

# CliniSys ICE Case Study

## CliniSys ICE at Royal Liverpool & Broadgreen University Hospitals NHS Trust

“ICE is a critical system within the Trust and Primary care. The Electronic Discharge project has been a huge success and we have deployed clinical forms to capture simple and difficult data sets with ease.” – Trevor Hine, Consultant Biochemist and Pathology IT Manager

### Benefits of ICE

- Increased productivity
- Improved clinical workflows
- Reduced human error
- Increased patient safety
- Demonstrate cost savings
- Supports National Targets and Compulsory Reporting of Data



### Achieving Savings and Efficiencies across Departments at Royal Liverpool and Broadgreen University Hospitals NHS Trust

#### Background

The Royal Liverpool and Broadgreen University Hospitals NHS Trust is one of the largest and busiest hospital Trusts in the North of England with nearly one million patients per year. The Trust first began using the Integrated Clinical Environment™ solution in 2005 to order pathology investigations, but sought additional ways ICE could be used in other departments and across more tasks for increased efficiency and better care.

As additional clinical modules and functionality for ICE were developed, the Trust increased their adoption of the solution to include results for pathology, radiology, and other specialist department systems. ICE is used in all clinical areas within the Trust as well as several additional facilities and general practitioner practices. ICE is integrated with a number of clinical systems in order to streamline the clinical workflow and make information readily available to caregivers in one central system.

#### Radiology

The radiology department has seen printing cost savings, reduced administrative and clerical requirements, and decreased opportunities for human error. Using clinical forms in the rheumatology department allows staff to complete assessments using ICE forms and calculate a patient's score automatically rather than on paper. Keeping the form accessible in ICE makes it available for the patient's next appointment and for easy cumulative analysis of past scores.

#### Service Providers List

By using ICE service provider lists, the Trust saves 6,000 pieces of paper per month and reduces the number of inappropriate referrals made by departments, saving 4.5 minutes per inappropriate referral. The staff made 20 fewer calls each day for Radiology appointment enquiries.

#### Integration and Interoperability

In addition to integration with the PAS, LIMS and RIS, ICE has been integrated with a number of other clinical systems in order to streamline the clinical workflow and make information readily available to care givers in one central system.



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“CliniSys ICE is regarded as one of the top three IT clinical systems within the Trust” - Trevor Hine, Consultant Biochemist and Pathology IT Manager

## Specific Benefits to RLBUHT Using ICE

### Savings

- £6-7k saved per month in lab reports
- Radiology ICE electronic alerts saving 15 hours of administrative and clerical time per week and 7 portering hours for delivering
- £15,000 per year savings on printers in radiology
- Reduction of 20 calls per day for appointments in radiology



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## Role of ICE

ICE is used within all clinical areas within the Royal Liverpool and Broadgreen University Hospitals NHS Trust as well as Liverpool Women's Hospital, Liverpool Community Health Services, Anti Coagulation Nurses, and Community Heart Failure Nurses. Access to ICE in these different care settings ensures continuity of care for the patient.

Over 100 GP practices across Liverpool and Sefton also access ICE via the Interop functionality from their GP systems. This allows them to launch into ICE in patient context from their GP practice system in order to place orders and view results. Approximately 50% of the work in the Royal Liverpool Laboratory is from GPs.

## Expanding the use of ICE to improve patient care

The staff at the Royal Liverpool and Broadgreen Hospitals NHS Trust have recently worked to maximise their use of ICE.

The National Confidential Enquiry into Patient Outcome and Death (NCEPOD) report takes a critical look at areas where the care of Acute Kidney Injury (AKI) patients can be improved.

Utilizing innovative functionality in ICE, the Nephrology Department is now able to set up discrete lists of patients for the three stages of AKI. Due to the success of this practice, a specialist nurse has been employed to monitor and manage these lists, ensuring AKI patients are identified at the earliest possible stage and ensure the correct care is given by the clinical and nursing staff.

Royal Liverpool has also explored how ICE can help meet their Care Quality Indicator (CQUIN) targets. A number of Clinical Forms have been setup on the system to ensure VTE and Dementia assessments are performed on patients within the agreed targets so that this information can be reported back to the CCG.

The Radiology Department are also utilising Patient Lists and Alert functionality with different alert codes indicating what action needs to be taken with the patient or whether follow up appointments are required. The results include cost savings within the department due to less printing requirements, reduced administrative and clerical requirements, and decreased opportunities for human error. The follow up actions on the Radiology Reports also ensure the Trust complies with the Ionising Radiation (Medical Exposure) Regulations (IRMER).

Using Clinical Forms in the Rheumatology Department allows staff to complete assessments using the form on ICE and calculate a patient's score automatically rather than writing it on paper, which had potential for human error and lost paper forms from case notes. With the form accessible in ICE, information is available for the patient's next appointment and the cumulative view can be used to show and compare past scores at a glance.

