

### Improving the Monitoring of Rheumatology Patients

GREAT WESTERN HOSPITAL, SWINDON

*“Using DAWN has led to an improved service, increased safety and a more streamlined approach to monitoring our rheumatology patients”*

#### THE CUSTOMER: Great Western Hospital, Swindon

The rheumatology service at Great Western Hospital replaces the usual shared care approach as it takes full responsibility for both monitoring patients’ on DMARDS/Biologics, and prescribing their medication.

This approach generates income for the trust as the PCT pays the hospital for monitoring instead of the GPs.

#### THE CHALLENGE: Improve the Monitoring of Rheumatology Patients

Monitoring patients with rheumatic diseases is increasingly complex: many patients use combinations of DMARDS and others are on Biological agents. Potential adverse events required more vigilant systems and a local review identified flaws in current practice including:

- Inability to detect patients not attending blood tests
- Inability to detect deteriorating trends in results
- Local GPs were unhappy about being responsible for DMARD monitoring

A new system was required that could meet these needs and improve the monitoring service.

#### THE SOLUTION: DAWN RH

Great Western wanted to develop a hospital-based monitoring service using a commercial database supplier and after selecting DAWN RH as the solution, worked with the hospital IT and pathology department to develop an integrated database whose workflow echoed their daily clinical routine.

This was a complete change of system for both GP’s and patients and a lot of people needed to be informed. Communications for the introduction of the DAWN RH system were structured:

- The PCT kept in touch with GPs regarding the process and emailed them when the system went live
- Letters were sent to patients with an information leaflet
- GPs were informed when patients were added to DAWN

Implementation of the DAWN RH system was a logistical challenge for the hospital which initially saw some resistance from patients however, effective communication throughout the implementation stage and a

#### RESULTS

Blood test results now available within **24 Hours**

Mail merge facilities in DAWN for prescribing service is **saving Great Western money**

**72% of patients** receive prescriptions within 1-5 days

Printing blood forms directly from DAWN is **saving Great Western large amounts of clinic time**

**82% of patients** felt very safe and reassured that their results come through DAWN for monitoring

well structured service resulted in good feedback from patients on both the information provided by the service and their monitoring.

*“Overall, DAWN RH gets the thumbs up from clinical staff and patients”*

## THE RESULTS

A new prescribing service using the mail merge facilities within DAWN and operated by a clerk working to tight departmental protocols is now able to give patients 3 month prescriptions. Previously GPs would only prescribe on a monthly basis making it expensive for PCTs who pay for the prescriptions. Using the new prescribing service means that **DAWN is saving them money.**

**72% of patients** received their prescriptions within 1 to 5 days and gave the new prescribing service an ‘excellent’ or ‘very good’ rating.

In addition, blood forms which are replicas of the hospital forms and approved by the lab, are printed directly from DAWN and posted out with prescriptions. This approach means that **DAWN is saving a huge amount of clinic time** as staff no longer have to complete the blood forms during clinic as they are now done when the patients gets their blood test at either the GP surgery or hospital.

*“It becomes obvious how much patients like the DAWN system when they change GP and have to come off DAWN ”*

The DAWN system has led to further positive outcomes for the service in that blood tests are now available within 24 hours so prompt action can be taken as needed (for example, identifying severe pancytopenia and initiate rescue treatment). In addition, the service has improved their ability to see last blood result and blood result trends before issuing further prescriptions.

**28%** of patients received a call from the hospital to discuss an abnormal result.

**16%** of patients had been asked to alter the dose of, or stop medication due to abnormal results.

Patient feedback carried out once the new system was up and running showed that **82%** of patients felt very safe and reassured that their results come through to DAWN for monitoring.



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For further information about DAWN RH visit [www.4s-dawn.com](http://www.4s-dawn.com) or contact us via telephone **015395 63091**, or email [sales@4s-dawn.com](mailto:sales@4s-dawn.com)

*Established in 1984, 4S DAWN Clinical Software are trusted by over 300 healthcare organisations across the world to deliver reliable, disease-specific solutions that increase patient safety, facilitate productivity gains and improve quality of care.*