

PATHPOINT®

Digitally Transforming Care

at One of the World's Top 10 Best

Specialised Hospitals

NHS

Royal National
Orthopaedic Hospital

NHS Trust

OpenMedical

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Summary

The Royal National Orthopaedic Hospital (RNOH) is a globally renowned institution, ranked 9th worldwide in orthopaedic care. As the largest orthopaedic hospital in the UK and a key referral centre for highly complex musculoskeletal conditions, RNOH faced challenges in managing a substantial patient influx due to outdated legacy referral processes. Furthermore, as a specialised centre, they struggled to showcase patient outcomes from their complex and innovative interventions. To address these issues, RNOH sought a groundbreaking solution, and Pathpoint delivered transformative results. Pathpoint revolutionised care delivery at RNOH by establishing a centralised system for referral management and Patient Reported Outcomes Measures (PROMs) tracking. This innovative digital transformation solution led to a more efficient and effective care model, increased patient and staff satisfaction, and significant cost savings for RNOH.

Challenges

- 20,000 referrals per year
- Extremely complex cases
- Multiple non-communicating electronic systems
- Inefficient paper-based system
- Lack of standardised triage
- Difficulty collecting patient outcome data
- Time-consuming processes for research and validation of complex and/or innovative interventions



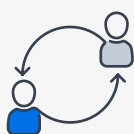
The new Pathpoint referral platform will be a huge benefit to our patients – and staff. We’re continually seeking ways to improve the patient experience at the RNOH and a key part of that is sourcing new and improved systems that allow us to respond better and quicker. Pathpoint will allow us to streamline and manage referrals and utilise Patient Reported Outcome Measures. The end result will not only be a better patient experience, but a better staff experience too.

Dr. Lila Dinner

Deputy Chief Executive & Chief Medical Officer/CCIO
Royal National Orthopaedic Hospital Trust



Implementation Process



Partnered closely with the team at RNOH, from clinical staff to managers



Tailored the platform to each specialty, addressing specific needs with an intuitive interface



Ensured the platform offered essential functionalities and integrations to empower clinicians to deliver the best possible patient care



Enabling post-implementation iterations to adhere to changing requirements



Utilised a user-centred design process, catering to end-user requirements













24/7 support provided for uninterrupted service usage

Solution

Pathpoint Outcomes and Referral Management:

Open Medical is committed to [advancing value-based care](#) and [sustainable digital transformation](#) within an [integrated healthcare ecosystem](#). Pathpoint Outcomes offers a comprehensive and streamlined digital workflow for PROMs scoring. These surveys assess various aspects of patients' health, symptoms, functioning, and quality of life, providing valuable insights into their medical treatment journeys. PROMs play a pivotal role in [promoting shared decision-making](#), [fostering improvements in population health](#), and [empowering patients to actively participate in their care journey](#). Additionally, our referral management system optimises operations and ensures that patients receive the [right care at the right time](#), further enhancing the value-based care model.

-  Implemented across 15 subspecialties and more than 50 pathways
-  Referrals effectively captured from multiple sources on a single platform
-  Integrated with existing hospital systems
-  Real-time, granular, clinically-coded data capture
-  Prioritises, triggers, and automates pathways
-  Automated digital PROMs with questionnaires, scored responses, and continuous monitoring
-  Complexity-associated PROMs research and validation
-  Integration of mental and physical health outcomes
-  Individualised outcome-based data-driven care
-  Live data dashboards to assist with research, audits and future service planning



We have seen an instant saving in resources as we have stopped printing out and collating multiple documents across the Trust, drastically reducing paper usage. Moreover, the referral system can be a two way communication system. For example, some of my colleagues in other departments have used that function to communicate back and forth with the original referrer to request more information and to give treatment advice. That's a complete change in the way referrals work, and it's an additional feature we wouldn't have previously had and would have required an email or phone call. Now it's all on one system in one place, with clear documentation of what's happening as it's all recorded.

