

**PATHPOINT<sup>®</sup>**

**HARNESSING DIGITAL**

**TECHNOLOGY TO MANAGE**

**ELECTIVE SURGICAL**

**BACKLOG**

**NHS**

**West Hertfordshire  
Teaching Hospitals**

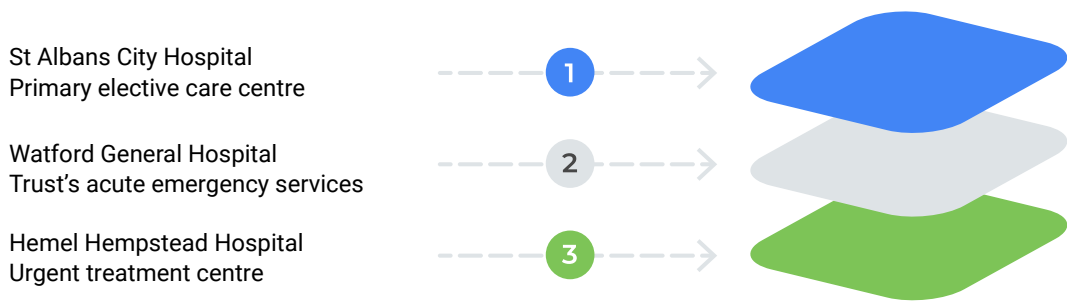
NHS Trust

OpenMedical

With high numbers of patients presenting to A&E with deteriorating disease while on waiting lists, this surgical department approached Open Medical to co-produce the digital transformation and streamlining of their elective surgical pathways

## West Hertfordshire Hospitals NHS Trust provides acute healthcare services across 3 Trust sites

Adopting a user-centred design methodology, our team implemented a digital transformation project alongside West Hertfordshire Hospitals NHS Trust, customised specifically to the needs of the department. A seamless digital solution was required, incorporating both referral pathways and encapsulating the full patient journey: from injury to rehab. Pathpoint eTrauma is now revolutionising how the team manages its acute admissions and virtual fracture clinic.



Patients requiring elective surgical procedures require a coordinated multidisciplinary intervention through specialist teams, including surgical and anaesthetic teams, preoperative assessment (POA) teams and speciality nurses.

### Multiple Stakeholders

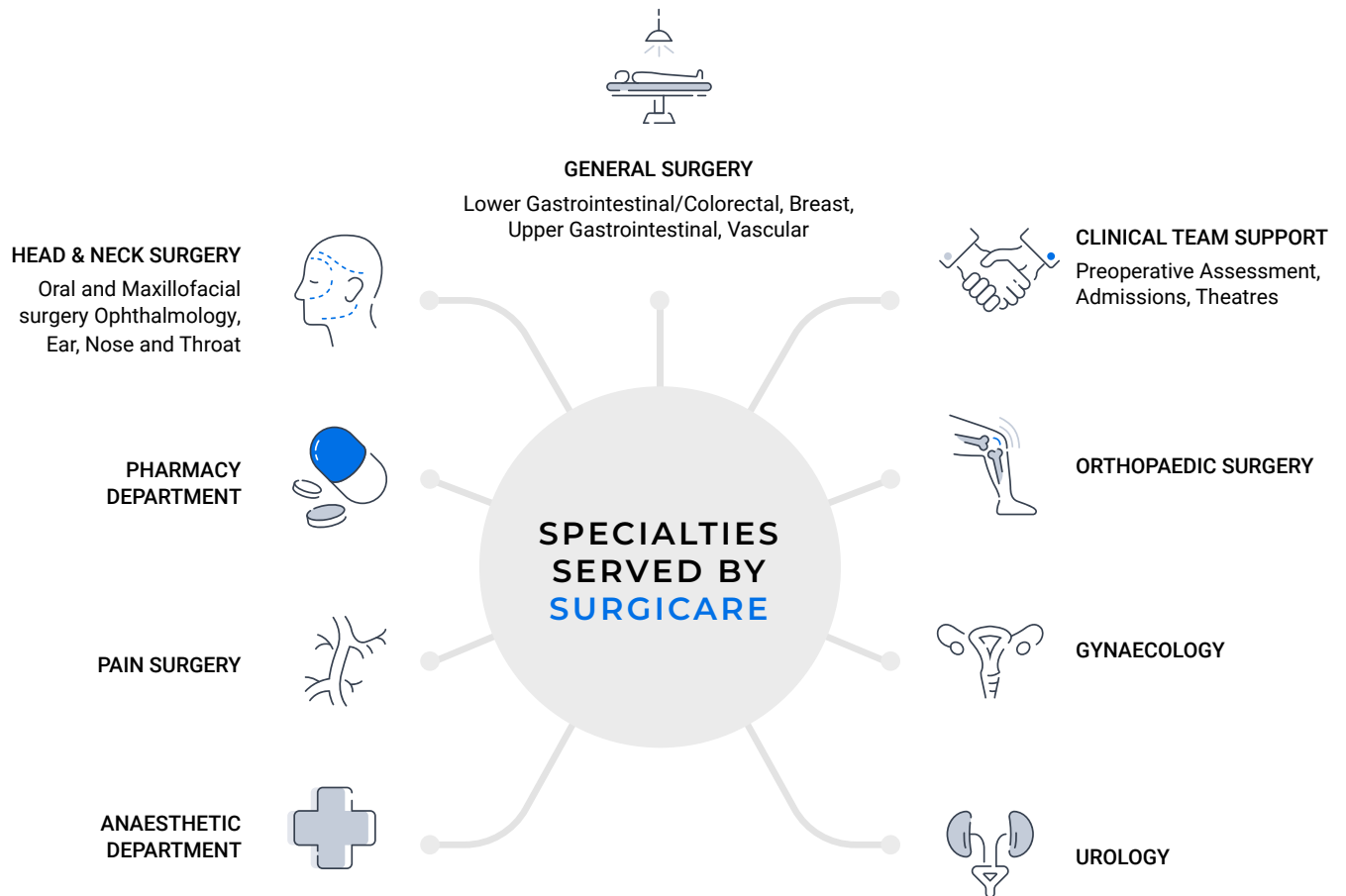
With so many stakeholders involved across multiple specialties, an end-to-end pathway approach is paramount.

