

Savience in Northern Ireland



Savience are the sole supplier of self service solutions to the five Health and Social Care Trusts. Our products are installed in all the hospitals that provide outpatient services across the region and are integrated with all their PAS systems.

65 kiosks across 30 separate locations, enable nearly 5,000 patients a day to check in seamlessly for their appointments. On any day over 500 clinical and administrative hospital staff are using the system concurrently.

Savience Connect Integration Services

Savience provide a range of integration services across N Ireland. Currently Savience Connect enables successfully data exchange between all PAS systems, the Emergency Departments systems in the Ulster (eEMS) and Altnagelvin (Symphony), Community systems from EMIS (ePEX mental health), Yarra Software (LCID) and Civica (PARIS). The integration between the Regional Radiotherapy centre using the Aria system for Varian and Radiology systems from SECTRA is currently being completed using HL7.

PAS connections are made using either HL7 messages or our scripting tool, Boston Workstation. Boston Workstation is deployed at the Regional Fertility Centre at Belfast, the PAS systems at Omagh and Altnagelvin, and updates the Symphony ED system at Altnagelvin.

Regionally provided services

Many health specialty services are provided across NI on a regional basis. For example, Ophthalmology appointments made for patients on the PAS system in Belfast may be held at clinics run in locations at any of the other 4 Trusts. Savience Connect is providing integration services across the whole region.

Connect pulls together appointments made across the variety of different systems, which enable patients with regionally, as well as locally, arranged appointments to be able to use the self-service kiosks located at all the hospitals and successfully check in for their appointment.

Savience Solution Overview	Belfast	Northern	South Eastern	Southern	Western
Savience Connect	✓	✓	✓	✓	✓
Savience Clarity	✓	✓	✓	✓	✓
Savience Clarion	✓	✓	✓	✓	✓
Savience Portal					✓
Savience CareExpress			✓		✓
Check-in via self-service kiosks	✓	✓	✓	✓	✓
Text Reminder services					✓
Email Reminders					✓
Interfacing with multiple systems i.e. PAS/community	✓	✓	✓	✓	✓
Online check in		✓			
Supports check-in via barcode scanner				✓	✓
Surveys/questionnaires					✓
Way finding for patients	✓	✓	✓	✓	✓
Supports clinic outcomes					✓

