The electronic whiteboard in the combined Assessment Unit - Innovation in flow, governance and process efficiency

PC-22
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Aim
The Combined Assessment Unit (CAU) opened in April 2016. It aims to deliver high quality, evidence-based care to patients in a person-centred, safe and effective manner by early assessment, senior clinical-decision making and treatment.

Methods
Using these objectives we were able to design a system along with IT that followed the patient journey from point of referral through to discharge or transfer of patients, capturing real world data that the current Scottish Patient Management System could not.

Results
This project has clearly improved process efficiency in a very busy AMU, with instantly accessible data from business intelligence on key performance indicators, governance issues and patient flow.

Conclusion
Monthly data from business intelligence monitors performance and Governance. As intellectual property of health board the system can be changed to support clinical developments with no payments or franchises required. Simply to use. Low cost. Effective.

Links to different departments including pharmacy, radiology, bed management, Health records, AHP as well as Dr / Nurse .

Allows all CAU processes to be managed efficiently.

Improves flow and communication.

Improves process efficiency by:
1. Eliminating phone calls to radiology
2. No need to page pharmacist to dispense TTA
3. Can track all juniors based on where their initials are