



# **UNIVERSITY HOSPITALS OF MORECAMBE BAY NHS FOUNDATION TRUST** INTEGRATE RECORDS, IMPROVE PATIENT SAFETY

**CASE STUDY: UNIVERSITY HOSPITALS OF MORECAMBE BAY  
NHS FOUNDATION TRUST (UHMBT)**



From maternity services in Lancaster to oncology in Barrow-In-Furness, University Hospitals of Morecambe Bay NHS Foundation Trust (UHMB) serves a widely dispersed population spread across more than 1,000 square miles of North West England. To achieve its goal of delivering higher quality, safer patient care, UHMB knew it needed to move away from its paper-based record-keeping and towards a digital records system which would ensure that medical professionals could access patient information from anywhere.

**UHMB IS A  
NATIONAL  
HEALTH  
SERVICE (NHS)  
FOUNDATION  
TRUST THAT  
PROVIDES  
SERVICES TO  
MORE THAN  
350,000  
PEOPLE  
IN SOUTH  
CUMBRIA  
AND NORTH  
LANCASHIRE  
VIA HOSPITALS  
AND CLINICS  
IN THE  
MORECAMBE  
BAY AREA**

In 2010, UHMB became the first NHS trust to implement Dedalus' Lorenzo Electronic Patient Record (EPR) system, which has been providing numerous benefits ever since.

Lorenzo is key to UHMB's "paper-lite" initiative, a programme intended to greatly reduce the amount of paper being used in the hospital setting. While paper cannot be completely eliminated, Lorenzo enables most of the pertinent patient information to be recorded and disseminated electronically — tightly integrating disparate patient data into a single record. Dr. Colin Brown, chief clinical information officer for UHMB, says, "We needed to digitise our records to be able to fundamentally provide the right information at points of care for the clinician looking after the patients so that we could make timely decisions, and that better information would lead to better decisions and better outcomes."

In 2017, emergency departments at UHMB made major strides on the paper-lite initiative by removing paper cards and replacing them with electronic charts available within Lorenzo.

But above all, Lorenzo provides continuity of care and increased efficiency by giving clinicians a real-time view of a patient from any location in the hospital system. For example, when an ambulance is about to arrive and care workers have only 2 or 3 minutes to prepare, they can access Lorenzo and get the full background of the patient. Even staff who are not on-site with the patient can still access Lorenzo. "There's a real cut-down in the time patients are waiting for things in the hospital," says Angela McNally, ward manager of the Acute Frailty Unit at Royal Lancaster Infirmary.

### CHALLENGE

- Provide a single, integrated patient record; greatly reduce paper-based record-keeping
- Allow patient records to be accessed electronically from anywhere in the hospital and beyond
- Gain the ability to tap into patient data and use it to improve outcomes

### SOLUTION

- Centrally store records via Dedalus Lorenzo, Dedalus' electronic patient record (EPR) system
- Tightly integrate disparate patient information within the Lorenzo system
- Implement interactive visual dashboards providing real-time patient information

### RESULTS

- Access to patient records from anywhere, increased efficiency, improved patient safety
- Ability to give clinicians a real-time view of the patient from any location in the hospital
- Time saved for doctors, nurses and other healthcare professionals



## INCREASED PATIENT SAFETY

Lorenzo also helps UHMB maintain an accurate accounting of patients as they flow through the organisation, logging the reasons for admission, the types of care being administered, criteria for discharge, and best methods of communication. “We have easy access to information,” Dr. Brown says. “When a patient comes in through the emergency departments, all the previous records are available.”

That, of course, is critical to patient safety. The use of electronic patient records reduces errors in areas such as the translation of handwriting and issues such as medication errors. Lorenzo will also flag safeguarding needs for patients who are frequent fallers, for example, or patients who have had infections.

Andy Wicks, chief information officer at UHMB, says the implementation has helped achieve the primary goals to deliver real-time information and “improve the users’ experience, to standardise care through the collection of electronic information and to be able to reflect the digital data that we captured back to our users in the form of interactive visual dashboards so they could relate to the care that we were giving.”

The system also saves staff time by replacing paper request forms. For example, phlebotomists now get test requests forwarded directly to the secure laptops on the trolleys they push around, meaning they don’t have to retrieve and track paper request forms. They also don’t need to re-enter previously collected information each time, avoiding unnecessary clicks.

Wicks says Lorenzo is key to “delivering safer, more consistent care to our patients. We now put digital at the centre of everything we do.”



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– **Andy Wicks**, Chief Information Officer,  
UHMB



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#### **About Dedalus**

Dedalus is the leading healthcare and diagnostic software provider in Europe and one of the largest in the world. With its innovative framework of comprehensive and process-oriented solutions, Dedalus enables a revolutionary digital transformation of country-wide Healthcare Systems fully supporting the patient digital journey. Dedalus serves more than 6,100 private and public hospitals across 40 countries, through more than 5,500 highly specialized resources, of which 2000 are dedicated to R&D activities. We aim to help caregivers and healthcare professionals to deliver better care to the communities they serve and for this reason we are very proud of doing a special job, working with healthcare organisations to improve healthcare outcomes for patients.

Life flows through our software.

For more information, visit [www.dedalus.com](http://www.dedalus.com)