CIVICA
ideas into action

Using technology to revolutionise community healthcare in Blackpool

Creating a more organised workforce and improving patient experience

Blackpool Teaching Hospitals NHS Foundation Trust piloted Civica Scheduling (formerly Malinko) across Community Services teams.

Charles Peil, Service Co-Ordinator, Blackpool Teaching Hospitals NHS Foundation Trust details the outcomes.

Solving long-standing problems in community healthcare

The objective was to use technology to solve six problems experienced by community teams across the UK:

1. Labour-intensive scheduling of care
2. Limited view of capacity and demand based on the quantity of contacts
3. Potentially emotional responses to demand issues
4. Reducing the number of visiting professionals by ensuring the right clinician visited the right patient at the right time
5. Empirical data was limited to the number of patient contacts
6. Difficult to align and plan staffing levels to meet demand.

Taking an innovative approach

Civica Scheduling was selected to complement our electronic patient record (EPR) system, EMIS. There are three parts to the solution:

- Scheduling engine matching clinician skill with patient need.

- Mobile app providing schedules with intelligent route-mapping and messaging service.

- Web application giving managers real-time capacity (staff) visibility, allowing teams to become more agile.

Demand and capacity reports will help us shape effective staffing models to meet the needs of our unique population.

In practice we've seen benefit from using Civica Scheduling. A review of historic wound care identified care/nursing homes with high prevalence per resident population and targeted support was provided by the Care Home Team. This would not have been possible using data from EMIS.

Key outcomes

1 Workforce planning intelligence has been transformative

2 Staff caseloads are allocated appropriately, with more time to provide holistic care

3 40% of senior clinicians' time is spent on non-clinical activity, supporting the appointment of admin staff to free up their time.

"Civica Scheduling provides functionality and insight that isn't possible with our existing EPR system. The captured data from the mobile app allows managers to report on caseload, capacity and demand – providing evidence of the needs of each unique population and allowing managers to plan staffing levels effectively."

Charles Peill, Blackpool Teaching Hospitals NHS Foundation Trust

Learn more:

civica.com/scheduling

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