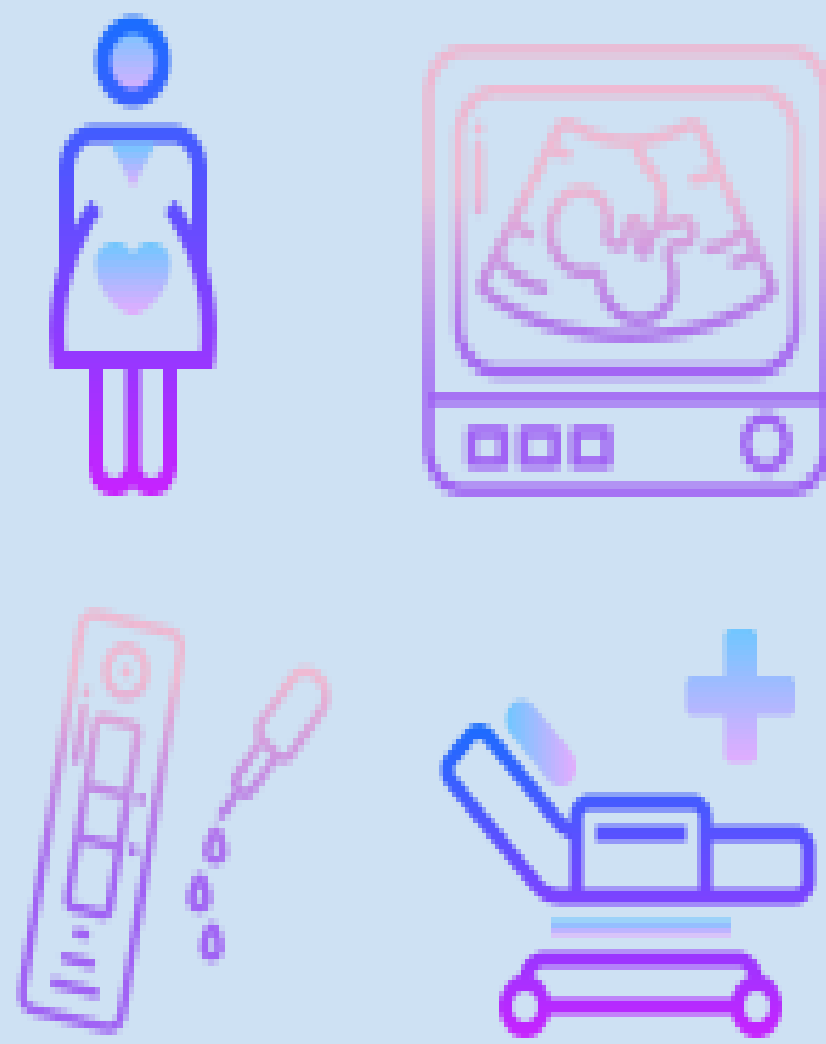


Digital Transformation of the EPU



The Early Pregnancy Unit

The EPU provides an urgent care service for over 100 patients a week with complications of early pregnancy, including the diagnosis and management of miscarriage, ectopic pregnancies and other common early pregnancy related problems.

This includes clinical assessment, blood tests, ultrasound scans, medical and surgical treatments.

The unit is staffed by a large team of nurses, doctors, health care assistants, sonographers and administrators all playing a different role in the patient's journey.

The Paperless Challenge

The EPU needed to undergo complete digital transformation in line with hospital strategy.

Many processes were paper based: appointments, discharge letters, consent and outcomes.

Other tasks were already completed on the electronic patient record (EPR) and this caused many difficulties both clinically and for audit and clinic administration.

The Topol Fellowship provided a exciting opportunity for a dedicated transformation project.



The Transformation Process

All tasks and workflows were mapped, areas for change were identified, guidelines updated and staff education undertaken.

A good relationship was built with the IT team while working closely with the clinical team to plan changes.

Ideas were prototyped, tested and feedback used to iterate and improve.

Changes were implemented phase by phase when ready to deploy allowing troubleshooting of issues.



Successes

Clinical notes are now clear, standardised and easy to use.

Switching to eConsent has saved clinician's time and ensures all patients have the correct information.

Electronic paperless discharge letters save administrative time and eliminated printing and postage costs.

The response from staff has been positive and engaged despite the upheaval.

A good platform for development has been established.

An electronic referral system for emergency department referrals is in use.

Challenges

Change within the rigid structure of the existing EPR is time-consuming to plan, build, test and deploy.

The new trust wide appointment booking system has had technical difficulties and frustrations.

Some solutions for tracking outcomes are convoluted and need more development.

Physical relocation of the EPU delayed the pace of change as staff were under pressure.

Staffing pressures slowed the pace and appetite for change.

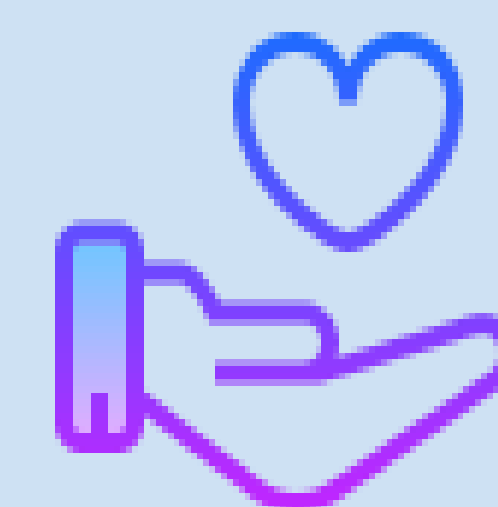


What next?

We continue to refine the appointment booking and outcome tracking processes.

A new triage system will be deployed for better resource management.

We will use the data generated for in depth service analysis and continual improvement.



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