Hospitals without walls. Care without boundaries?

Supporting clinical best practice through electronic whiteboards, bedside terminals, mobile devices and desktop applications. Managing patient flow and bed availability in real time. Sharing patient-centric information across departments and between organisations - from the frontline to the boardroom.

That’s the power of InPatient Flow Manager from Hospedia.

Bringing off- and onsite teams together at the point of care. Instant clinical access to patient records, scans and treatment plans at the bedside. And seamlessly connecting patients with family and friends, to hospital services, and to the nursing station.

That’s the potential of unified communications from Unify.

By bringing them together, we’re integrating the latest hospital communications with a new generation of patient workflow tools.

The results are as impressive as they are achievable: significant time savings, vastly improved clinical accuracy, and truly connected care pathways...perhaps for the very first time. And with clear, electronic audit trails, compliance issues are a thing of the past.

It’s all about improving patient outcomes...for a lot less money.

According to analysis by Deloitte*, the latest patient workflows are saving up to £4.3 million by reducing the length of patient stay, and up to £800K improving infection prevention.

Add the new generation of unified communication into the clinical environment - bringing a new level of communication and collaboration – and the value to today’s NHS is clear.

*Source: Deloitte Reports “The Economic Impact of Hospedia”
Hospedia’s ExtraMed3 InPatient Flow Manager delivers it all – offering benefits of up to £4.5m per annum.*

But this is just part of the story. UC-enable InPatient Flow Manager and exciting new opportunities emerge to vastly reduce cost and accelerate positive patient outcomes.
Efficiencies at the point of care

The growing adoption of electronic workflows is creating significant efficiencies within today’s NHS.

Point of Care
Clinical support systems are bringing test results, x-rays and medical records to the bedside terminal. Not only that, tests and medicines can also be ordered in an instant.

It’s the immediacy that matters. Allowing clinicians to input the latest information in real time and at the bedside dramatically improves its quality and accuracy – resulting in more effective decision-making.

Bed Occupancy
Eliminating the problems of paper isn’t the end of the story. Clinical Access solutions can be extended to include bed management applications. Here we see management tools used to quickly update occupancy status. This data can be accessed in real time by staff across the Trust.

The benefits include more timely admissions and discharges – more effectively managing patient flow and supporting reductions in length of stay.

Electronic Meal Services
Electronic Meal Ordering via the bedside terminal helps improve the service, offers a ‘feel good’ service for patients and has the very great potential to extend choice, improve nutrition and reduce wastage. For a typical hospital, these benefits are estimated to lead to financial savings of £147k per annum*.

Patient Engagement
With the NHS increasingly focusing on the patient experience, there’s an opportunity to offer a wide range of patient services. And making the services free. This alone is estimated to improve patient satisfaction rates by six percentage points.

5% reduction in length of stay is estimated to generate efficiency savings of £1.7m for hospitals*.

Free to Patient Entertainment increases the probability of obtaining CQUIN payments – which amounts to approximately £75k per annum for a 500 bed hospital*.

*Source: Deloitte Reports “The Economic Impact of Hospedia”
Unify has over 20 years experience in providing award-winning healthcare communication solutions to clinicians, nursing teams and support staff.
Not only are today’s UC-enabling hospital workflows giving clinical and medical staff back more time to care, they’re improving data quality to support more accurate billing of the CCG- increasing efficiencies and increasing revenues.

In the UK, a poll of 6000 nurses by the Royal College of Nursing found over 17% of nurses hours were spent on basic admin tasks like filing, photocopying and ordering supplies.

Across the public and private sectors, unified communications adoption is exploding. UC is connecting people wherever they are, on whatever device they choose. It’s opening up a new way of working – one that’s more flexible and more productive. It’s bringing staff together over web chat, instant messaging, instant audio and video conferencing. On desktops, laptops, tablets and smartphones.

Conversation is lightning quick. Intelligence is shared. And collaboration between departments is a more natural and fulfilling experience.

Ultimately, UC is helping people make better decisions faster.

Unifying Communications, accelerating outcomes

Into the clinical world

UC-enabling hospital workflow solutions is radically changing what ‘good practice’ means across the NHS.

Maximising existing technology: turning the bedside terminal into a powerful multi-functional clinical tool – featuring video conferencing between bedside and remote specialists, one-touch dialing to clinical teams and secure access to patient records.

Seamlessly sharing Information: connecting ward interactive patient whiteboards to the hospital information system – providing a complete view of patients to all departments to create, for example, an instant infection control ‘short-list’ for clinical nurse specialists and team members.

Streamlining operations: integrating multiple departments to automate patient discharge - alerting hospital transport, updating bed management systems, raising and closing cleaning tickets and cancelling menu selections when a patient has moved. All from the bedside terminal.

Initiating instant contact: allowing ward consultants to connect with members of the care teams in an instant, from the bedside terminal. Care plans can be amended and new medicines administered based on real-time conversations with patients and colleagues in other departments, or in other hospitals.

