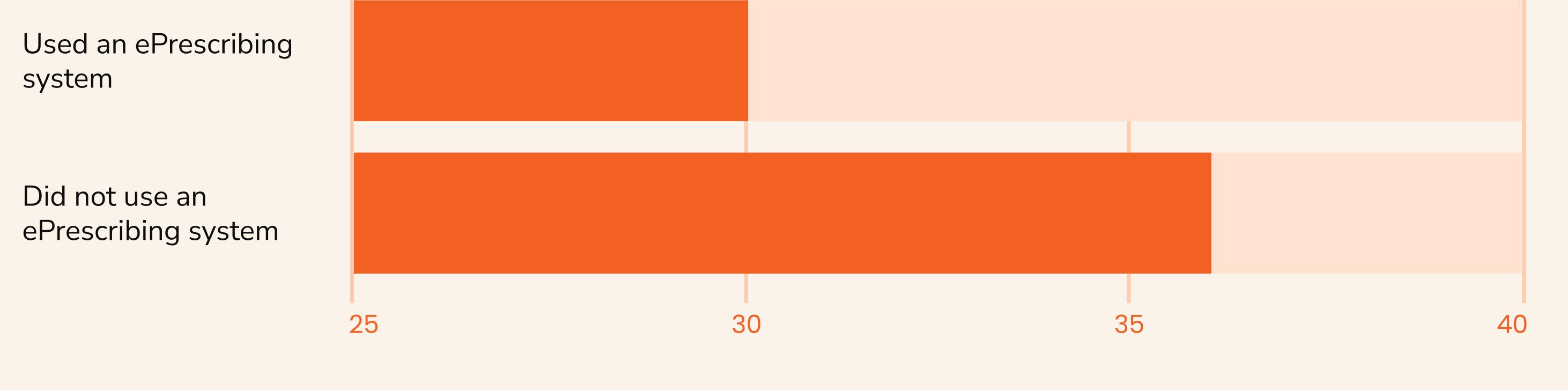
Digital Maturity Benefits Realisation: Therapeutics



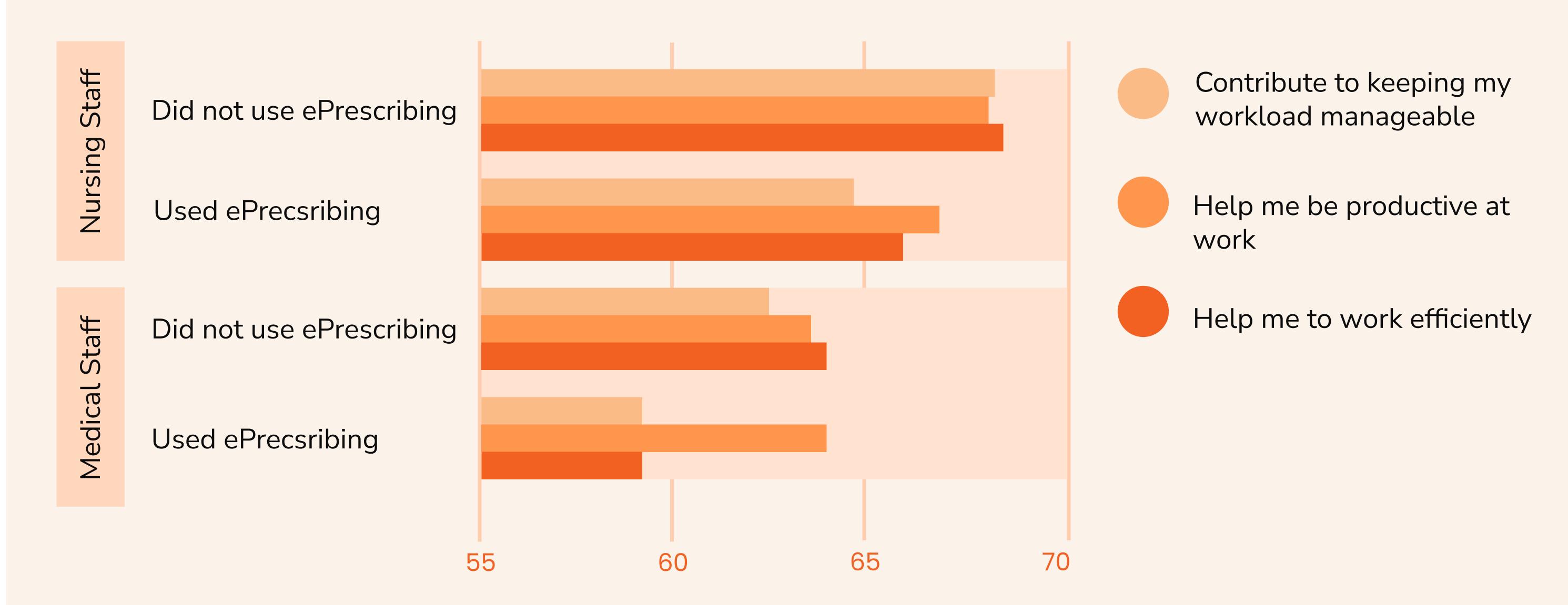
We asked participants how strongly they agreed Digital ways of working are important to the with the statement "I spend very little time relevant staff groups but benefits from finding things, information, patients/service users/social care recipients or colleagues."

