



CLAHRCBITE



Brokering Innovation Through Evidence

Refining the Implementation of TeleTracking to improve Patient Pathways and Flow

Background

Lord Carter's review in 2016 identified that "large savings could be made in the NHS, reducing unwanted variation and creating a model to define what an efficient NHS looks like." Taking this concept forwards, the Countess of Chester Hospital was selected as a Model Hospital Trust. The aim is to "show how good clinical practice, workforce management and careful spending can lead to measurable efficiency improvements or improving quality"(Kings Fund, n.d, Para 1). One of the key drivers behind the focus on the Operational Transparency workstream was "Win's Story". During her hospital stay she had been exposed to harm and risk unnecessarily and the hospital sought to become more transparent to understand how many Win's exist. The hospital invested in the TeleTracking system to provide real time sight of patient flow, transfers and the patient pathway across the hospital.

What was the aim of the project?

The overall aim of this project was to identify the knowledge and skills gap following initial implementation and look to support and address these to improve overall system compliance and improve the patient pathway. Also, using the system to assess any health inequalities that may exist between patients admitted and discharged to Cheshire or Flintshire.

What did we do?

- Patient interviews to identify if appropriate system information is provided by ward
- Stakeholder and staff engagement sessions
- Rapid Improvement Exercise and Perfect Week events were used to provide an understanding for staff regarding the overall purpose of TeleTracking focussing on the patient benefits. Staff support and training were provided to increase their knowledge and skills whilst these events provided opportunities to drive compliance and identify user or system issues which could then be escalated or resolved as able.



How did we involve people?

Public Advisor wrote Patient interview and completed the interviews across four hospital wards.

What we found and what does this mean?

- Patient information provided to patients needs to be improved but patients had no concerns regarding the wearing of patient badges
- Staff require further support and training to increase knowledge and skills of the system
- RIE and Perfect week are effective exercises and produced improvement in system compliance, a reduction in idle bed time and an improvement in ED 4 hour Performance.

As time elapses, this improvement is not fully sustained and without the senior support and focus

What next?

- TeleTracking User group to build on staff engagement sessions
- Clinical Site Coordinator and Matrons to provide daily senior support , (as per Perfect week) to drive and take accountability for compliance
- ED – AMU Perfect week
- System wide Perfect week



What is CLAHRC NWC?

CLAHRC NWC is a partnership between universities, NHS, public and local authorities. Its mission is to undertake applied research to improve public health, wellbeing, quality of care & reduce health inequalities across the North West Coast region.

Superseded by Applied Research Collaboration (ARC NWC) in 2019. <https://arc-nwc.nihr.ac.uk/>
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