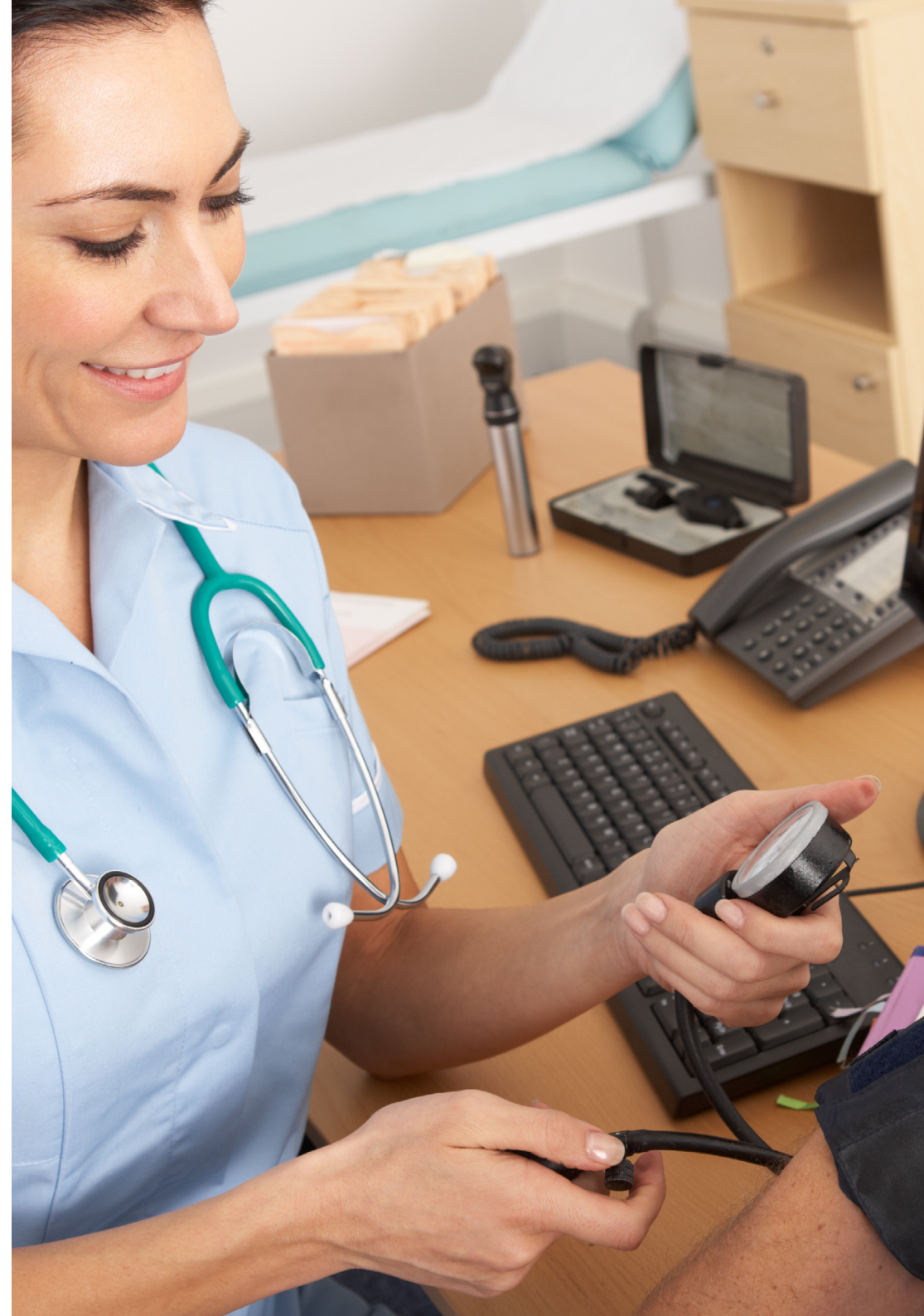# HOSPITAL PUTS ONBASE BY HYLAND AT THE HEART OF ITS DIGITAL PLANS

By implementing OnBase, Hyland Healthcare's enterprise information platform, University Hospital Southampton has closed its Health Records Centre and is saving nearly £1 million a year. But that's just the start of its plans for the system, its chief information officer, Adrian Byrne, explains.