### Seamless Communication

Facilitating efficient real-time communication to effectively manage workflows and necessary clinical interventions, ensuring all patients are appropriately prepared for their operation at pace and scale.

The infographic features a blue background with a network of white dots and lines. It displays four key statistics: 1 million Patients visit the Trust each year, 70,000 Outpatient appointments, 640 Beds across all sites, and 15 Operating theatres across all sites.

1 million	Patients visit the Trust each year
70,000	Outpatient appointments
640	Beds across all sites
15	Operating theatres across all sites



We were using paper before and the emergence of Covid-19 really expedited our need to go digital - there was a massive drive nationally to do this, and the Trust was also very keen to use this opportunity to shift towards a paper-light approach.

**Isabel Hlomani**

Lead Preoperative Assessment Nurse  
West Hertfordshire Teaching Hospitals NHS Trust



## Challenge

## Solution

- |   |  |
|---|--|
| <b>1</b> Existing Electronic Patient Record system does not provide triage or risk stratification       | Pathpoint can filter granular informations for specific cohorts: Risk/Cancer/Priority/Wait/Surgical needs        |
| <b>2</b> Inefficient legacy processes of Paper forms, spreadsheets, & emails to coordinate patient care | Sync team workflows with automatically updated digital waiting lists across departments                          |
| <b>3</b> Difficulty in tracking patients along their entire elective care surgical pathway              | Digital theatre board to track POA status or any specific surgical requirements                                  |
| <b>4</b> Keeping track with procedures that were being further delayed or cancelled                     | Surgical scheduling tools including short notice, pre screening on POA additions to maximise theatre utilisation |
| <b>5</b> Inefficient governed means of recording patients' Covid-19 surgical risk assessment            | Automatic Covid risk assessment and integrated harm review assessment  |

The team was adaptable, supportive, willing to engage. The system is user friendly and is cloud-based. The training was personally tailored to The Trust's needs and more importantly was one-to-one. Open Medical has exceeded my overall expectations. The team were fantastic and has continued to support the Trust fully through the transition phase.

### Isabel Hlomani

Lead Preoperative Assessment Nurse  
West Hertfordshire Teaching Hospitals NHS Trust

# Our Process

## REQUIREMENTS GATHERING

Trust project team and Open Medical spent time with all specialities and stakeholders involved in the project, which was critical given the complexity of the elective surgical pathway.



## CO-DESIGN WITH STAKEHOLDERS

The pre-implementation consultation phase provided the Trust with an opportunity to fully engage with Open Medical about the overall requirements of the solution needed and inform about the challenges with the current paper based processes.

