ePR and App Improve Care for Patients in Scotland

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Aims

The Scottish Ambulance Service has successfully completed the rollout of a replacement Electronic Patient Record (ePR) system to record all details of patient treatment in a more user-friendly, intuitive interface, which can then be used to transfer key information to the hospital.

In addition, a new application has been developed to provide key information to Service staff about services, pathways and guidelines which will help them in their job on a daily basis and improve first line care to patients. The aims are:

• Faster, more effective and safer patient care
• Standardised referral options allowing patients to be directed to the best care
• Access to organisational policies/SOPs and hospital guides
• Interactive checklist for major incidents
• Increased percentage of completed patient reports
• Quality improvement of data capture and clinical data standards
• Improved availability of data for clinical audit
• Quicker decision making to improve care
• Expanded diagnostic capability and use of technology to improve patient care. The technology now available is explained on the right.

Methodology

• Extensive and effective user and stakeholder engagement
• Developed by Service clinicians for Service Clinicians
• Effective use of Business Change Manager to “bridge the gap” between the project and service delivery
• Dedicated multi-disciplinary project team
• Rigorous procurement process
• Robust Project and Programme Management

Outcome/Results

• Improved delivery of care for patients
• Improved recording of clinical information
• Improved access to ECS, KIS and relevant information

= IMPROVED PATIENT EXPERIENCE

Conclusions