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University Hospital Southampton NHS Foundation Trust is a major teaching and research centre, with ambitious plans to digitise by integrating open systems.

As part of its plans, the trust is implementing OnBase enterprise information platform, along with a neighboring mental health trust and community trust.

As a result of this implementation, the trusts were able to close a shared Health Records Centre in 2018, saving around a million pounds a year in warehouse, management and transport costs.

In the longer term, the implementation will support a move from paper-heavy to paper-light working, and enable the three organisations to more easily share information with each other.

Adrian Byrne, chief information officer at University Hospital Southampton, explains: "Most hospitals, until they have a full electronic patient record, will be running a case notes library and moving records around their sites. We wanted to stop that.

"We also wanted to start moving people away from writing notes on paper to entering information into digital systems. This fits with our strategy of migrating from being paper-heavy, to paper-light, to paperless."

DEVELOPING WORLD CLASS I.T.
University Hospital Southampton runs a major university hospital, Southampton General Hospital, a women's and maternity unit, the Princess Anne Hospital, and some community services.

University Hospital Southampton differs from many of the exemplars, because it is not deploying an electronic patient record suite from a single supplier. Instead, it is using an integration engine to join up the electronic systems that it uses, and encouraging vendors to support standards that will enable them to easily share information with each other.

In 2016, it was named as one of England's global digital exemplars as part of a programme set up following a review of NHS IT by Professor Robert Wachter, a US expert commissioned by health secretary Jeremy Hunt to advise on how best to digitise the UK health service.

To date, 16 acute exemplars and 18 fast followers have been announced, to develop models of exceptional and efficient care, using world class digital technology and information, and to develop blueprints for others to follow.

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Byrne has said: "this is because the trust does not want to be dependent on just one supplier and its development path, and it wants to be able to switch or add innovative products, economically."
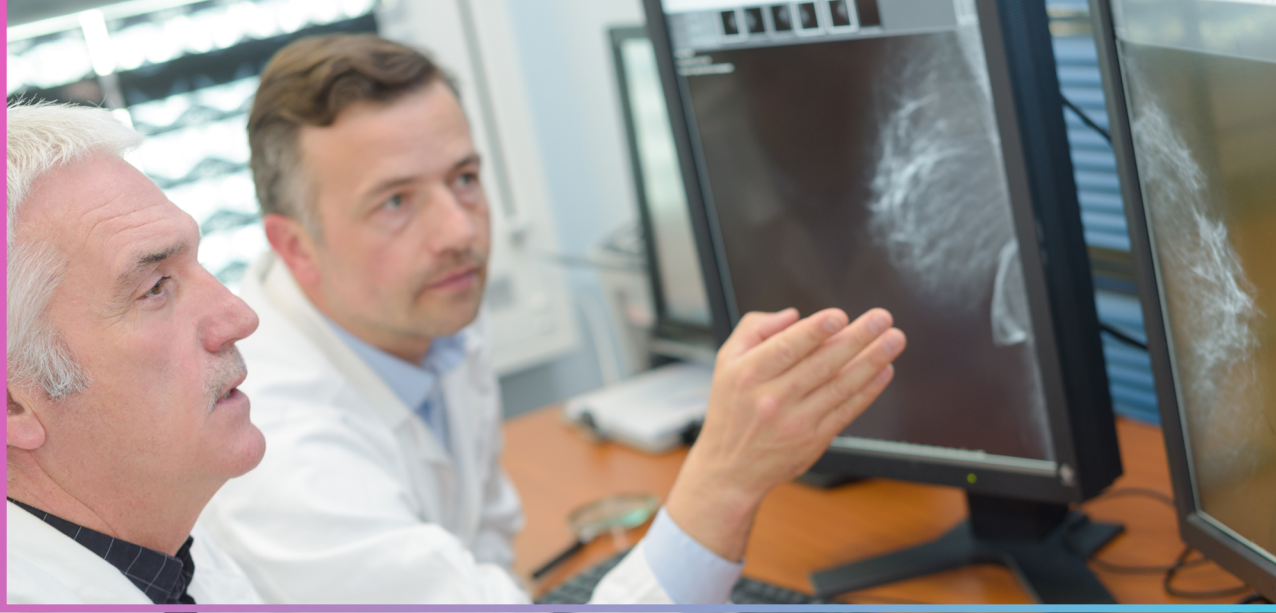
As part of its plans, the trust issued a tender for an electronic document management (EDM) system and, following an extensive review of the options by doctors, nurses and midwives, picked OnBase in December 2017.

