NHS Trust cuts smartcard registration by 50% with Bizagi

Online workflow system streamlines operations for healthcare provider.

Easy-to-follow online system guides users through smartcard registration workflow, eliminating bottlenecks and errors.

Over 6000 healthcare staff based across 8+ geographically dispersed sites use Bizagi BPMS to gain appropriate access to patient records.

Objectives

✓ Design a new automated smartcard registration process
✓ Integrate with all existing NHS hardware
✓ Improve the way new medical staff receive access to patient records
✓ Provide senior managers with access to strategic information
✓ Set the bar for continuous process improvement within the Trust
✓ Achieve a high level of satisfaction from medical/admin staff

Achievements

✓ Process mapped and implemented in under 4 weeks
✓ Reduction of smart card processing time from 5-6 weeks to under 13 days
✓ Access to information needed for process improvement
✓ Fewer process bottlenecks; better management of resources
✓ High level of satisfaction from users and senior management

Workflow analysis has improved smart card processing times, reduced errors and improved back office efficiency.”

Jan Wood, AD of IM&T
Overview

The National Health Service (NHS) Buckinghamshire either commissions, or provides a wide range of high quality healthcare services to residents throughout Buckinghamshire, England.

The region consists of three main hospitals, five community hospitals, and a number of community sites that provide generic and speciality services such as dermatology, allergy and skin cancer treatment. The region is also home to the National Spinal Injuries Centre.

Challenges

Allowing 6,000 staff working within the Buckinghamshire NHS Trust to have electronic access to correct patient information is highly complex. Every member of staff who requires access to the clinical system must do so via a smartcard and computer terminal. Each time they do so, they must have access to appropriate level of patient data based on their role within the trust.

This challenge is made more complex by the dispersed set-up: medical teams and equipment are spread throughout the county, while staff turnover means locum staff are used at many locations. In addition, a separate registration authority manually processes and issues each new smart card. Each time a new staff member is employed, they kick-start a five-step process before gaining their smartcard.

The existing paper-based system also stifled strategic decision making as Jan Wood, Assistant Director of IM&T for NHS Buckinghamshire comments, “The existing system was full of data but lacked information. It was difficult to extract insights which made strategic planning, such as allocating resources and identifying bottlenecks, very difficult.”

As a result, the NHS gained a simple, easy-to-follow online process that seamlessly guided the user through smart card registration.

The process begins when the employee’s new manager inputs new starter information into the Trust’s central IT system. Bizagi automatically ensures this information is sent to the relevant registration authorities and a time and data scheduled for a face-to-face meeting. All parties are kept up to date via notifications. Following the meeting, the smart card is automatically printed and dispatched.

Results

Within one month, the process was fully implemented and the process went without a hitch from day one. The time taken to process a new smart card has been halved from between five - six weeks to less than 13 days. The entire project was completed on time and on budget and has been exceptionally well received by the senior management team. Jan Wood, AD of IM&T comments, “Workflow analysis has improved smart card processing times, reduced errors and improved back office efficiency. We are planning to move two administrators into higher value posts as a result of the new system. Overall the new workflow allows us to provide better customer service to our customers who are themselves delivering patient care”.

Wood continues, “From a management perspective the solution has given us a number of strategic benefits as we have eradicated process bottlenecks, identified areas of under- and over staff utilization, and can now produce insightful strategic management reports which allow us to better utilize resources to improve patient care. Back office rationalization is a key objective of the current UK Government; we know we’re already ahead of other Trusts due to the Bizagi BPM platform.”

Best Practice

✓ Involve all stakeholders in the technology selection
✓ Identify a first process that touches many people
✓ Ensure end users participate in the trial and testing phase
✓ Utilize a risk-free modeling tool to map processes
✓ Align process improvement with strategic objectives