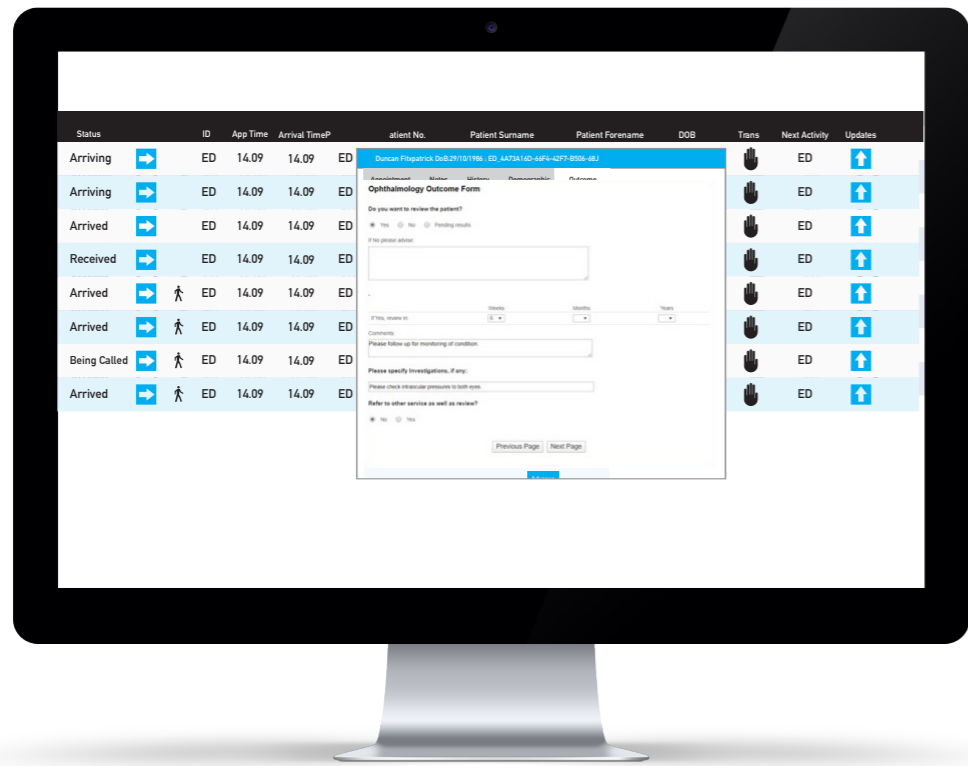


Saviience Electronic Clinic Outcome Forms (eCOF)



Savience digital outcome forms help resolve the challenges of missing outcome data in patient administration systems (PAS), lost forms resulting in loss of revenue and the risk of missing patient clinical outcome information. The efficiency and accuracy of electronic form completion has changed all that and enhanced the outcome process for many hospital trusts.

The Electronic Clinic Outcome Forms (eCOF) solution was first installed at Darent Valley Hospital (DVH) and is now in use in a number of hospitals in the NHS and Ireland.

Before, the outcome forms at DVH were paper based demanding considerable manual clinician input to complete with the patient then responsible for delivering the form to the receptionist. Forms were frequently mislaid, illegible, lost or taken home.

The Benefits

The adoption of eCOF has had a dramatic and positive impact within a short space of time. It has resulted in substantial resource savings in administration, improved accuracy and ensures that the hospital can receive its full revenue entitlement.

Completion of the electronic outcome forms in DVH is now 100%. Accuracy has improved because the consultants directly involved in the patient consultations are now completing the forms ensuring that none of the information is lost or misinterpreted. Specific fields on the electronic form are mandatory, meaning

the next patient cannot be called until the form has been completed.

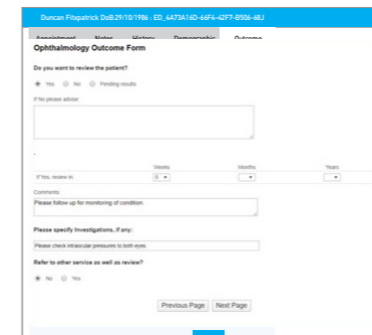
Logic within the forms ensures that all necessary data items are recorded, and the full details of the consultation are captured.

Automating both data collection and the updating of the PAS saves significant amounts of administrative resource.

When new clinical codes are required, they can be added quickly and easily and without the need to reprint any hard copy forms.

The Installation

Form design and creation is very simple thanks to an intuitive, web-based survey publication tool. Forms must be easy to use and gather all of the information required. The solution supports multiple forms where necessary, by specialty for example.



An Ophthalmology Outcome Form

Design Hint: We've found that making forms as simple and short as possible helps tremendously. And remember, this is part of a clinical process so keep mouse clicks to a minimum! Drop down coded boxes must only contain treatment codes specific to a given specialty.

How it Works

The outcome form is presented at the end of the consultation. The user clicks on a button in Clarity which presents the form and the user selects from coded dropdown boxes to complete the process.

Outcomes forms do tend to vary, but we can easily accommodate different local requirements. The typical form layout would include procedure code, outcome, discharge or follow up and those activities required for the next appointment. RTT coding can also be included within the forms. Interestingly, we have seen a number of customers using the introduction of eCOF to rationalise and standardise their forms library.

The completed data is stored within Clarity and can be viewed by other members of the clinical team.

The output from the form can be produced as a PDF letter for onward transmission to a patient's GP.

Supporting Clinical Workflow

Following recent project work with several customers we have extended the scope of our eCOF solution to support local clinical workflow.

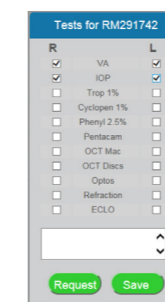
A typical scenario could be as follows:

Through Clarity, a consultant identifies those patients that require a pre-appointment activity. For instance, in an ophthalmic clinic those patients that need eye measurements recorded, such as visual acuity and intraocular pressure.



Tests or Activities Required

Using their own view of the Clarity dashboard, the nursing staff are now better able to plan and manage their time and patient flow through advance visibility of tasks to be undertaken.



Once the relevant activities have been completed the nurses update Clarity to that effect and the consultant is also able to see that the patient is now ready for their consultation.

The consultant is now able to use any of the information that has been gathered through Clarity to assist in the patient consultation and to then go on and complete the eCOF as per usual, including any follow on actions that need undertaken by the wider clinic team.



Tests or Activities Completed

Data input into PAS

The data from the eCOF (and related clinical workflow) ideally needs to be transferred from Clarity back into PAS. There are three methods for doing this:

- A manual operation involving reception teams transcribing the data from the eCOF into PAS. Outcome reports can be run so that all the outcome information from one clinic is in one report. Reception teams can check data quality as part of the transcribing process.
- Electronic transmission by using structured HL7 messaging into PAS. This is a very effective method of returning the data back to PAS. Preparation work is needed to ensure that the form design replicates the required data fields in PAS.
- Robotic Processing Automation (RPA). Data can also be 'scripted' back into PAS. This is a method where an RPA tool, such as Boston WorkStation, is able to emulate the keystrokes of the administration staff who have traditionally entered the data.

Challenges

Introducing eCOF can obviously be a somewhat delicate and tricky process to get underway. Clinical buy-in for yet another process during a consultation is sometimes difficult to achieve, yet the benefits, clinically for the patient and for the organisation, are significant.

The administration team has a key role to play in ensuring that the background tasks supporting the frontline forms are running efficiently and accurately. Is the correct coding being used? Are the processes being followed by clinicians? Is the data being updated back to PAS?



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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