



HEALTHCARE | CUSTOMER SUCCESS

THE ROYAL MARSDEN HOSPITAL

This leading global cancer hospital is increasing clinical and administrative efficiencies by enabling a complete digital patient record with the help of Hyland Healthcare.

Founded in 1851, The Royal Marsden Hospital was the first cancer hospital established in the entire world. Even today, the hospital remains dedicated exclusively to cancer care — not only diagnosis and treatment, but also helping patients live with and beyond the disease.

Like many hospitals across the NHS, The Royal Marsden is in the midst of a digital transformation journey with an end goal to eliminate paper, improve clinical and administrative workflows, optimise patient care and support research. The Royal Marsden realises this shift will require much more than the purchase of a new electronic patient record (EPR) platform.

“I think there's been a tendency to view off-the-shelf EPR software products as complete digital health record solutions,” says Lisa Emery, chief information officer at The Royal Marsden Hospital. “We know they're not. An EPR product is a large and central part of it, but a complete digital health record also requires the integration of clinical documentation, digital diagnostics, medical images and more.”

Emery speaks from experience. The Royal Marsden is a pioneer of sorts when it comes to EPRs — developing its own in-house EPR solution nearly 30 years ago. The provider realises an upgrade is necessary to meet the evolving demands of the industry and to provide a more comprehensive research data set, and is currently evaluating new EPR solutions. However, it

is also keenly aware that a new EPR on its own won't address all of its needs. Therefore, The Royal Marsden is taking a phased approach to digital transformation — one where OnBase, Hyland Healthcare's enterprise information platform, plays an integral part today and will continue to in the future.

A CULTURE SHIFT TO DIGITISATION

The first phase of The Royal Marsden's digital transformation is enabling electronic document management (EDM) in core areas of the hospital and integrating these capabilities with its existing homegrown EPR.

The ROYAL MARSDEN

CUSTOMER

The Royal Marsden
Hospital

INDUSTRY

Healthcare

SIZE

One of the top five
cancer hospitals in the
world, treating more
than 59,000 NHS and
private patients annually.

LOCATIONS

Chelsea, London
Sutton, Surrey

PRODUCTS IN USE

OnBase

**DEPARTMENTS
USING ONBASE**

Rapid Diagnostic and
Assessment Centres

“It’s transformed the way they work. They no longer have to handle individual paper records for individual patients. They are no longer losing pieces of paper, seeing documents go missing or forever chasing after stuff. It’s all there digitally in the system.”

Marcus Thorman
Chief Financial Officer
The Royal Marsden

The Royal Marsden began by rolling out OnBase in its Rapid Diagnostic and Assessment Centres (RDACs). These clinics serve as one-stop shops where patients with suspected cancer come to receive testing, diagnosis and treatment options on the same day. The processes and workflows that drive care at the RDACs are very paper intensive. The Royal Marsden believes digitising this documentation first and linking it to its existing EPR produces the greatest efficiencies for the hospital and serves as a good use case for other departments to follow.

Emery also believes linking electronic documents to The Royal Marsden’s existing EPR will aid in the eventual transition to a new EPR product. “Our goal is to create a mind shift at The Royal Marsden where we get clinicians and

administrative staff to start digitising content and accessing this information electronically long before we implement a new EPR,” she says. “This way, when we cut over to a new EPR, the staff will be used to accessing documents and images in this way and it will streamline change management.”

A SINGLE PANE OF GLASS IMPROVES EFFICIENCIES

In addition to digitising clinical documentation in the RDACs, The Royal Marsden is also leveraging OnBase to link a wide array of medical images and digital photography to the EPR as well. The impact of this effort has been significant, particularly for administrative staff and clinicians.

“The people who see the impact of OnBase on a day-to-day basis are the clinical administrative staff,” says Marcus Thorman, Chief Financial Officer at The Royal Marsden. “It’s transformed the way they work. They no longer have to handle individual paper records for individual patients. They are no longer losing pieces of paper, seeing documents go missing or forever chasing after stuff. It’s all there digitally in the system.”

Clinicians have gained the benefit of a more complete view of the patient. “There’s an absolutely vast array of information that needs to be incorporated into an EPR to make sure the clinician is fully aware of everything that is contributing to the patient’s disease and should be contributing to the patient’s treatment,” says Dr. Tim Wigmore, consultant, intensivist and former chief clinical information officer at The Royal Marsden. “This includes everything from test results to echo images to MRIs and more. OnBase provides a single pane of glass that brings all of this together in one place in a structured fashion that is easily searchable.”

For example, prior to OnBase, if a clinician wanted a copy of a medical image, they needed to go to the medical photography department and request a hard printed copy. With OnBase, they can actually sit in the clinic and pull a digital version of that content up in the EPR. This capability helps save time and improve quality because the digital images are in high resolution.



DIGITAL EXPANSION TO INCLUDE CLINICAL TRIALS

The Royal Marsden has only begun to expand the capabilities of OnBase throughout the enterprise. The hospital is currently working with Hyland to implement OnBase in other areas including clinical trials and surgery.

The clinical trial process at The Royal Marsden is also very paper intensive. The hospital could have as many as 900 trials running at any time and there are a lot of paper-driven regulations and controls that impact the process. The ability to digitise and expose much of this paperwork using OnBase could be very advantageous.

“Some of our researchers currently spend as much as the first six months of their fellowship working through paper records trying to find patient candidates for a clinical trial,” says Emery. “By digitising these paper records, we can facilitate search and give these fellows back time to conduct valuable research.”

The Royal Marsden views OnBase as an integral part of its current and future digital transformation initiatives. The solution is positioned to sit alongside whatever new EPR solution the provider implements in the near future.

“The Hyland team has provided valuable input regarding how optimal integration between OnBase and whatever new EPR we implement can improve our digital maturity, getting us from where we are today to perhaps a HIMSS Stage 6 or 7 facility.”

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