Mr. David Butt

Consultant Orthopaedic Surgeon
Royal National Orthopaedic Hospital Trust



Granular Data Capture for Data-Driven Insights

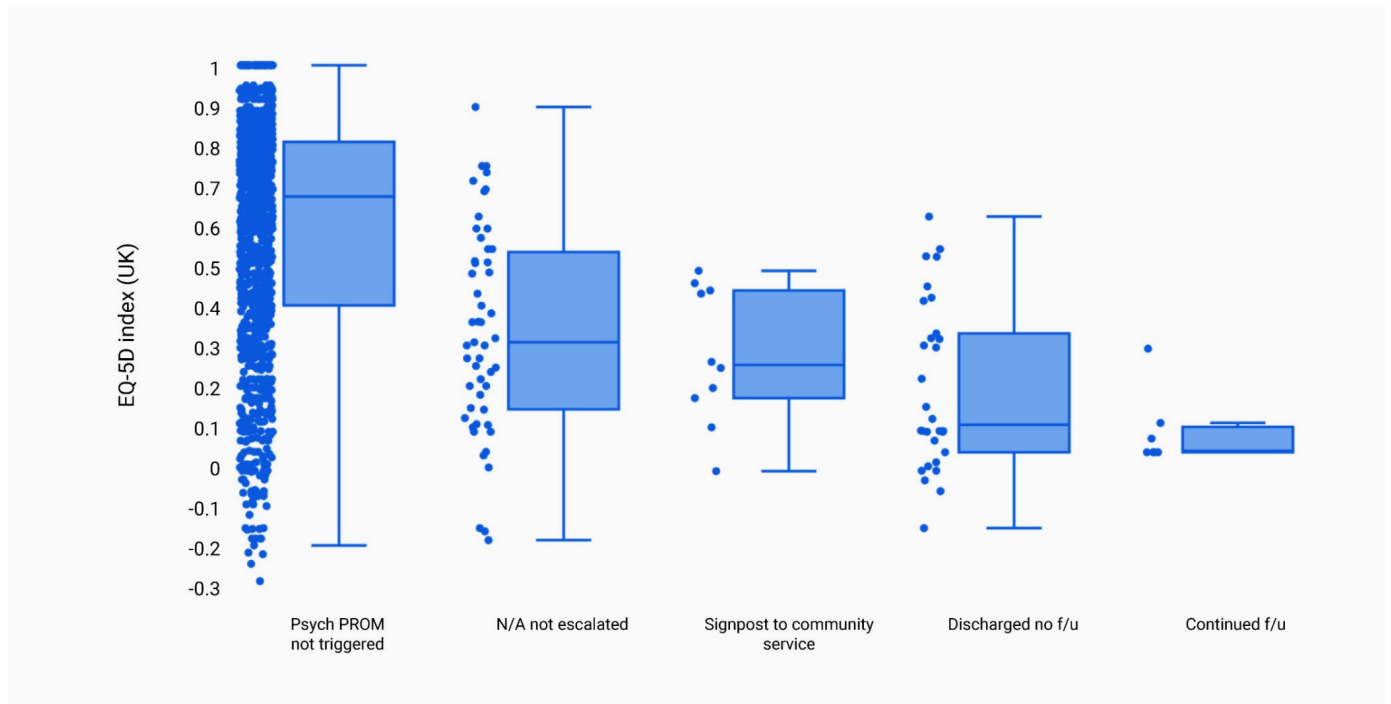


Figure 1. Figure 1. Correlation of original EQ-5D Index score with subsequent need for ongoing Psychiatry input.

As part of the PROMS project, Psychiatric PROMS were automatically triggered where a patient demonstrated evidence of anxiety or depression on EQ5D baseline PROM. Based on subsequent Mental Health Specific PROM, further Psychiatry input was provided where required. A direct correlation was observed between original EQ5D Index score and requirement of Psychiatry input, further providing evidence of the complex interplay between physical and mental health conditions.

