



helps healing.

Online Change Requests

Best practice at Kirklees Community
Healthcare Services (CHS)



Background

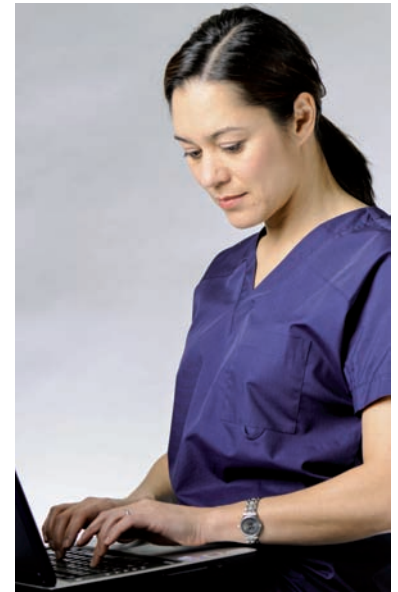
The service

Central Huddersfield PCT has been a PAUL HARTMANN Ltd (HARTMANN) customer since 1997, North Kirklees PCT merged with Huddersfield in October 2006 to form Kirklees PCT. The organisation was renamed in October 2008 to become Kirklees Community Healthcare Services (CHS).

The Continence Service at Kirklees CHS looks after 4,100 patients. Kirklees CHS covers a geographical area of 409km² and the total population is around 400,000.

Service policy / The Trust's aims

The Trust set a goal of becoming paper-light. As a result all clinical notes were to be recorded and stored online. This strategy was initiated in order to guarantee the confidentiality of the patients' medical records.



Reasons for the study

The traditional method of completing a continence assessment and product order by paper is a lengthy process in comparison to using online resources. A District Nurse has to fill in the form manually and then send it back to the Continence Office for authorisation by fax or internal mail. The Continence Office would then forward the approved order forms to the continence care products supplier by external mail. **Postage of forms** would lead to delays in processing orders and where external mail is used there is a potential risk of violating patient confidentiality. Felicity Kendall, Continence Advisor at Kirklees CHS explained "Having all client data online would make it easier for authorised staff to access the patients' medical records. Consequently District Nurses could take responsibility of their caseloads more easily."

The solution

Online Change Requests

HARTMANN created an innovative solution to **meet the PCT's requirements** by providing Online Product Requirement Forms (Online PRFs) in 2005. Following an up-grade of the Home Delivery Management System by HARTMANN, the Online PRFs were renamed **Online Change Requests**. The current Home Delivery Service Management System (myhomedelivery.net) was launched in April 2009. Myhomedelivery.net is a state-of-the-art internet based system. The Online Change Requests are now integrated into the Home Delivery Service Management system of **HARTMANN**.

Local Continence Service Departments often wish to individualise the layout of their Online Change Requests to reflect the level of information they need to capture. This can be easily incorporated in the Change Request System. In addition, a trust-specific Clinical Screen can be designed in co-operation with the Continence Service to reflect any customised clinical assessment documentation. Therefore the Change Request System will simplify the entire assessment and order process.

The advantages of the Online Change Request are:

- **Security** – no loss of paperwork and password protected, secure IT environment
- **Environment** – less paper, less travel, less post
- **Time** – improvement in information flow between the team

Implementation

The Online Change Request was instigated by the local HARTMANN Territory Sales Manager who approached the Continence Service of Kirklees with this suggestion. The suggestion from HARTMANN was welcomed by the Continence Service because it complied with the Trust's Policy to become paper-light, whilst guaranteeing a more secure data transfer and record keeping system.

First discussions between Kirklees and HARTMANN regarding this project began in summer 2007. An initial meeting was held in late 2007 in order to discuss the **customisation of the clinical screen**. At this stage Joanne Whiteley (Continence Service Manager, Kirklees KCS), Linda Greenman (Continence Service Manager, Calderdale PCT), Richard Debenham (Territory Sales Manager, HARTMANN) and Chris Turner (IT Manager, HARTMANN) developed the project proposal. By early 2008 the first draft of the clinical screen had been created and after some minor changes it was **perfectly in line with the Trust's requirements**. The development of the clinical screen was completed by the HARTMANN IT department.

Training all staff at Kirklees involved in initiating Online Change Requests was the next stage of the project. From April to June 2008 two HARTMANN Territory Sales Managers conducted the training sessions with the Continence Service's staff. **A user guide** was created for the training and for future reference for the nurses.

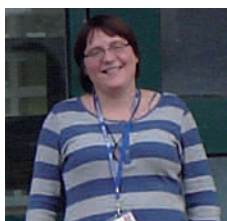
The **changeover date** came in June 2008. From this date, all Change Requests for community patients had to be processed online and paper requests were to be rejected. Only Nursing Homes remain on the paper-based system. Previous to this date there was a **transition period** when Kirklees ran the paper-based system parallel to the Online Change Requests.

Results

All continence assessment data, **excluding patient assessments in Nursing Homes**, is now entered online. The Continence Service has been successfully using the Online Change Requests for several years now. In 2009, District Nurses were issued with 'Rugged Notebooks' which are small laptops that the District Nurses can easily carry when visiting patients. Via these notebooks the nurses can access the Online Change Request forms on myhomedelivery.net, without the need for carrying an additional mobile device to connect to the internet. The 'Rugged Notebooks' are provided by Kirklees to all nurses who are field based and clinic based staff access the Online Change Requests via their desktop computers.



