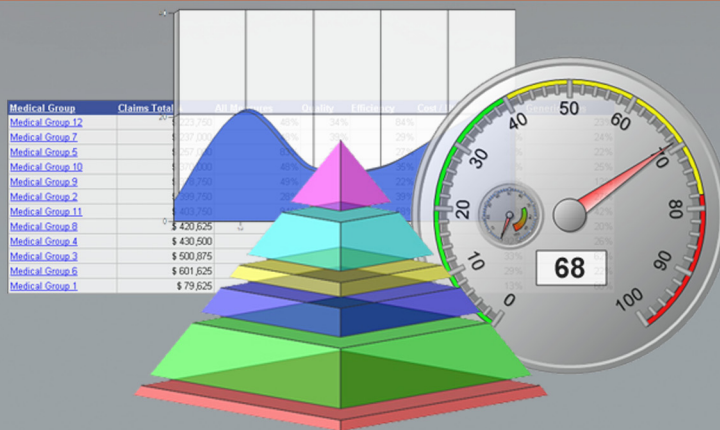


Case Study



Royal Surrey County Hospital NHS Trust

XAS IN ACTION

Case Study: Royal Surrey County Hospital NHS Trust

The development tools and technology which allow TWHS to create leading edge real time applications were put to the test in 2004 when a major NHS hospital needed to improve its performance.

The Royal Surrey County Hospital NHS Trust had been under pressure to reduce waiting times for patients in Accident and Emergency (A&E), having been rated among the lowest performers in the country.

The Trust's chief executive asked TWHS for a series of applications designed to provide managers and staff with real-time information on patient numbers, waiting times, available beds and other key metrics.

Part of the pilot implementation involved consultancy services for process improvement, data coding, and data quality. In the A&E, TWHS consultants first analysed the hospital's patient data tracking process. Second, working with the A&E Specialty Manager, TWHS consultants designed and proposed a more efficient process to achieve improved data quality. Finally, upon execution of the new process, the hospital netted measurable gains in patient care.

"Due to poor data quality, as A&E Specialty Manager I would spend over 10 hours a week manually going through A&E 4-hour breach data. The system helps me cut the hours I spend on data validation. It now takes me only 2 hours a week. The system looks great and can be easily understood by other staff too. I can now spend time where it is really needed - on patients."

Catherine Collard

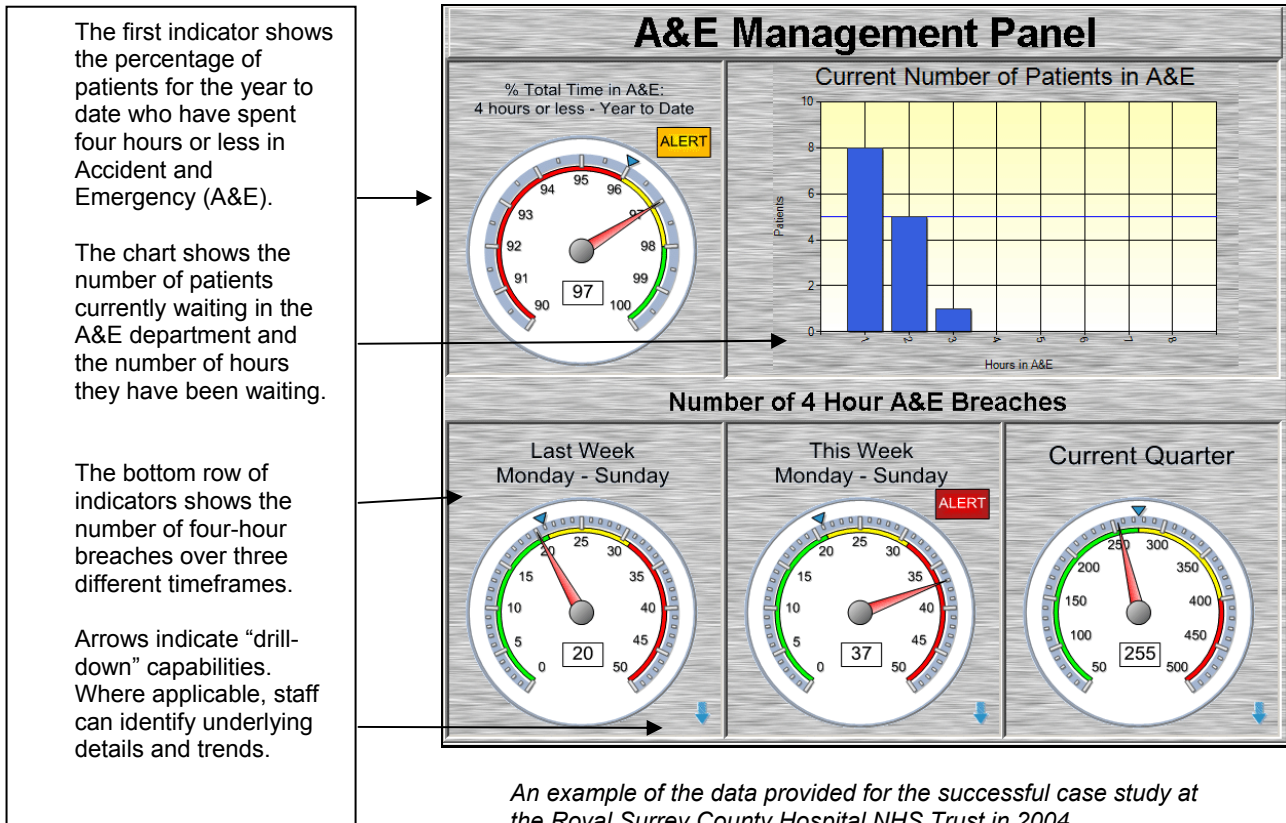
Specialty Manager – Accident & Emergency