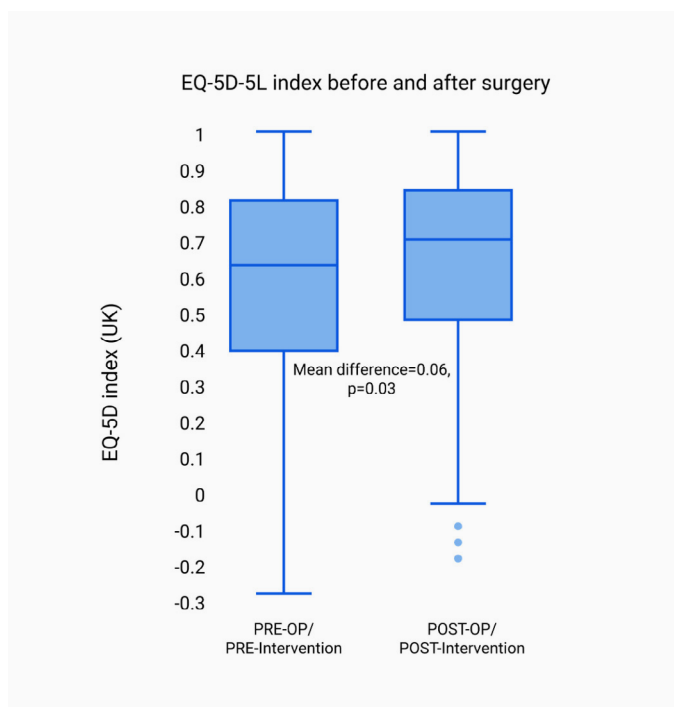
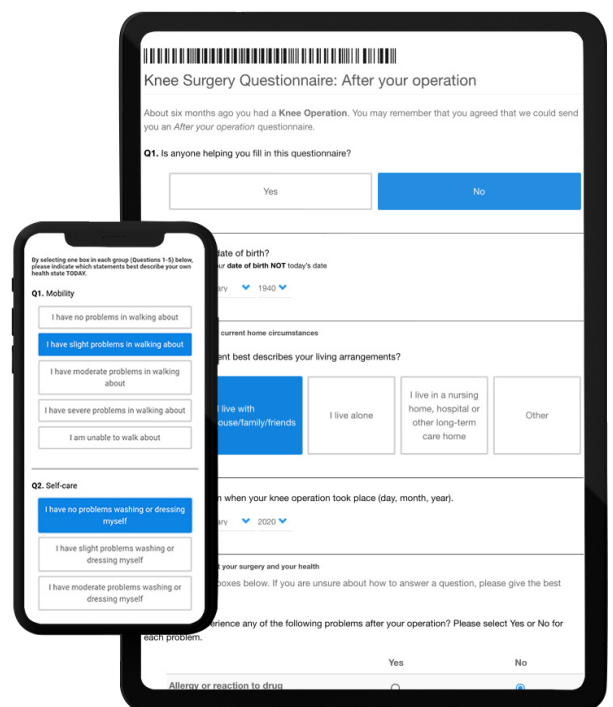


Figure 2. Patient scoring based on EuroQuol-5 Dimension-5 Level (EQ-5D-5L) scoring. EQ-5D index before and after intervention.



Proven Success

Pathpoint Outcomes and Referral Management optimised RNOH's processes, resulting in substantial performance improvements. This transformation led to significant increases in both patient and staff satisfaction, enhanced patient engagement, and notable cost savings.



Process optimisation and performance improvement



Cost savings



Enhanced patient-centric outcomes based on value



Exceptional user experience



Complaints reduced from **7 per day** to **<1 per month**



Achieved **\$178,100** in savings



>70% digital PROMs patient response rate



41 PROMs live, far exceeding the nationally mandated 2



80% of staff prefer Pathpoint Outcomes over the previous system



Mean referral to triage time **<72h**
- earlier prioritisation, improved outcomes

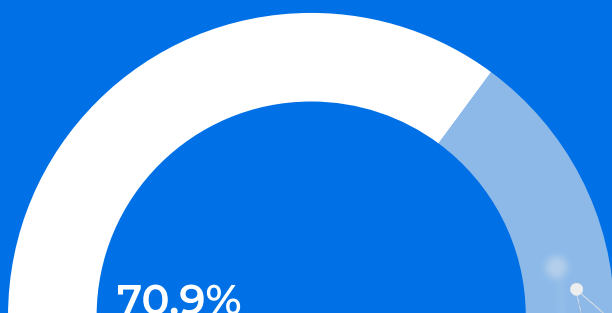


Figure 3. Digital PROMs patient response rate

The logo for ABHI (Association of British Health Informatics) is displayed in white text on a red rectangular background.

Winner of 2023 ABHI Awards

Innovation in HealthTech: Recognising Excellence



This exciting project that the Royal National Orthopaedic Hospital has embarked on will shape the way that we enhance the care we deliver to our patients. We partnered with Open Medical to develop and implement a solution that will improve our processes, align with our strategy, and future-proof our digital approach. The team at Open Medical will be training over 400 members of staff in the next few months and has been extremely engaging and supportive, and it's great to see the enthusiasm for digital transformation translating and delivering improved processes for our patients and staff.

Stephanie O'Neill

S P A C E D Project Manager and MSK
Physiotherapy Lead
Royal National Orthopaedic Hospital Trust



Future Plans

We join healthcare providers on their digital transformation journey, as it is an ongoing process and not a one-time event.

Therefore, we are actively mapping out the hospital's preoperative assessment processes, consent procedures, and broader elective surgery care to achieve a comprehensive end-to-end digital transformation across the entire Trust.





GETTING IT RIGHT FIRST TIME

With the ultimate goal of improving quality of care, Pathpoint helps organisations **standardise** care, streamline processes to enhance **efficiency**, leverage **data-driven** insights, and foster a **collaborative** excellence among healthcare providers, all seamlessly

ALIGNING WITH GIRFT PRINCIPLES.

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