Case study: Using SOPHIA to support an EHR implementation

C/F

Introduction

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

We used SOPHIA to support an Electronic Health Record (EHR) implementation at a Hospital Trust covering two hospitals and more than 400,000 patients. Despite the recent implementation of the new EHR system, the healthcare provider lacked sufficient training, and there was a lack of clear instructional materials or guides available for staff.

Challenges

- Staff confusion and stress due to inadequate training and materials
- Increased errors and duplications in data entry and patient care processes
- Challenges in data reporting due to incomplete or inconsistent data entry
- Risk of essential Treatment Pathways being missed, leading to compromised patient care and potential adverse outcomes
- Increased clinical risk arises from staff potentially missing steps in critical processes within the EHR

Solution

Used SOPHIA to map out all EHR-related processes for outpatients, including how to book, cancel and reschedule appointments, register referrals, amend clinic slots, check in patients,..

- Clear and accessible training materials for staff
- Easy creation, editing, and extension of training materials by managers
- Automatic generation of flowcharts, which provides visual representations of EHR workflows
- Access levels tailored to different teams, ensuring that each group only has access to relevant EHR processes and training materials
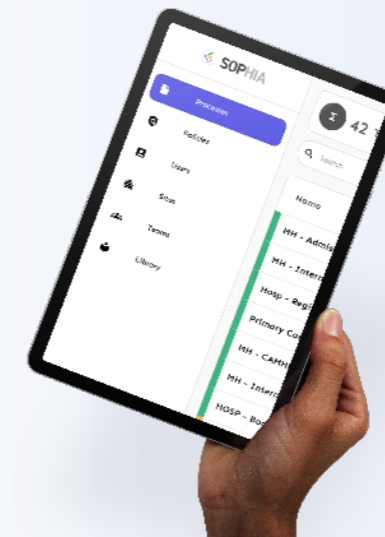
Impact

SOPHIA has improved consistency and efficiency, providing staff with access to a dynamic repository of SOPs

- Comprehensive training for new staff, improving understanding of pathways and RTT codes
- Training time for new staff is reduced, benefiting team leads and members
- Enhanced patient journey, leading to better experience
- Easy embedding of changes across teams

Quotes

- "I love the platform. I wish we had this a year ago when the new EHR was implemented" – Booking team member
- "These SOPs are fantastic. They are going to help the team a lot and reduce errors" – Outpatient Services Manager
- "This (SOPHIA) is spot on" – Director of Performance

Contact Information

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