide. We've been engaged with the program since the beginning, building the new document to work with within the department. This will help to improve the service that we provide to our patients and will make information readily available to the rest of the healthcare team."*

Catherine Higgins  
Sister/Manager, Preoperative Assessment Department Specialist Services

### INSIGHTS TO MANAGE NURSING RESOURCES

*"With this new HIS system, and the tracking board in particular, I'll be able to sit in my office or elsewhere where I've got my computer, and can actually see the state of patients on the wards. I'll be able to see, for example, patients who are scoring high risk of falls, who will need more nursing support. That will enable me to be able to look at staffing and skill mix appropriately across the division."*

Diane Lee  
Head of Nursing, Unscheduled Care

### SAFER MEDICATION MANAGEMENT

*"The main benefits of HIS for the pharmacy department are improving the way that prescriptions are generated for the trust...we'll be knowing who's*

## Implementation at a glance

- Signed contract in September 2014
- Loaded 32.5 million documents from previous systems
- Trained 4,000 staff pre-launch
- Big-bang go-live on 28 June 2016 across five sites:
  - Royal Albert Edward Infirmary
  - Wrightington Hospital
  - Leigh Infirmary
  - Thomas Linacre Centre
  - Boston House
- 24/7 support team for first two weeks, including staff from neighbouring trusts

*prescribing what, where, when, and also who's administering what, where and when. That gives us great benefit to support staff, the prescribers, the nurse administrators, just to make sure that...the right medications are being given to the right patients at the right time."*

Johnathan Peacock  
Deputy Chief Pharmacist, Clinical Services Pharmacy

#### **ADVANCED DECISION SUPPORT**

*"One of the future benefits of the system will be advanced clinical decision support. Soon after go-live, we will introduce the input of clinical observations on the sepsis toolkit. The sepsis toolkit will help identify potentially septic patients in a safe and timely manner."*

Susan Higgins  
Senior Business Analyst/Nurse

WWL conducts periodic feedback sessions with clinical users to help ensure the new platform evolves to meet their needs. In addition to enhancing clinical decision support, WWL plans to use the system to manage more documentation electronically, improve discharge procedures and track patient outcomes. Through strong collaborative partnerships and clinical team engagement, WWL will use Allscripts Sunrise to continue to deliver exceptional, integrated care for its patients.



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