

Case study: Using SOPHIA in Barwon Health, Australia

Background

Before SOPHIA, Barwon Health had varied operational procedures that were often difficult to locate and time consuming to update.

Challenges

- ✓ Lack of standardisation leading to errors and inefficiencies
- ✓ Increased clinical risks due to unclear procedures possibly impacting patient safety
- ✓ Insufficient training leading to anxiety and confusion

What We Did

Barwon Health engaged Carradale Futures through a pilot project in September 2023. They trialed the platform across four Barwon Health process areas:

- ✓ Specialist clinic referral and waitlist management
- ✓ Onboarding and local orientation of emergency staff
- ✓ Direct admission process (bypassing the emergency department staff)
- ✓ Pharmacy – aseptic and oncology processes

We are now supporting Barwon staff to create a full library of digital sops and checklists across all departments

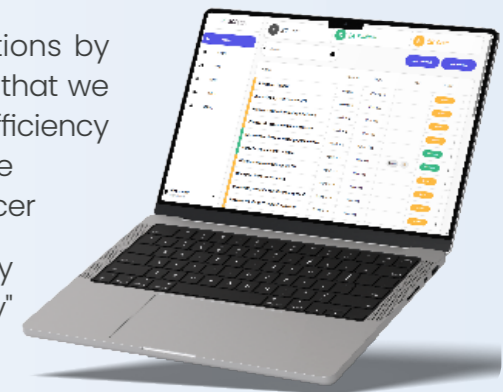
How We Did It

We collaborated with Barwon leaders to prioritise SOP areas, and worked with frontline staff to build and update SOPs and checklists. We directly engaged with a program manager to reach diverse teams across clinical, corporate, and administrative functions. During a two-week onsite visit to Barwon, we engaged with over 120 staff, ensuring a successful deployment through:

- ✓ Workshops with SOP leads and teams
- ✓ SOP building sessions
- ✓ Workshops with department leaders
- ✓ SOPHIA platform training and feedback sessions
- ✓ Larger interactive presentation to organisation leaders

What Barwon Staff Say

- "SOPHIA has really helped our service operations by helping to standardise our ways of working so that we will be able to have consistency and improve efficiency across the organization ultimately improving the measure of care" – Deputy Chief Operating Officer
- "Carradale Futures team have been really supportive and understood our needs very quickly" – Care Coordinator
- "The unique benefit of the platform is that it enables standard operating procedures to become more user friendly and accessible to staff compared to traditional mediums such as word documents or pdfs" – Director Strategic Projects



Impact of SOPHIA

Through the pilot project, the following impacts were identified:

- ✓ Collaborative creation of 90+ standard operating procedures on the SOPHIA platform, including single and multi-pathway procedures, checklists, and competency lists
- ✓ Adoption of SOPHIA to support existing improvement projects such as one to improve and standardise access to services via the Emergency Department
- ✓ Barwon Health staff have integrated SOPHIA into daily workflows and are using it to support training and onboarding of new staff