OVER 150 FACILITIES

INCLUDING TWO MAJOR GENERAL HOSPITAL SITES

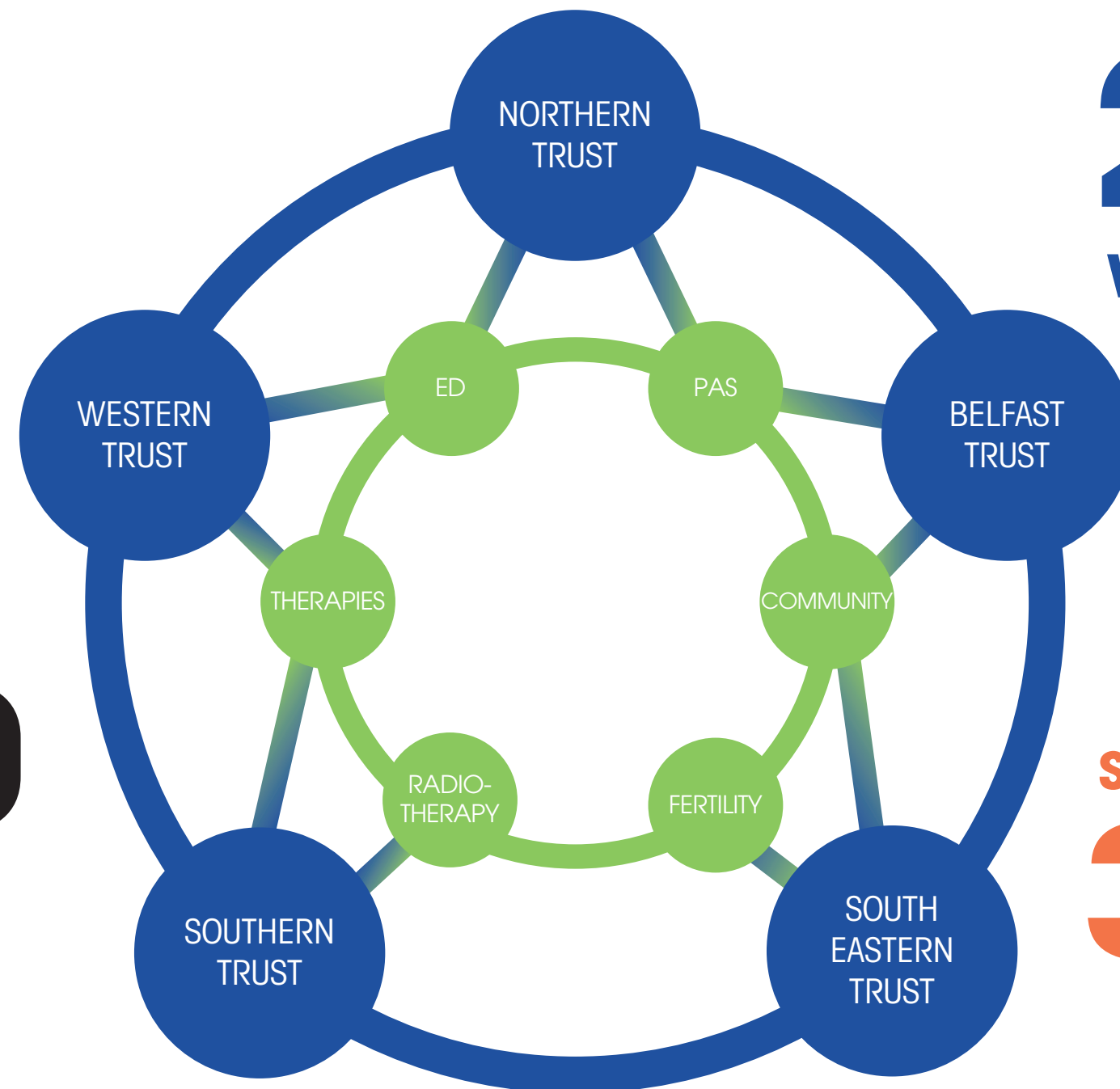
Northern Health and Social Care Trust

**£592
MILLION
ANNUAL BUDGET**

Western Health and Social Care Trust

13,000 STAFF

Southern Health and Social Care Trust



20,000
WORKFORCE WORKING
FULL AND PART TIME

Belfast Health and Social Care Trust

SERVING A POPULATION OF
345,000

South Eastern Health and Social Care Trust



Belfast Health and Social Care Trust

Belfast Trust is the largest integrated health and social care Trust in the United Kingdom, delivering integrated health and social care to approximately 340,000 citizens in Belfast. The Trust provides the majority of regional specialist services to all of Northern Ireland, has a budget of £1.3bn and a workforce over 20,000 (full time and part time). Belfast Trust also comprises the major teaching and training hospitals in Northern Ireland.

Savience self service solutions were first introduced into the Trust in July 2012, with pilot projects running in Dermatology and the Children’s Hospital. In late 2014, the solution went live in the Cancer Centre followed by Renal (2016) and the Regional Fertility Centre (2017). Macular, Cardiology and Ante Natal are planned for late 2018. Autumn 2018 will see the first batch of kiosks introduced into the Health and Wellbeing centres across Belfast. Initially, these will support the Allied Health Professionals working within Podiatry and Physiotherapy.

Savience Solutions

Patients use a mixture of wall and floor mount kiosks to check in patients and then the facilities within Clarion to call patients through to their treatment rooms. Clarity workflows have proven to be particularly successful in both the Cancer and Renal units.