Prerequisites to ensure successful implementation on such an online system are having access to an **online workstation** and some **simple training**. **Working in partnership**, conducting short training sessions and distributing a user manual for reference, **HARTMANN and Kirklees achieved high success rates** in training relevant staff.



Felicity Kendall

Felicity Kendall (Continence Advisor, Kirklees CHS) recognises the **time saving advantage** of processing Online Change Requests. Nurses also feel the system is **empowering** as they have full patient details easily accessible via the online system. The patient data becomes more transparent to all clinical staff of the Continence Service and District Nurses. Additionally, records can be more easily shared in comparison to the paper based system.

Cost and time savings

Kirklees CHS estimate the cost and time saving potential to be approximately 30% which is quite substantial. Due to the time saving by working with the Online Change Request as opposed to the former paper PRF, 30% of the time of District Nurses and / or Continence Advisors is being freed up. This also leads to the cost saving of approximately 30%.

It is estimated that approximately 67 new clients are added to the system and approximately 133 clients need re-assessment each month.

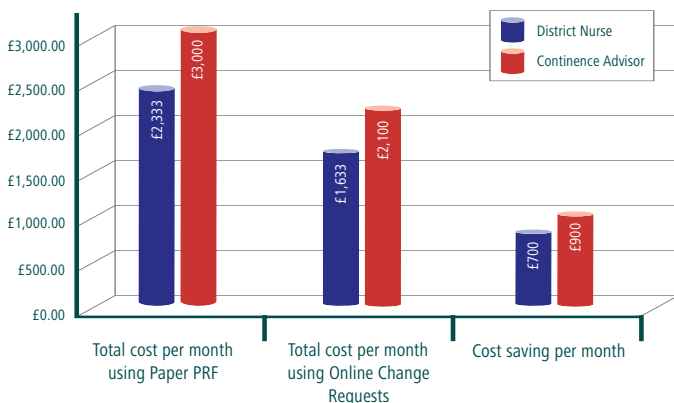
Furthermore Joanne Whiteley (Continence Service Manager, Kirklees CHS) calculates with about 20 minutes per data entry of a new client using the Online Change Request and approximately 10 minutes for entering the re-assessment data.

Previously it had been 30 minutes for adding a new client and 15 minutes for re-assessing an existing client working with paper forms. Based on these figures and the hourly rates of District Nurses and Continence Advisors **monthly cost savings of between £700 and £900** can be achieved. In a year this amounts to between £8,400 up to £10,800 depending on the work spread between District Nurses and Continence Advisors.

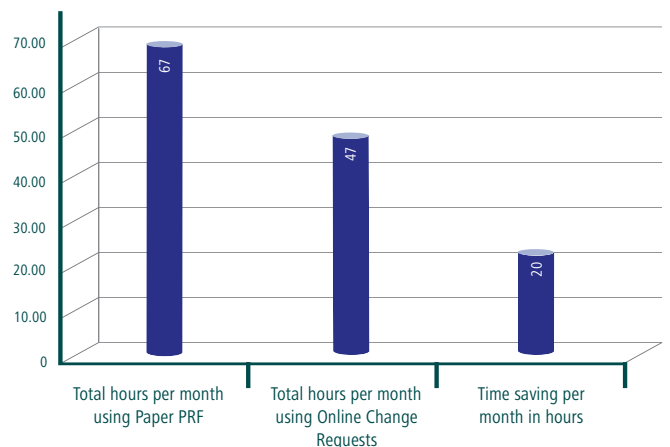
In terms of **time savings** the use of Online Change Requests contribute to **20 hours** of District Nurses' or Continence Advisors' time being saved per month. This means that staff of Kirklees CHS can dedicate this saved time to patient care.



Cost savings per month



Time savings per month



Data security

Another result of the introduction of the Online Change Request is **increased data security**. Data protection and security is one of the most important aspects for the HARTMANN IT team. Hence access to the Online Change Request website is encrypted and password protected. Additionally, the Continence Service Manager is able to define roles for each member of staff within the Home Delivery Management System. Depending on their defined role nurses are restricted in accessing and processing patient data. In this way data protection is further enhanced.

Previous to the Online Change Request faxes were commonly used to send the Product Requirement Forms to HARTMANN. Faxes can be sent to a wrong location accidentally whereas this does not happen with the Online Change Requests.

The website 'myhomedelivery.net' is hosted in a **secure data centre** on the HARTMANN premises with restricted physical access. Only authorised HARTMANN personnel can enter the data centre for example to do maintenance work. In order to ensure no data is lost, back-ups are produced daily with copies stored in a separate secured location for purposes of disaster recovery.

Further to the precautions undertaken internally the HARTMANN IT department also submits a yearly '**Statement of Compliance**' to the NHS to demonstrate that its IT systems and processes meet the required standards.

Conclusion

In conclusion, Joanne Whiteley (Continence Service Manager, Kirklees CHS) would certainly **recommend the Online Change Request** to other Home Delivery Service customers. Furthermore, Felicity Kendall (Continence Advisor, Kirklees CHS) pointed out that during the implementation phase **working in partnership with HARTMANN** was very important, particularly regarding the IT support and training. In that way a successful transition to the Online Change Request is easily achievable. IT and Sales staff of HARTMANN fully supported the project with Kirklees in order to make the transition successful.





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