







Trust Board Report

Meeting Date:	25 th March 2013
Title:	SafeHands Programme Update
Executive Summary:	Progress report on the current status of the Safehands Programme.
Action Requested:	That the Board notes the details of the Report.
Report of:	Chief Nursing Officer
Author: Contact Details:	Kevin D’Arcy/Clare Nash Tel 01902 695904 Email kevin.darcy@nhs.net
Resource Implications:	None associated with this report
Public or Private: (with reasons if private)	Public Session
References: (eg from/to other committees)	NA
Appendices/ References/ Background Reading	Appendix 1: Benefits
NHS Constitution: (How it impacts on any decision-making)	In determining this matter, the Board should have regard to the Core principles contained in the Constitution of: <ul style="list-style-type: none">  Equality of treatment and access to services  High standards of excellence and professionalism  Service user preferences  Cross community working  Best Value  Accountability through local influence and scrutiny

Background Details

1	<p>SafeHands is an innovation programme aimed at identifying the opportunities and benefits that Real Time Location (RTLS) technology can deliver for the NHS in England. Originally looking at monitoring Hand Hygiene compliance levels the Programme has grown since it’s inception and now includes though not restricted to:</p> <ul style="list-style-type: none"> • Equipment Tracking & workflow • Patient Tracking & Flow • Bed Capacity Management • Replacement of Patient Status at Glance Boards with Large format electronic touch screens
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	<ul style="list-style-type: none"> • Staff Assistance Alert • Hand Hygiene Compliance • Custom Reports <p>The technology employed uses a combination of Radio-frequency and infra-red badges to capture real time information about patients, staff and equipment; their locations and interactions with each other. The combination of this information together with market leading software will improve patient flow, save staff time, and highlight any patient safety risks/ concerns to staff. Hand Hygiene compliance will also be able to be monitored in clinical areas.</p>
<p>2</p>	<p>After initially working with Patient Care Technology Systems (PCTS) on the software element in a pilot phase on Ward C22 with success, a change in ownership at PCTS and buyout by the Awarepoint Corporation ultimately resulted in a necessity to change the software supplier due to a change in their strategic direction, this forced an hiatus on the Programme whilst an alternative software provider was identified and put in place to ensure we delivered on our requirements and benefits.</p> <p>We are now working with Teletracking as the main contractor, to deliver on our requirements and design to deliver a number of benefits to the Trust, and evidence this for wider application in the NHS using RTLS.</p> <p>TeleTracking have a proven track record in optimising hospital operations with real-time information and they already provide the software used for our Transport/Porter operations.</p> <p>Delivery and implementation of our requirements will be complete by 31st December 2013.</p>
<p>3</p>	<p>TeleTracking will deliver a system consisting of RTLS Patient, Staff and Asset Tracking, Hand Washing Compliance and The Capacity Management Suite software applications configured to Royal Wolverhampton's specific physical environment and workflow to provide real time workflow orchestration and Hand Washing Compliance monitoring based on the requirements provided by Royal Wolverhampton NHS Trust. In addition TeleTracking RTLS Asset Tracking™ installation will occur providing List and map Views of floor plans. Access to the Custom reporting solution will provide the means to report and track upon our identified benefits.</p> <p>Intelligent interfacing with other Trusts systems such as VitalPAC vital signs monitoring software will also be implemented as part of the programme.</p>
<p>4</p>	<p>Delivery Schedule:</p> <p>Equipment Tracking delivered on 25th February 2013</p> <p>Full Pilot ward Delivery on 25th June 2013</p> <p>Trust Wide Roll-out 12th August – 25th November 2013.</p>

Appendix 1

Benefit summary and reports	Benefit / Baseline Metric	Expected delivery of report / benefit
Asset tracking and reporting	Real time locating of tagged equipment Staff time saved, equipment available for patient treatment in timely manner, missing equipment triggers alerts Trace equipment if PPM required	February 2013 Viewable in real time
Patient Status Electronic screen 42" plasma screens	Patient data auditable, info transfers with patient, increase patient status visibility to all staff to expedite care and ensure safety, real time patient locating	July 2013 for pilot ward By November 2013 for other wards
Live Bed state	Increased visibility of bed status, pending discharges, also automated transfers and discharges feed PAS	July 2013 for pilot ward By November 2013 for other wards
Care In Progress and Last seen Indicator	Ensure patient rounding is undertaken No patient is missed	Viewable in real time
Direct care time	Measure direct care time Data can be exported for additional analysis Data for specific patient complaints/ incidents Protected meal times compliance	July 2013 for pilot ward By November 2013 for other wards
Patient walk out alerts with real time alarms	Patient walk outs unsupervised Badge retrieval if patient goes home wearing	Viewable in real time and reports available at go live
Scores / patient risks	Compliance with risk assessments	Viewable in real time Reports due December 2013
Hand Hygiene compliance summary	Monitors Hand Hygiene moments 1, 4 and 5.	July 2013 for pilot ward November 2013 for other wards
Hand Hygiene events summary	Shows no. of times someone has performed a hand hygiene dispense regardless of location history	July 2013 for pilot ward November 2013 for other wards
Hand Hygiene Index (HHI)	HHI is the % compliance grouped by ward or patient bed space/ side room Can show by individual location or ward	Viewable in real time on the Big screens and reports at go live
Patient location/ movement / alarms	Track patient movement by individual patient – shows current locations and auditable by date and time Alarm to alert staff if patient in isolated area too long	Viewable in real time July 2013 for pilot ward November 2013 for other wards Reports at go live
Staff location / alarms	Can search real time for staff member NB Reports only show staff location tracking if there was a patient interaction	Viewable in real time Reports in July 2013 for pilot ward November 2013 for other wards
Vector Tracing	Trace contact of a patient, asset or staff member with others in a given timeframe	Reports early 2014
Bed management reporting suite	In depth analysis of bed occupancy, bed turnaround, length of stay, recovery delays, delays to discharge, compliance to discharge by Estimated Date of discharge etc	Viewable in real time July 2013 for pilot ward November 2013 for other wards
Custom reporting	To be decided – to ensure full benefits and metrics can be measured – to meet our requirements	December 2013