Integration to both local Clinicom PAS systems, installed at the Royal and Victoria Hospitals, is achieved by a mixture of HL7 messaging, real time and overnight batch feeds of appointments. Boston Workstation scripting is installed at the Fertility Centre to update the IDEAS appointment system with live arrivals.

Benefits

The RFC runs a 7-day service. In addition, clinics are scheduled for an early AM start on weekdays. Introducing self-service has reduced pressures on the RFC, who can now reduce the staffing commitment at reception, as well as delivering a highly tailored and confidential solution.

Introducing the Savience check-in kiosks into the Health and Wellbeing Centres will enable patients attending for any of the

services held within the centres to check in for their appointment, irrespective of the backend appointment system in place. Currently at these centres, Savience provides integration into PAS, PARIS (Community) and will shortly be supporting Diabetic Retinopathy patients whose appointments are held on OptoMize.



Northern Health and Social Care Trust

The Northern Trust is one of five health and social care trusts in Northern Ireland which became operational on 1 April 2007. Providing comprehensive range of health and social care services to a population of almost 436,000 people across a geographical area of 1,733 square miles and spanning four new council areas (Antrim and Newtownabbey District, Causeway Coast and Glens District, Mid and East Antrim District and Mid Ulster District), makes it the largest geographical trust in Northern Ireland.

The Trust delivers services from over 150 facilities including two major general hospital sites, a mental health hospital, local community hospitals, health centres, social services, and a significant network of community services as well as provision of care in the home.

Savience Solutions

Savience is deployed in Antrim Area Hospital, Causeway Hospital in Coleraine and the Braid Valley Community Hospital at Ballymena.

Features and benefits at all the above sites include:

- Patient Call
- Tablets for nursing staff to call patients
- Multiple feeds from different PAS suppliers.

Benefits

- Patient Check-in speeds up patient arrival into clinics
- Reporting allows the site to view usage
- Network access across Community sites
- Support for Regionally provided services
- WiFi patient portal

In addition to Outpatient Check-in, Northern Health board also provides a wide range of community clinics. Many of the appointments for these clinics are made on the PAS system,

but a wide range of community services are delivered through the Yarra LCID platform. Mental Health clinics are supported on the ePEX system (supplied by EMIS Health).

Savience integration pulls these appointments into one unified database, Clarity, and ensuring that patients attending for an appointment on any background platform and at any location within the Trust, receive the same feature rich arrival experience.

To enhance the service to their patients, Northern Trust are in the process of deploying WiFi Spark to their suite of services in partnership with Savience. This will allow patients to check in for their appointment via a mobile device once inside the hospital reception. Go Live is set to be late 2018.



South Eastern Health and Social Care Trust

The Trust is an integrated organisation, incorporating acute hospital services, community health and social services and serves a population of approx. 345,000 people. The Trust covers districts of Ards, North Down and Down and Lisburn. The main hospital bases are: Ards Community Hospital, Bangor Community Hospital, Downe Hospital, Downshire Hospital, Lagan Valley Hospital and the Ulster Hospital.

Savience Solutions

Since 2009, Savience have used a variety of wall and floor mounted kiosks to assist the flow of patients arriving into Ards Community hospital, Bangor Community hospital, Downe Hospital, Lagan Valley Hospital and the Ulster Hospital. With kiosk arrivals for the patients, the system is complimented by Clarion enabling the clinicians and nurses to call patients directly to the consulting room.

The Savience integration platform works seamlessly with the LCID Community system software implemented at Ards. This enables kiosk arrivals and patient calling, providing the same rich patient experience across all Community and General Hospitals within the Trust.

