

Industry update

News from the healthcare and hospital industry

New era in patient safety and staff development

Calvary Health Care Bethlehem is in the final stage of a progressive rollout of MedChart, an electronic prescribing, medication management and administration system from iSOFT.

Mark Heenan, a senior nurse at Calvary Health Care Bethlehem, says this is a new era in patient safety and staff development.

“Staff have been won over by the simplicity of the system and the safety mechanisms introduced. Using the old paper based system you could get away with a lot of undetectable errors. MedChart has done away with most of those. People are more accountable and there is a clear audit trail if needed.”

Calvary Health Care Bethlehem is the first facility from the Little Company of Mary Health Care (LCMHC) group, known as Calvary, to transform from a paper-based process to an electronic medication management system. The upgrade is part of

a program to enhance medication safety.

Behind the successful MedChart implementation is a unique approach. Careful not to treat it as an ICT project, Tamara Prostran, LCMHC National PAS & Clinical Systems Manager, and the Calvary Bethlehem project team kept clinical staff at the centre of the rollout.

“We understood that the project would fail without input and guidance from clinicians,” said Tamara. “Our task was not to design and deliver a working system, but to solicit and incorporate clinical user feedback until we had collaboratively created a system that made clinical care easier, faster and better.

“Rolling out progressively, one ward at a time, instead of with a big-bang approach, has helped us to spend time with users understanding their needs and issues.”

The iSOFT MedChart electronic prescribing, medication management and

administration (ePMA) system went live at Calvary Health Care Bethlehem ahead of schedule in July 2011.

“Clinical system implementations involve a great deal of change management. Calvary Bethlehem’s staged rollout approach is a shining example of how to meet the change management challenge. Our MedChart implementation team has greatly enjoyed working with Calvary on this well designed and managed project,” said James Rice, iSOFT APAC Managing Director.

With the MedChart electronic medication management implementation strategy proven at Calvary Health Care Bethlehem and the foundation for an EMR in place, LCMHC’s focus is now on repeating the process at other hospitals and hospices.

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Breakthrough technology to dramatically enhance care

Australia’s healthcare sector has begun implementing a new web-based technology, Q-Flow, to ensure quality of care is at the core of the patient experience.

The patient scheduling technology extends beyond queue management to enable surgeons and other hospital staff to accurately monitor the time they spend with each patient to improve patient scheduling and reduce waiting times.

With remote patient check in capability, the system can send a text message in the instance of appointment delays to avoid patients having to wait. Surgeons

and other staff can also check appointment schedules and patient flow from a smart phone, bringing a new level of accessibility to the healthcare industry.

In Australia, the Q-Flow system, distributed exclusively by The NEXA Group, currently assists staff at Victoria’s Cabrini Medical Imaging Department to manage 100,000 procedures annually.

The system has also been installed at The Prince Charles Hospital in Queensland as part of a major upgrade. Here it will manage the majority of people entering the hospital, from patients to visitors and those attending for tests.