Enhancing the patient experience: turning the bedside terminal into a true interactive patient entertainment system that extends beyond movies and telephone to deliver wifi and web access, social media, IP video calling (via applications such as Skype), care related content (including videos) to aid recovery and much more.
UC-enabling Royal Free London

Unify is providing the world-renowned Royal Free London NHS Hospital Trust with a unified communications (UC) platform that will help over 6,000 clinical and support personnel to respond more effectively to patients’ needs, irrespective of where they are on the Trust’s North London campus.

Part of a five-year deal worth £2 million, the project will enable hospital employees to find new ways of working, including mobile and flexible work options and wider inter-departmental collaboration that will drive faster and better decision-making.

The Royal Free London NHS Hospital Trust’s new communications platform will improve service delivery through various innovations. These include Unify’s UC platform improving staff’s ability to respond to and treat patients, whatever the chosen communications channel or staff member’s location as well as simplifying medical and support staff’s ability to securely access patient records.

The overall effect will be to optimise the Trust’s available critical care resources and software applications on patients’ needs and better manage departmental workloads.

“We’re committed to maintaining the best possible patient outcomes and Unify’s OpenScape portfolio will help us to ensure that we can deliver responsive, location-independent care for our patients.”

Will Smart, Director of Information Management and Technology at the Royal Free London NHS Hospital Trust

Advanced Workflows ease bed pressure at Derby Hospitals NHS

Derby patients can now benefit from the UK’s only 3rd generation patient flow software following a four-year deal signed by Derby Hospitals NHS Foundation Trust. The ExtraMed3 InPatient Flow Manager from Hospedia is a vital part of the Trust’s plans for managing winter bed pressures, and Hospedia worked closely with the Trust to get the medical wards live ahead of the busy season.

ExtraMed3 not only provides electronic whiteboards on the wards, facilitating consultant led multi-disciplinary team focus at ward rounds, but it also provides the Trust management with an at a glance view of the Trust status.

Community and Social Services teams will also be engaged with the Virtual Wards feature, to improve patient flow through the whole healthcare economy, and the software will become an integral part of the Trust’s Operations Centre, sharing real-time information across the Trust’s two hospital sites. ExtraMed3 is a fully integrated solution, providing a comprehensive toolkit to manage patient care and helping to manage the patient journey from pre-admission to post-discharge.

“...when we saw how the system could improve the care to our patients by alerting our staff early to any delays in their treatment we were determined to get the system up and running for this winter.”

Helen Scott-South, Chief Operating Officer, Derby Hospitals NHS Trust
Healthcare is changing. As the population ages patients are presenting with multiple and more complex conditions. While patient centered care remains the priority, delivering against a background of squeezed budgets, a raft of new compliance requirements, staff shortages and the ever present need to streamline clinical workflows is a challenging task.

Unify and Hospedia can help. Working together to bring truly connected workflows to hospitals around the UK, we are helping the NHS realise opportunities of a new way to work – to deliver care without compromise and hospitals without walls.

Consultants from anywhere in the world can be instantly connected to the patient bedside via the UC-connected terminal. They can share data securely on screen, initiate an audio conference with remote colleagues. Remote specialists can hold a video consultation with the patient. And they can do so from any connected device: desktop, smartphone or tablet.

At the same time, critical patient and organizational data can be shared throughout the hospital and to connected GP clinics and other hospital trusts.

**Clinical decisions can be made...faster and more accurately.**

Our UC-enabled, fully integrated workflows are creating massive efficiencies and cost savings throughout hospitals. They’re relieving staff shortages and creating new, more collaborative processes that increase productivity, address compliance and reporting requirements and improve governance.

Ultimately, they are helping break down the barriers to delivering the very best healthcare to patients and communities.
Together Unify and Hospedia are driving workflow and UC innovations into hospitals and medical centers across the world.

But it can be a complex business. How do you plan your deployment? What’s your future roadmap? How do you maximise existing investments?

Answering these crucial questions, our Professional Services teams will design, implement and integrate a solution that’s tailor-made to your hospital or health centre – on time, in budget and with no fuss.

We offer a range of post sales services - from day to day network, application and device management through to support packages that provide an instant response when you need it.

We’re already helping to drive clinical best practice and cost savings for NHS Trusts across the UK.

And we can do exactly the same for you.

It’s time to embrace to a New Way to Work. And we’re here to help.

To understand your opportunity, call us now on 0800 158 5236.
**About Hospedia**

Hospedia is the world’s leading operator of Point of Care software and services in healthcare, covering 75,000 beds in over 169 sites, delivering Patient Media, Patient Engagement and Clinical Workflow to the bedside. Hospedia is also the UK’s leading provider of Patient Flow Management software. Hospedia's software and services, developed from 15 years’ experience at the patient bedside, deliver unparalleled efficiency and productivity to healthcare organisations worldwide. With the largest user-base in the world, and cost savings verified by Deloitte, Hospedia's solutions have been developed to help hospitals support patients, improve care quality and streamline clinical workflows.

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**About Unify**

Unify is one of the world's leading communications software and services firms, providing integrated communications solutions for approximately 75 percent of the Fortune Global 500. Our solutions unify multiple networks, devices and applications into one easy-to-use platform that allows teams to engage in rich and meaningful conversations. The result is a transformation of how the enterprise communicates and collaborates that amplifies collective effort, energizes the business, and enhances business performance. Unify has a strong heritage of product reliability, innovation, open standards and security.