In addition to booked appointment arrivals, Ulster ED Department went live in May 2017 with the Savience ED solution, CareExpress. This uses touch screens to stream (triage) patents on arrival and prioritize those in need of urgent care. Allowing complete demographic checks at the kiosk, the patient can triage themselves, without intervention from the reception teams. Information entered onto the kiosk is then integrated into the Trust ED system, eEMS via HL7. Patients are streamed for rapid pain relief, to see a consultant or directed to a waiting area if their condition is not serious.

Benefits

- Community wide integration
- Patient arrivals and self-triage in ED



Southern Health and Social Care Trust

The Southern Health and Social Care Trust provides health and social care services across the five council areas of Armagh, Banbridge, Craigavon, Dungannon, and Newry and Mourne. The Trust employs approximately 13,000 staff and spends £532 million annually in the delivery of health and social care services. The Southern Trust manages a number of hospitals in the area that include Craigavon Area Hospital, Daisy Hill Hospital, Lurgan Hospital, Armagh Community Hospital and St Luke's Hospital.

Savience Solutions

Set up in 2013, the Southern Trust hospitals, Craigavon, Daisy Hill, Armagh and South Tyrone operate Kiosks and Clarion to enable a fast track check-in service for their patients. Using barcode scanning on the kiosks from the patient letters has enhanced the speed that patients can register themselves and ensures that receptionists are left to deal with the more complex issues that occur on a day to day basis. Clarion has proved a useful tool by keeping the patient informed throughout their visit to the hospitals.

Armagh Community Hospital went live in 2016 with the addition of Community Patients from the application PARIS, supplied by Civica. This allowed patients that were booked onto PARIS to register themselves for their appointment via a kiosk. Previously, PARIS patients had to use the reception teams for registration. By incorporating this, Community and Outpatient appointments can be catered for in one location saving time for the patient and resources for the hospital.

In summer 2018, additional integration work has enabled appointment feeds from other PAS systems in Northern Ireland trusts to be processed onto the server at Southern. This ensures that patients who are attending appointments at locations within Southern Trust can check in for their clinic attendance through the Savience kiosks, although the appointment has been made on e.g. Belfast or South Eastern Trust.

Western Health and Social Care Trust

Savience Clarity was introduced into the new South Western Acute Hospital at Enniskillen in July 2013. This was followed by a large-scale implementation into all outpatient departments at Altnagelvin in 2014. Savience systems for patient arrival and call were installed into the new Hospital and Primary Care Centre at Omagh when it opened in June 2017. The system at Omagh supports both outpatient and GP appointments.

Savience Solutions
On all sites, patients use a mixture of wall and floor mount kiosks to check in and then the facilities within Clarion are used to call patients through to their treatment rooms.

Directions provided from the kiosks have been instrumental in helping patient flows through their appointment stages. Clarity dashboards provide the clinic teams with essential information about patients at all stages during their appointments.

The integration challenges across Western Trust have highlighted the full range of Savience Connect capabilities.

The PAS systems located across the Trust are updated by Savience Connect either through use of HL7 messaging or via our scripting tool, Boston Workstation. Boston is also used within the Emergency department to update the Symphony Emergency system with key streaming data, collected at the kiosks. HL7 messaging is used within the North-West Cancer Service, located at Altnagelvin to update Varian Aria in real time.

Western plan to go live with the Savience Reminder service, mobile platform and electronic clinic outcome forms in 2018

- Benefits**
- Common patient interface across all hospitals in Western Region
 - Bar coded appointment letters have been key to an exceptionally high rate of patient usage at all the hospital sites within Western Trust
 - Electronic outcome forms will streamline the collection of outcome data and reduce clinical risk by reducing the number of incomplete outcome episodes.

Solutions Glossary

Savience applications manage a patient’s journey through the complete appointment process. Starting from their pre-registration, Savience helps through the arrival process, informs them with real time information during their visit and ensures that their clinical data is effectively followed up when the visit ends.

Check-in enables patients to safely and securely access multi-channel applications to register their pre-arrival and arrival at hospital. Kiosks, Portal on-line services, smartphones and tablets are all supported.

