Establishing a Shared Care Delivery Model for Anticoagulation

EAST KENT HOSPITALS NHS TRUST

"The vision for anticoagulant service delivery was of a seamless database across East Kent, with data shared between primary and secondary care"

"DAWN AC is deemed to be a robust and modern product by East Kent Hospital NHS Trust's IT Department"

SUMMARY

The East Kent Hospitals NHS Trust comprises three acute hospital sites: The Kent & Canterbury Hospital (KCH), Queen Elizabeth the Queen Mother Hospital (QEQMH) and the William Harvey Hospital (WHH).

Models of service delivery across East Kent included out-patient clinics; postal service; patient self-testing and in-patient dosing.

The DAWN AC software was run across a network at KCH and on a stand alone laptop at QEQMH, whilst at the WHH, all patients were monitored manually.

The databases had 1700 active patients at QEQMH and 3500 at KCH. KCH also monitored a further 2000 patients who weren't yet on the DAWN database, with another 1700 patients monitored at WHH.

A merge of the systems was agreed along with an upgrade to DAWN AC V7 to take advantage of enhanced functionality and safety features within the product.

The merge was completed successfully and DAWN AC V7 went live on the Trust's servers. The Trust now has one database which allows a streamlined process for patients receiving clinical care both within and outside of the hospitals.

In addition, there are a large number of GPs and medical practices that dial into the DAWN system to look after their patients, ensuring that healthcare providers, whether secondary or primary care based, have fully updated patient information available to them.

PRE-MERGER & UPGRADE CONSIDERATIONS

Process Maps

Clinic flows and process maps were performed across all models of service delivery prior to the merger.

Data Cleansing

The database required significant cleansing and areas needing cleansing were provided by 4S DAWN in the form of patient lists.

These areas included:

- Drugs with duplicate descriptions

- Organisations with duplicate descriptions

- Patients with Date of Birth requiring investigation

- Patients with duplicate hospital numbers

- Patients with duplicate name / Date of Birth combinations

- Patients with more than one result on the same day

- Patients with no primary anticoagulation reason

- Patients with start dates in need of investigation

- Patients without a dosing regime

- Patients without a target range

- Treatment dates in need of investigation

Training

Training was delivered by 4S DAWN both on site and via online training sessions using software that enabled the sharing of desktops.

For further information contact the 4S DAWN team on 015395 63091, or email 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.

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