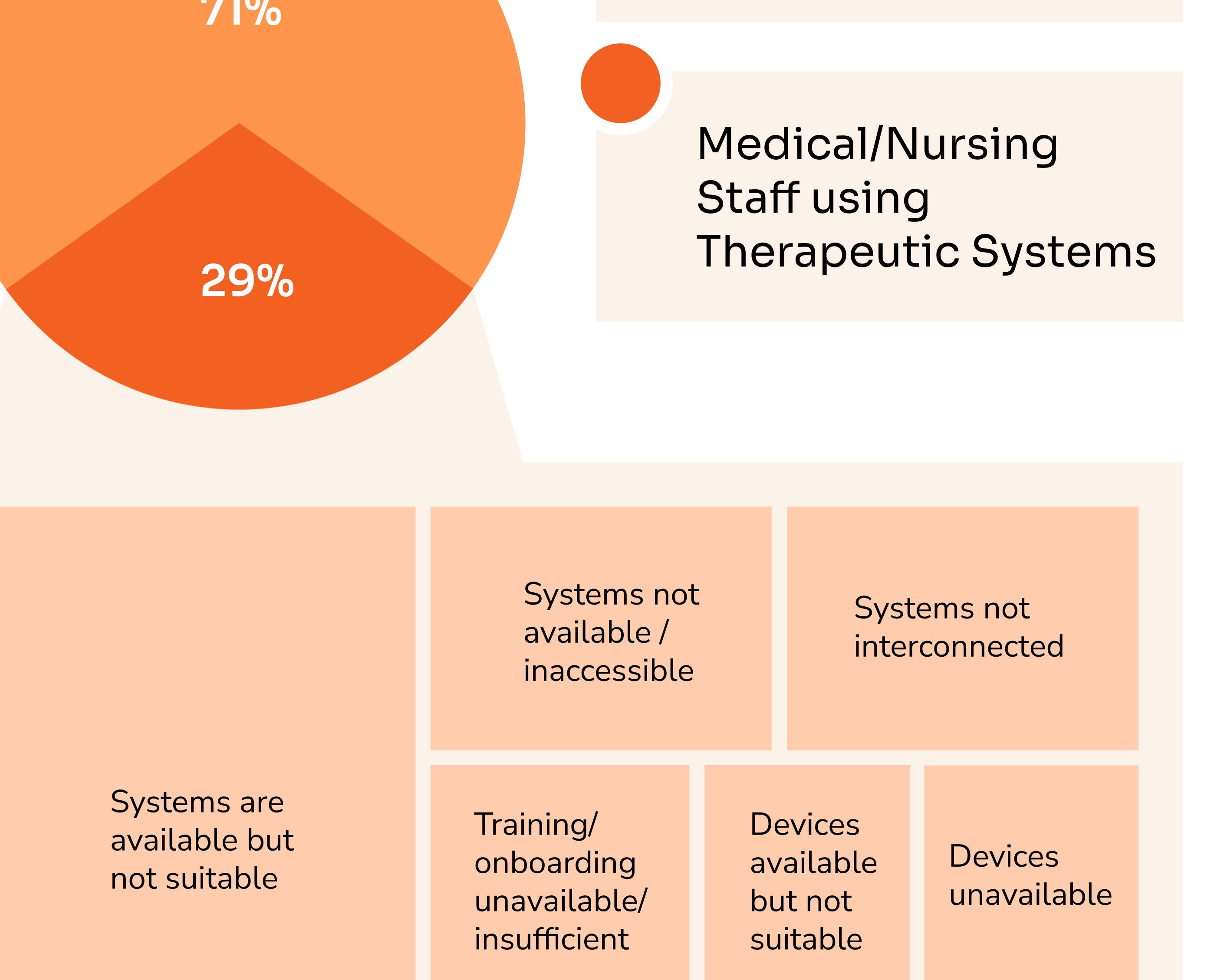
existing assets are constrained by access issues





Related questions: "Digital solutions..."





Real-life comments from users illustrate this:

Things get missed as not all staff have access to all of the available systems.

Ward rounds are challenging if trying to access EPR, HEPMA and e-Obs all from the same device

The consequences merit investigating available interventions:

Wi-Fi

unsuitable

Helpdesk

not suitable

Time to log

in too long

find that it is slower to administer medications to HEPMA with in patients comparison to the paper Kardex

It takes a huge amount of time to prescribe drugs which a patient brings into hospital from home which reduces patient safety



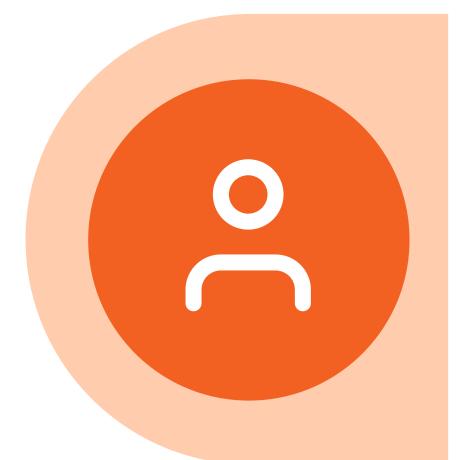
What systems are mentioned in this context?

Mainly HEPMA



Are there organisations that are particularly affected?

There is no meaningful distinction



How is leadership responding?

Some are augmenting national systems locally, sometimes by implementing additional systems in the same category

It takes much too long for new staff to get access to the systems.

In HEPMA, prescriptions are not checked as takes too much time

How are clinical staff responding?

In a number of ways, some of which are detrimental to clinical safety – e.g., working on parallel paper versions, missing checks, travelling to and waiting for suitable end-user devices



- Systems are not intuitive for many users
- Training and support don't address knowledge and/or functional gaps
- Improvements to onboarding and change management approach
- Availability of systems is not complete
- Slow systems and long log-in procedures make work less efficient
- Unsuitable end-user devices cause delays, inefficiency and frustration
- More holistic assessment of deployment environment, including devices and other roll-out constraints

HEPMA: Hospital Electronic Prescribing and Medication Administration System

