Background

Our organisation has been using SystmOne as our electronic patient record since 2012. In 2014, a comprehensive review of how different teams were using the system identified that data was inconsistently recorded and key information was difficult to locate, proving frustrating and time-consuming. Our goal was to standardise data entry, to improve accuracy and reduce duplication for patients.

Aims

To improve the use of an electronic patient record so that clinicians can view previous entries more clearly, reduce duplication, avoid missing data and facilitate reporting measures to enhance patient care.

Methods

The organisation worked as a collective to create a bespoke and comprehensible holistic template that could meet the needs of all teams (excluding Lymphoedema). The revised template included sections around ‘patient insight and information needs’, ‘carer needs’ and ‘family bereavement issues’, responding to the suggested National Dataset Outcome Measures (MDS) and a local audit on bereavement needs.

An agreed ‘Go live’ date was publicised, training was provided and staff supported through the transition.

Results

- Improved quality of the shared patient record.
- Key information more accessible.
- Comprehensive demographic and geographic information as per MDS requirements.
- Providing detailed clinical information to the senior management team and the board to make strategic decisions on the future development of the care provision.
- Helping to deliver coordinated care across the multi-disciplinary teams.
- Integrated advance care planning via the use of agreed coding with external health and social care providers.
- New way of recording patient measure (Phase of illness, Australian Karnofsky Performance Status and Integrated Patient Outcome Score (IPOS)) supporting clinical staff to provide more personalised care.
- New assessment domains allowing key areas to be covered.
- Incorporating built-in views to avoid duplication and to identify missing information.

Conclusion

This is now being viewed as an example of best practice and our organisation is now sharing the Holistic template with other providers.