

PATHPOINT[®]

TRANSFORMING

ORTHOPAEDIC TRAUMA

CARE

NHS

**Surrey and Sussex
Healthcare**

NHS Trust

NHS

The **AHSN** Network England

NHS Innovation Accelerator

OpenMedical

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Summary

Surrey and Sussex Healthcare NHS Trust revolutionised patient care and championed environmental responsibility by adopting Open Medical's Pathpoint® Virtual Fracture Clinic (VFC), a game-changing solution that integrates with their EPR system, Oracle Cerner, and provided vital support during the pandemic.

For their remarkable feats with Pathpoint VFC, SASH and Open Medical:

- Won the 2023 HealthTech Digital Awards for the Best COVID-19 Solution for Community Care
- Won the 2023 Integrated Health Awards for the Green NHS Initiative of the Year
- Won the 2023 AHSN Innovate Awards for Net Zero Innovation of the Year
- Gained recognition on BBC News

Challenges

- The fracture clinic at SASH received an average of 700 referrals per month, and their previous system was unable to handle the influx of patients and capture referral information effectively
- Discharged emergency department patients were automatically scheduled for in-person follow-up appointments at the clinic, leading to long wait times and crowded waiting rooms
- Clinicians struggled with managing nonessential appointments, resulting in wasted time for both patients and healthcare providers
- The unsustainable practices of unnecessary patient travel, excessive appointments, and use of paper led to a significant carbon footprint
- The complex stakeholder environment, regional workflows, and multiple systems caused a high administrative burden for clinicians
- Poor referral quality, the impact of COVID-19, and social distancing measures—which reduced face-to-face clinic capacity—significantly hindered operational efficiency

Solution

- Pathpoint VFC is an end-to-end cloud-based solution for orthopaedic clinical workflows and replaces outdated patient management tools
- It simplifies the referral process by providing a centralised digital capture point for multiple referring teams
- It incorporates diagnosis-based referral information, automatic coding, full feedback to referrers and referring teams, and generates protocols/leaflets at the time of referral presentation
- By leveraging smart automation and integrating with EPR systems, Pathpoint VFC significantly reduces administrative burdens and consolidates all relevant patient data onto a unified portal
- With real-time breach warnings and the ability to schedule semi-elective trauma cases, healthcare providers can deliver virtual specialist care and easily coordinate with multidisciplinary teams on a secure platform
- It ensures the capture of high-quality, granular, SNOMED CT coded data at the point of entry, enabling real-time care metrics, improved auditing, and enhanced governance

Key Improvements

General Benefits



Reduced paperwork

and administrative processes with smart automation



Improved governance

with no data loss and rapid patient tracking



Cost savings

achieved with optimised treatment and clinical efficiencies



78%

of users agreed the electronic VFC is an overall improvement



79%

agreed the electronic referral system is safer for patients



83%

agreed the electronic referral system is easy to use

COVID-19 Support

During the challenging period of increasing COVID-19 related deaths in England, specifically between December 2020 and January 2021, SASH demonstrated exceptional performance with Pathpoint:

- Processed over 500 referrals
- Assessed 100% of referrals within 72 hrs
- Achieved 69% discharge rate

Leading to:

- Minimised COVID-19 exposure risk by reducing in-person visits
- Enabled consultants in shielding/self-isolation to provide remote care
- Facilitated staff redeployment to high-demand areas like Intensive Care Units

Sustainable Excellence

Since the implementation of Pathpoint VFC in December 2020, SASH significantly reduced its carbon footprint:

Processed
21,102 referrals

Saved 12,957
unnecessary hospital visits

46,164 kg of CO₂e
saved from reduced patient travel

474 kg of CO₂e
saved from reduced paper use

118,906 kg of CO₂
saved in total, equivalent to
driving to the moon and back!

72,268 kg of CO₂e
saved from reduced infrastructure-related
emissions (heating, cooling, lighting)

Cerner Integration



Accessibility

of information as Pathpoint is cloud-based



Productivity

by eliminating switching between platforms



Availability

of pertinent patient information



Governance

with highly structured data



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.

OpenMedical

Address
CP House, 97-107 Uxbridge Road,
London, W5 5TL

Phone Number
+44 (0) 203 475 2955

Email Address
info@openmedical.co.uk

Social Media
X: @OpenMedicalLtd
LinkedIn: linkedin.com/openmedical