Will real-time ward management systems transform quality and safety?

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‘Information Systems: Monitoring and Managing from Ward to Board’

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Background

- The second Francis report (2013):

  “All healthcare provider organisations, in conjunction with their healthcare professionals, should develop and maintain systems which give them: effective real-time information on the performance of each of their services against patient safety and minimum quality standards”

- Personalised Health and Care 2020

- How are Trusts going to implement real-time systems?
Are nurses able to integrate real-time ward management systems into their working practices, to monitor and improve quality and safety of care?
Methods

- 4 NHS acute Trusts

- Total of 8 wards – one medical and one surgical in each Trust

- Methods included:
  - Observations of use of electronic whiteboards/devices
  - Observations of daily clinical practices (handovers, multi-disciplinary team meetings) (72 hours)
  - Interviews with information and informatics staff \((n = 23)\)
  - Semi-structured interviews with ward staff \((n = 34)\)

- Accounts of information systems and ward practices between 2013-2016
Biography of Artefacts

Chronological narrative

Focuses on changes over time

Previous studies don’t understand the complexity of large scale IT infrastructures

Look at the background - why systems look the way they do
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Findings - Implementing real-time systems

- Local motivations – wards moving from paper

- In-house informatics expertise – strong relationship between informatics and ward teams

- “When the system came they were trained within a week, they all hated it because it was electronic, after then they actually engaged with it and used it. Then it was a novelty, for two weeks they really wanted it, really enjoyed it, and then after that it was the norm, it was what they used.”
Mobile devices
Wait there’s more…
Substantial changes since the second Francis report (2013)

Unlike any previous IT systems

Real time ward management systems designed by nurses for nurses

Massive potential in data warehouses
Thank you for listening – Any questions?