Clarity is the information dashboard that is visible to all members of the care team, registration, nursing, clinical. It presents views of each patient’s status and has full details of interactions that the patient has had at the kiosk or on their mobile device.

From within Clarity, users have the capability to call patients through from the wait areas into the next stage of their visits. We use a product called Clarion to do this.

Clarion also supports streamed TV, power points and pre-installed health related videos. A built in, configurable scheduler enables content to be displayed at times and for durations which are applicable to each different department and clinic.

Savience **Connect** provides the real-time feed of all patient appointments at your hospitals. The feed includes all patient demographics, all active clinics and clinic codes. All amendments to clinic or patient activity are captured and delivered into the database. This will include any amendment to a patient’s appointment and any clinic cancellations. Connect uses either HL7 messaging or scripting, using our Boston Workstation scripting tool.

Clarity Departures manages patients after their attendance, delivers

comprehensive reporting, enables planning for continued attendance, and provides an opportunity for patients to provide feedback on the quality of services provided.

Clinic Outcomes can be recorded electronically through Savience electronic outcome forms. Coded data completed at the end of the clinic can be recorded by the clinical team and, where required, uploaded directly onto the patient’s EMR.

CareExpress is a self-service system for Emergency Departments. It accelerates the triage process and highlights to clinicians the patients in need of urgent care. Data collected at the kiosk or on mobile devices is shown on Clarity dashboard. It can also be used to update the hospital’s clinical emergency system.

Savience Mobile enables healthcare providers to fully engage with their patients via mobile devices. Linking into Clarity, Mobile, provides a single platform for patient consent, registration, notifications, arrivals, assessments, questionnaires, surveys and patient tracking.

Savience Portal has been designed to provide multi-channel access for patients. It is easy to navigate and is secure. It’s a solution that allows patients to interact with their healthcare provider in a seamless and integrated manner for services ranging from outpatient appointments to Emergency Department (ED) attendances.

The Portal provides patients at any hospital with an on-line access point within which they can update demographics, view appointments, confirm attendance and reschedule appointments. The Portal also supports secure messaging between clinical teams and their patients, allowing the transmission of results and update of care plans.

We also use the Portal to host online questionnaires and surveys.

Questionnaires and Surveys.
Savience provide the facility for the development of questionnaires or surveys. Questionnaires are typically patient based, whilst surveys are designed to be primarily anonymous. Both are simple to design and can be produced in line with the hospital’s corporate identity. Results are displayed graphically and collated within the hospital network.

Reminder Service. This is an email, voice and SMS patient reminder service that is fully integrated into both the incoming data feed from the hospital PAS and HIS and the Clarity database. It is an accurate copy of all patients who are expected to attend for appointments at your hospitals. The feed will list all clinic codes and patients along with their full demographics.

Capacity. The Savience Capacity room booking system ensures that the maximum use of available room resources is achieved. Spare capacity is graphically displayed with extensive use of colour coding to identify available rooms. Capacity recognises that clinics need different resources and facilities within rooms. Linked to Clarity, Capacity provides a real-time display of the patients scheduled to arrive for each clinic.



About Savience Ltd

Savience is constantly pushing the boundaries of technology to build brilliance and improve the global future of healthcare.

Specialists in shaping the patient journey through hospitals, clinics and GP surgeries, the systems developed by Savience have already helped millions of people worldwide.

The team design clinic-management solutions using multi-channel, multi-media smart technologies to connect, involve and engage patients and staff. We work closely with health professionals and managers to ensure our technology can be fully and seamlessly integrated with existing systems.

Founded in 2001, the directors of Savience have over 75 years of IT experience between them in a wide range of sectors. The company is the major supplier of self-service patient arrival and flow systems in the UK and Northern Ireland, and has proven success in the Republic of Ireland and more recently Canada. 100,000 patients are currently using Savience systems every day.

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