

Digitising the urgent skin cancer dermatology referral pathway

Background

Open Medical is a health technology company led by practicing NHS healthcare professionals. Open Medical has worked closely with the Dermatology department at Luton & Dunstable University Hospital since 2018, deploying its Pathpoint™ eDerma platform to meet increasing demand, reduce costs and develop a nurse-led triage service, supported by consultant dermatologists.

The department was highly commended at the BMJ Awards, Dermatology Team of the Year 2019 after the implementation of Pathpoint™ eDerma.

Challenge

- ✓ Maintaining timely and efficient review of hospital ward referrals, whilst being relocated offsite in a new purpose designed department
- ✓ 20% increase in skin cancer referrals
- ✓ High consultant vacancy rates resulting in a significant locum spend for the department
- ✓ Reducing spend on 'see and treat', one-stop 2 week wait cancer clinics, in part maintained by agency locums

Solution

- ✓ More than a teledermatology system, the platform enables inpatient and outpatient referrals to be efficiently and remotely triaged, placing patients into the right pathways immediately at the point of triage.
- ✓ Implementation of a service redesign alongside the Trust, to support the entire patient pathway from initial referral (primary & secondary care) to management and discharge back to the GP.

Nurse-led initial triage, utilising a digital dermatoscope and iPad, to capture high-quality images of lesions enabled the majority of assessments to be completed remotely by a

- ✓ Consultant Dermatologist without the need for a face-to-face appointment.

- ✓ Digital management of multiple aspects of the patient pathway including biopsy lists, MDT assessments and clinical governance assessments.

Built-in digital sign-on-screen patient consent, images that are saved onto the platform and coded to specific diagnoses.



We are extremely happy with the eDerma platform. The quality is excellent and the responsiveness of the Open Medical team to our feedback has been very good. Our nurses have found it easy to use. We can use the images for education. It has allowed us to reduce locum agency spend. We would highly recommend it

Dr Bernadette De Silva
Consultant Dermatologist

The platform has been developed in accordance with the published **British Association of Dermatologists Quality Standards for Teledermatology** and provides an effective, **secure, robust and customisable** solution for the demand management of a busy multi-site Dermatology department; whilst also bridging primary and secondary care services with its community-based model

Key Improvements

01

Reduction in face to face appointments, resulting in a significant increase in efficiencies and direct cost saving with regards to locum spend, as well reduced indirect costs

02

Improvement of working practices and reduction in unnecessary travel, as the platform was able to facilitate improved inpatient review of patients. Patients did not need to attend an unnecessary face-to-face clinic appointment

03

Data is captured in real-time and coded using the internationally recognised SNOMED-CT coding. As a result Pathpoint eDerma is able to support the trust with ongoing audit and quality improvement activities

eDerma Pathway



Results



● 100%

of clinicians agreed that Pathpoint™ eDerma improved their working practice, efficiency of managing patients, and reduced the number of unnecessary face-to-face appointments.



● 96%

of the 53 patients included in the survey reported satisfaction with the newly implemented model of care, and that they would recommend the service to their family and friends.



Reduction
Face-to-Face
appointments

48h

Achieved target dermatology consultant assessment time for 97% of urgent skin cancer referrals

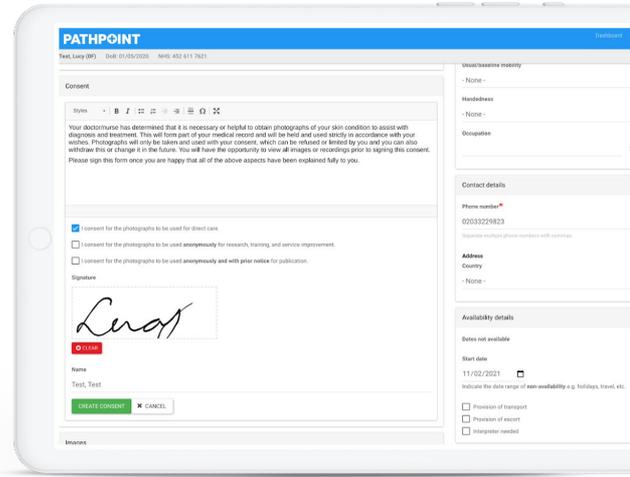
£ 132K

Potential cost saving identified from the department scaling from 5 to 9 eDerma sessions a week

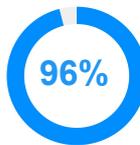
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Moving our dermatology department off-site was a daunting process as we wondered how we would continue to provide inpatient-based dermatology care. The introduction of eDerma was invaluable during the transition period and in allowing us to continue to provide an efficient and effective referrals service to the medical and surgical teams back at the hospital site.

Dr Catriona Hayes, Dermatology Specialty Registrar, Luton and Dunstable University Hospital



96% of patients strongly agreed / agreed that they were happy to see a Dermatology nurse for assessment in the eDerma clinic

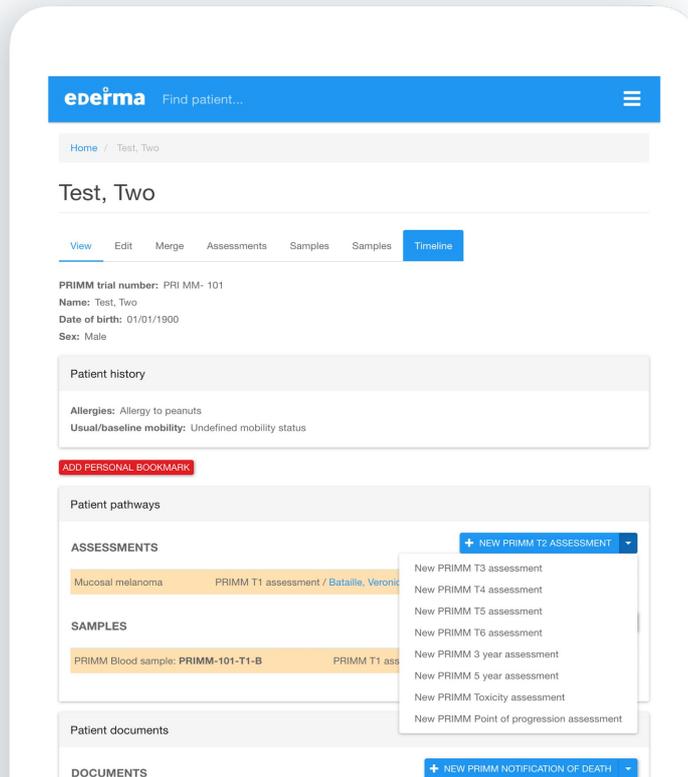


96% of patients would recommend the eDerma nurse assessment clinic to their friends and family



100% of patients were satisfied with having their photos reviewed by a Dermatology consultant following the nurse-led clinic

More than teledermatology, eDerma allows you to digitise your entire dermatology department



Book a demo with us



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