CASE STUDY:
'Take' List

THE CHALLENGE

A project at Northern Health and Social Care Trust in Northern Ireland has seen a largely manual process of managing acute medical on-call replaced with a new digital process with Cambio PFM at its core. The new module supports 'Take' meetings by presenting patients in a single view with functions to allow assignment of teams in actions, organised senior reviews and record outcomes.

Previously the hospital's 'Take' was primarily a paper-based process that relied on manual transcription of patient and admission details and distribution of photocopied lists for the daily 'Take' management meeting. Over each 24-hour period, all admissions would be manually added to a single list and this list would then be annotated with updates by medical staff until the next meeting the next day.

THE BENEFITS of the 'Take' list module were immediate:

The Hospital at Night team's administrative processes associated with a manual process have become more efficient in terms of access to the digital medical 'Take'.

As a web-based application, the 'Take' list can be viewed and updated by multiple concurrent users on any mobile device or desktop PC across the hospital, providing an exact current record.

Improved patient safety: while handwritten medical notes are still used, the potential of eligibility and ambiguity of handwritten lists and notations has been removed and replaced with a digital audit trail for tasks, actions, diagnosis and senior review.

Duplication of effort and administrative tasks involved in managing the 'Take' list are removed, as the module uses data from the hospital's patient administration system so eliminates the need for manual transcription of patient details.

The 'Take' list is maintained in real-time. Admissions from ED and direct admission units automatically update PFM and simple functionality allows users to quickly add patients from other sources, including those waiting for admission

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REDUCTION IN 'TAKE' MEETING DURATION

Meetings that previously took 30 to 40 minutes now only take 15. During the meeting, the online list is updated in real-time with patient updates and task allocation.

The new digital 'Take' list functionality allows staff to:
- Add and track admissions, including a patient's initial and current location,
- Assign teams and actions,
- Manage the patient clerking process
- Identify patients with unstable conditions
- Highlight patients for consultant review
- Record working diagnosis (maintaining a history of updates and actions)
- Record patient outcomes.

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