St Michael's Hospice to enhance standard of care with mobile clinical management system from Advanced

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Crosscare to increase patient time by up to 20 per cent and cut 150,000 paper records

6 July 2015 – St Michael's Hospice (St Michael's), a leading provider of specialist palliative care to people in the Hastings and Rother area, is to achieve major efficiencies by implementing a mobile clinical management solution from Advanced Health & Care (Advanced). The Crosscare solution will go live in March 2016.

St Michael's provides inpatient, hospice at home and day services to 1,500 people with life-limiting illnesses each year. Crosscare will enable the organisation to increase the time its hospice workers can spend with patients by up to 20 per cent through automating manual processes.

Elaine McDonough, Head of Clinical Services at St Michael's Hospice, comments, "We are modernising our services and sought a solution that would reduce inefficient administration. We considered several systems but many lacked the necessary functionality and user-friendliness that we required.

"In contrast, Crosscare has been specifically developed for the hospice environment and met our specialised needs. The system's flexibility, ease of use and integrated mobile technology will provide a safer and more effective means of documenting an individual's care."

Crosscare will streamline the management of a patient's initial referral and multiple, concurrent episodes of care from beginning to end, eliminating time-consuming administrative processes. The system will electronically store full patient records including individual care plans, assessments and reviews. Statistical graphs can also be tailored to automatically calculate risk scores and effectively monitor progress to aid decision making.

In addition, Crosscare will assist St Michael's to prepare for the Palliative Care Funding Review and comply with the Outcome Assessment and Complexity Collaborative (OACC) initiative. Information relating to the organisation's performance measures will be incorporated into Crosscare for reporting purposes.

Elaine says, "Being able to easily record, track and report on a patient's entire journey will allow us to deliver enhanced standards of care. Crosscare will also eliminate the need to store and maintain approximately 150,000 paper records each year, dramatically improving the accuracy and speed of which we can access contemporaneous clinical information."

The mobile functionality will enable St Michael's doctors, nurses and healthcare assistants to spend more time with patients in their own homes. Authorised staff can securely access patient information and care schedules using tablet devices electronically at the point of care. All updates are imported into the centrally deployed system, relieving the burden of time-consuming administration.

Elaine adds, "Introducing leading mobile technology will allow our staff to remain out in the community

for longer. We estimate the solution will save them between one and two hours a day as they can update patient notes and records immediately instead of having to return to the office."

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Notes to Editors

About St Michael's Hospice
Since opening in 1987, St Michael's Hospice has cared for more than 12,500 people with life-limiting illnesses in the Hastings and Rother area through a number of different services. Many of St Michael's patients are cared for at home with skilled nursing support or night sitting services. The organisation also offers a range of day services at its hospice, providing supportive care and company.

www.stmichaelshospice.org/

About Advanced Health & Care
Advanced Health & Care (Advanced) is a leading provider of IT management systems for adult and children's community, mental health, hospice, home and residential care services, as well as urgent and unscheduled care and clinical call centres.

Advanced focuses on providing innovative mobile IT applications for community based care, supporting tens of thousands of care workers and clinicians with integrated phone, software and airtime solutions.

Working with partners in the NHS, local government and the private sector, Advanced offers IT solutions in support of safe, efficient care delivery with integrated management information. Advanced's unique proposition is its range of integrated care solutions offering visibility of information for both the commissioner and care provider.

Advanced Health & Care is a division of Advanced Computer Software Group Limited, a leading supplier of software and IT services to the health, care and business services sectors. In 2014, the Group won Tech Company of the Year in PwC's UK Tech Awards. Advanced was also ranked in the Deloitte UK Fast 50, which recognises the 50 fastest growing technology companies in the UK and ranked in the top 300 technology companies in Deloitte's EMEA rankings.

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