GET ON TOP OF PAPER TO GO PAPERLESS
Since then, the trust has instituted a scanning programme that will see it digitise around 15% of its historical records – or 60% of those in regular use to provide care for patients who have repeated contact with the trust.

Byrne says the IT systems the trust has implemented already hold a lot of data about patients, but there are some key pieces of information that are still held in paper-based historical records.

"There are two things, in particular, that you find yourself pulling records for," he says. "That's ECGs [electrocardiograms, which measure the electrical activity of the heart], and drawings, particularly things that people drew a long-time ago, such as an image of a congenital heart defect."

Medical staff will be able to access such key pieces of information by using the OnBase system, which holds content in a single, secure location, and enables it to be viewed on secure computers and tablets.

The system went live at the Princess Anne Hospital in 2017, and preparations are well underway to roll it out at the Royal South Hants Hospital and Southampton General Hospital.

Byrne says a lot of work has gone into the roll-out model because, once a patient group, department of set of wards has gone live with the system, its clinicians will be creating information that will not be available to others until their part of the trust also goes live.

However, when asked what other trusts can learn from the deployment, Byrne stresses the importance of getting a grip on all that paper. "Whatever you are doing, if you are doing it on paper, then get a barcode on it," he says. "You will need to be able to identify what kind of form you are dealing with.

"Also, talk to your stationers, and make sure they can comply. And get control of your form printing. We have hundreds of forms, but if someone on a ward has wanted to add something, they have been able to do that, and suddenly there's another form.

"If you run a case notes library, even if you plan to run one for another five years, then get out there and start getting on top of the paper; because eventually that will make your life so much easier."

LEVERAGING ITS ASSETS

While the trust's immediate priority is to close the Health Records Centre, the deployment of OnBase will enable it to support further elements of its digital strategy.

For example, it will make it easier to support clinicians who need to run remote clinics and make it easier for the acute, mental health and community trusts to share information with each other.

Byrne explains again: "As we move away from paper notes, we have to become more agile when it comes to mobile working. At the moment, if somebody needs to run a mobile clinic in Dorset, they can take the notes; but what happens when there are no notes?

"We need to make sure people can work in that situation. It's also part of our regional information sharing strategy, because we can put documents into the EDM system (OnBase) and interface to them."

In March 2017, Hyland Software acquired Lexmark's Perceptive portfolio, and with it the Acuo vendor neutral archive (VNA). University Hospital Southampton already uses the VNA because it is part of the Salisbury, Wight and South Hampshire Domain NHS Trust consortium, which was set up to purchase imaging systems and to share medical images such as X-Rays, and MRIs across the south of England.

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Now, University Hospital Southampton is interested in making more use of the VNA, to share other types of images with partners. And the trust is keen to see Hyland's products developed to support other trusts that are looking to digitise without going down the single-supplier EPR route.

That might include trusts that are keen to follow it as a global digital exemplar or to use the blueprints that it will create with its fast follower, Hampshire Hospitals NHS Foundation Trust.

Byrne sits on the company's advisory board and says: "I want to highlight the issues we see as a UK customer." For example: "If you talk to US customers, it's clear they are focused on the big EPR suppliers, and only interested in using EDM as an archive.

"They don't use it so much as a forms creation system; whereas this is one of the things that we are keen to develop."

PLANNING FOR AN INNOVATIVE FUTURE

Overall, he concludes: "This will be a large component of our paperless operation. It will mean information will be much more readily available to our clinicians. It will enable us to do some significant business change. We may also end up using it for HR and financial tasks, and take out more paper that way.

"EDM is a platform on which you can do things. Our primary objective was to close down our case notes library. Now, we can start using OnBase for more innovative things."

Learn more at **HylandHealthcare.eu**

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