CASE STUDY

Moving to mediSIGHT from a paper system: South Tyneside and Sunderland NHS Foundation Trust's Oliver Baylis discusses his experiences with us.

Sunderland Eye Infirmary

OBJECTIVE

It can often be daunting when deciding to take the leap from paper notes to using a specialised digital ophthalmology EMR. Let's be honest, there are a lot of benefits to using paper. However, there are also many drawbacks such as poor handwriting, limited detail, the increased possibility of mistakes, large files of paper following patients around, disaster recovery, security issues and storage to name but a few.

What is it like when you finally make that leap and install mediSIGHT in your clinical setting when you have been previously using paper only? Sunderland Eye Infirmary did just that recently, and here we speak to Consultant Ophthalmologist and IT Lead, Oliver Baylis about his experience. Oliver has been involved in introducing mediSIGHT at Sunderland Eye Infirmary from the initial business plan, to preparation and rollout of the different modules.

First, we asked Oliver about his role: "The main aim of my role is to develop the use of technology within ophthalmology and to become paper free at the point of care. As well as transitioning from paper notes to mediSIGHT, the trust has adopted electronic consent forms, upgraded to HEYEX2, networked previous stand-alone devices and developed functionality within the hospital's own generic EPR / PAS system."

Oliver continued, "It was apparent from an early stage that a generic EPR would not be suitable. There are multiple reasons for this - poor layout of records, no ophthalmology specific dictionaries, inability to present quantitative and qualitative data over time and lack of diagram capabilities.

The long track record and large number of other Trusts using Medisoft Ophthalmology and mediSIGHT was appealing. Feedback from colleagues in other Trusts also favoured mediSIGHT over other providers.

IMPLEMENTATION

A project plan was agreed with the team and resources at Medisoft and within the trust allocated. Training was provided online via Microsoft Teams during the build up to go-live. The benefit of this is that it provided flexibility for the staff and could be recorded to share with anyone that couldn't attend live sessions.

Once the training was completed the software was installed outside clinic times to minimise downtime. We asked Oliver what it was like for the team moving from paper to mediSIGHT, "The layout of the software, particularly the Overview screen is intuitive which really helps. Once all subspecialties are using mediSIGHT and the transition is complete, the full benefits will be realised. However, the ability to access the system from any PC as well as home provides flexibility."

"The main highlights are when staff spontaneously feedback: "mediSIGHT is better than I thought", or "it can do this / that", creating an audit at the touch of a button, and seeing a fully populated record on which transitions over time can clearly be seen."

Finally, we asked Oliver if he had any advice for other customers transitioning from paper to a digital EMR. "Don't underestimate the challenge - there will be some impact on activity especially early on - reducing clinics for a few weeks is much less stressful. Establish a good network for sharing tips/responding to queries locally. It's also important to ensure that your IT Infrastructure and PC's are an up to date specification."

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BENEFITS

- Full interoperability with other devices and systems
- Comprehensive audit and reporting capability
- Intuitive user experience
- Access from any location in the hospital
- Easy to view progression and outcomes data
- Enhance accuracy and reduced errors
- Reduce issues related to illegible handwriting
- Full patient record accessible instantly
- Alerts and flags always visible in record
- Role-based access - only access the data you require

RESULTS

""The transition was generally smooth and now nearly all modules are live. I'm happy with the outcome and can see mediSIGHT being our long term EMR going forwards, allowing paper notes to be fully withdrawn over time. With consistent, secure data entry over time, we will be able to generate reports and audits on metrics across the system."

Oliver Baylis
Consultant Ophthalmologist and IT Lead
Sunderland Eye Infirmary