Bleepa™

Data Quality & Auditing

Case Study

Background

At the Royal Oldham Hospital in Manchester, multiple inpatient referral processes were used by different clinical specialties and often required administrative support to manage incoming referrals. There was no adequate means to manage referrals electronically to ensure that referrals were dealt with in a timely manner.

Challenge

Due to the lack of referral standardisation, the level of detail and clinical information documented in referrals was highly variable.

Benchmarking also showed that telephone discussions between the referee and referrer were often not documented in the patient's clinical notes.

Solution

In consultation with a team of clinical champions including senior clinical leaders, consultants, clinical fellows, registrars and nurses, Bleepa was developed as a referral management tool which would standardise not only how referrals were made but also the clinical information to be able to effectively process them.

The goal is to capture the necessary but sufficient details that would be applicable across a range of clinical specialties while not making the referral process overly burdensome and time consuming. It is also possible to tailor question content for individual specialties.

The result is a Bleepa referral management process that aligns with clinical best practice, supports standardisation along the patient pathway, is auditable and fully open and transparent to improve clinical communication.

Conclusion

Bleepa is a fully auditable system and every referral and outcome is available to review during and following the patient episode.

The standardisation of the Bleepa referral form includes additional clinical information, such as:

- *Co-morbidities*
- *Frailty score*
- *NEWS score*
- *Access to all PACS imaging*
- *Reason for referral/clinical question*
- *Contact details for the referrer*

Key Facts

Referral Standardisation

100% of all referrals submitted via Bleepa contained the required clinical information identified by local clinical champions as being necessary.

Auditable Messages

Over the course of a six-week period, 276 (non-imaging) messages were documented in the clinical chat between clinicians.

Figures based on benefits realisation analysis undertaken by Royal Oldham Hospital.

Feedback

"The referral form in Bleepa allowed us to capture really important clinical information about the patient which, not only is it important to allow us to plan treatment, it also gave the clinicians more information, in one place, at one time, in order to aid them to triage patients' requirements."

Janine Beattie
EPR Clinical Configuration Lead