Case study: Using SOPHIA to digitise SOPs and improve clinical safety

Introduction

SOPHIA supports healthcare providers to protocolise care by enabling them to embed within their organisations a library of digitised, optimised SOPs ('standard operating procedures').

We implemented SOPHIA in a Mental Health Trust with 9,000+ staff working across 50+ sites, as well as a large number of community-based teams. The trust uses 7 EHRs and approx. 10 other systems for managing caseloads, risks, patient flow, etc.

The trust has a high reliance on bank / agency staff that are typically not familiar with Trust policies, way of working, systems and patient histories.

Challenges

- Avoidable clinical risk
- Incidents related to inappropriate discharges, patients' deterioration and falls
- Avoidable costs: unnecessary admissions, slow and paper-based processes & duplicated work
- Time-consuming training for new or temporary staff
- Major projects requiring process changes: virtual wards, bed management flow re-design, initiating clozapine treatment in community

Solution

The trust used SOPHIA to map out high-risk processes and digitise checklists. From the initial 10 priority areas defined by the Trust, we identified 40 discrete SOPs, such as:

- Pre-admission and admission pathways and digital checklists
- Transition pathways
- SOPs for the use of medical devices
- Discharge checklists
- Clinical risk assessment protocols
- Record keeping SOPs

Impact

SOPHIA has improved safety and efficiency for high-risk processes and saved time for inductions

- Staff have access to a digital and dynamic repository of SOPs and checklists, which makes them feel more confident
- Training and onboarding for new staff is safer and faster, making them more independent from day 1
- SOPHIA is supporting existing QI and transformation programs, ensuring that process changes are accessible to all staff

Quotes
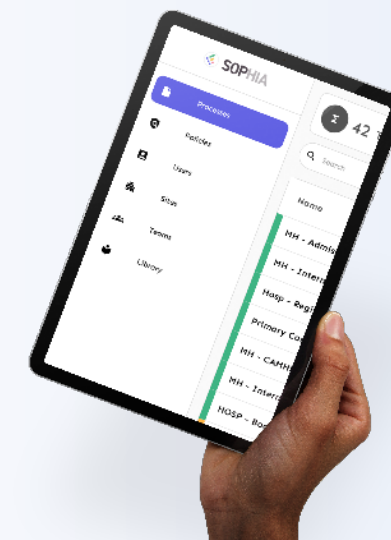
- "It's a tool to help you deliver if you've got problems with safety or productivity"
- "We've now got something we can work through to make sure that we are actually following the correct policies and procedures to make sure that our jobs are done safely and effectively"
- "SOPHIA will make the admissions process universal for all, clear and consistent"

Contact Information

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