The initial A&E module included management dashboards that allowed personnel at all levels to see at a glance how many patients were waiting in A&E and for how long.

The resulting improvement in data quality meant managers were able to monitor patient activity in A&E in real-time, and intervene to avert problems as they began to arise.

If patients neared the 4-hour government target wait time for treatment, managers were able to redeploy staff to ensure that waiting times dropped back to within acceptable limits.

Sample XAS dashboard panel



An example of the data provided for the successful case study at the Royal Surrey County Hospital NHS Trust in 2004

The development of a series of additional modules enabled managers to look more widely at the way the hospital was using its resources.

“Within two weeks we had a real-time view of our current bed state, something we had been trying to achieve for the previous five years,” noted Matthew Swindells, former chief executive of the Trust.

Swindells added, “This enabled us to see graphically the hot spots on the inpatient and outpatient waiting lists, and drill down to individual patients to ensure their appointments were booked at the appropriate time.”

The overall result of the case study was a significant performance improvement evidenced by the Trust rising from one of the bottom three A&Es in the country to being among the top three.

Apart from A&E, other departments at the Trust benefited from the system.

“Instead of receiving paper reports once a week, the system allows me to manage my surgery patient wait lists in a real-time state where I can see changes as they happen, ensuring that patients get the care they need within NHS waiting time guidelines.”

Mark Robson
General Manager Surgical Care Group

“Because our previous processes were time-consuming and information was often not in real-time, errors occurred. Implementation of the new system and encouragement from the Trust's chief executive helped staff achieve a nearly threefold increase in data accuracy.”

Jo Bell
Matron for Surgery

Swindells concluded, “From the hospital point of view, it is hard to imagine how we ever ran without it. I think the product is currently unique. As a comprehensive system it gets a 10.”

About Trans World Health Services, Inc.

Our mission is to improve the quality and availability of patient care services and outcomes around the world through technology, operational improvement, education, and compassion.

Our Philosophy

Fundamentally, healthcare is a local issue, and each location features different challenges in terms of management, operations, staff, technology, and outcomes. The United Kingdom's National Health Service would be unachievable in Sub-Saharan Africa for financial reasons; reliance on Western medicine practiced in the United States would be culturally unacceptable in Asia. There is no universal model of healthcare that can be feasibly applied throughout the world.

Trans World Health Services associates have worked with many models of healthcare provision. We believe that the optimum solution is best achieved by evaluating local capabilities and constraints alongside goals and practice ideals to formulate an appropriate balance between cost, quality, and access to services. This requires a team approach representing involved stakeholders to ensure awareness, understanding, and participation.

Our goal is client satisfaction through the timely provision of solutions in the appropriate forms. This may include a consultative assessment and recommendation, an interim management assignment, staff recruitment and training, the development and integration of information technology, and/or a completely staffed and managed operation. We form partnerships with our clients to meet business objectives with a view towards self-sufficiency through cost effective knowledge and skills transfer, backed by an unswerving commitment to integrity and quality.

Whether we are tasked with custom IT development and solution implementation, integrating any of our current products, or recommending process improvement strategies, we approach projects with enthusiasm, resourcefulness, candor, and determination to succeed.

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