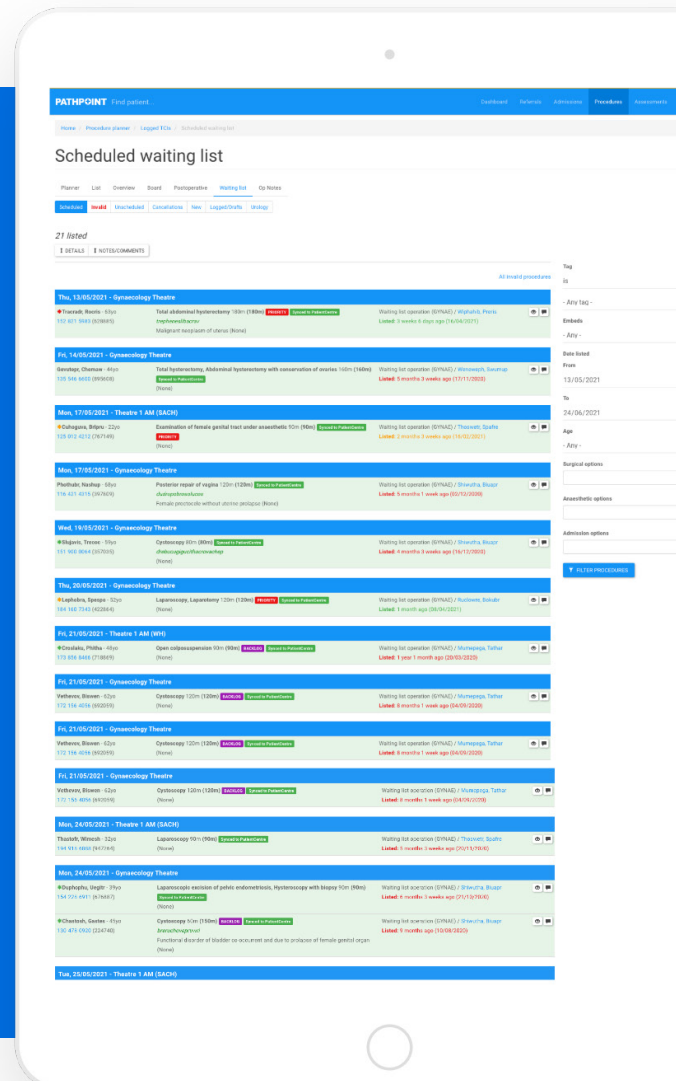
## SOLUTION IMPLEMENTATION

The solution was implemented in October 2020. Pathpoint Surgicare was customised to the needs of the Trust, and provided a fully integrated clinical workflow allowing clinicians across the teams to provide the best patient care in a sustainable manner.

# WHAT IS PATHPOINT SURGICARE ?

Highly-intuitive end-to-end digital solution for elective care

- 1 Improved care and team coordination with customisable digital workflows for every speciality
- 2 Effective theatre scheduling with real-time overview of states, cancellations and surgical capacity with total theatre time estimation
- 3 Better quality service with seamless anaesthetic escalation pathways, allowing communication between the pre-assessment team
- 4 High level visibility on the performance of the department with filters and custom codes



# SurgiCare Outcomes

The adoption of Pathpoint SurgiCare at the Trust, has enabled clinical, administrative and management teams to have a full bird's eye view of the entire digital elective surgical care pathways, from decision to operate to post-operative discharge.

This has helped the Trust in reducing the surgical backlog, and will continue to provide a sustainable system on which to implement future surgical quality improvement projects.

- 1 TRANSFORM**  
Digitally transformed surgical workflows of 11 specialties
- 2 STREAMLINE**  
Streamlined preoperative assessments across multiple interlinked POA departments
- 3 COMMUNICATE**  
Communicated real-time POA status & outcomes to admissions & theatres departments respectively
- 4 ESCALATE**  
Effectively escalated to patients requiring clinical anaesthetic assessment prior to surgery
- 5 VISUALISE**  
Pathways are connected between departments across the entire patient journey, improving visibility
- 6 ASSESS**  
Appropriately risk assessed surgical patients for Covid-19 related complications
- 7 CONNECT**  
Ensured documentation is available for all stakeholders to review
- 8 REDUCE RISK**  
Conducted clinical harm reviews of delayed patients to ensure they were not coming to harm

Pathpoint has shown rapid scalability serving clinical workflow at multiple NHS care settings:



**150+**  
NHS Sites



**25,000**  
Daily active clinicians



**3m**  
Patients



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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