


Case Study

Great Ormond Street Hospital

Using Microsoft SharePoint to efficiently search and manage patient documents, control access and enforce policy compliance.

Great Ormond Street Hospital for Children NHS Trust is one of the world's leading children's hospitals and part of the largest centre for research into childhood illness outside North America. Although it has a 96% patient and parent approval rating, constantly improving its service to families remains a top priority. The NHS is facing the need to find massive improvements in efficiency and as the Trust specialises in the rarer and more complex conditions, patients can be seen by many different teams, which can add to documentation complexity.



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Great Ormond Street Hospital for Children



NHS Trust

Challenges

Helen Vigne, CRS Project Manager was tasked with restructuring and reorganising electronic patient documentation in an effort to drive efficiency. Vigne had a clear goal; access to clinical documents, patient confidentiality and compliance were crucial. Clinical staff also sought to be far more productive when spending their time on clinical and research work in an attempt to provide the best care for their patients.

GOSH had been utilising a mixture of processes across all departments for handling, storing and searching for clinical documents. With documents stored in different locations across the organisation, it was often difficult for clinicians to find relevant information quickly as there were no standard cross-departmental processes in place. There were often instances where paper notes were in use by other departments, meaning that clinicians who didn't have access to the local department found it impossible to access the required information.

The Solution

When researching possible solutions, Vigne believed she would need a bespoke system to address the Hospital's specific issues appropriately. However, after a meeting with CPS it became clear that Microsoft SharePoint could provide a level of functionality that would meet the organisation's exact requirements in terms of project complexity and cost.

Commenting on the decision to implement Microsoft SharePoint and engage with CPS Vigne comments;

'CPS could provide us with a complete end-to-end solution that encompassed everything from requirement gathering through to end user training and post-implementation support.'

Microsoft SharePoint Server was installed to centralise document storage in a repository, enable effective search and indexing and for providing definable access levels. The main objective was to continue protecting data while reducing the risk of clinicians not being able to source the information they needed. Microsoft SharePoint also allowed GOSH to back-up and store documents more appropriately.


Approximately 1,500 clinical and support staff access the SharePoint repository on a regular basis with the ICT department managing the administration of the system. Before the implementation, hospital staff had to pursue information across 70 clinical departments via the telephone or by searching through paper notes. Now over 900,000 documents are effectively searched, indexed and retrieved from the central storage portal greatly improving productivity levels.

Working closely with the team at GOSH, CPS developed customised views for the returned search results to simplify the user experience and a standard template which was rolled out across all departments. The template included ID verification to ensure access control was respected in parallel with the new fast search functionality. Talking of her experience working with CPS, Vigne describes:

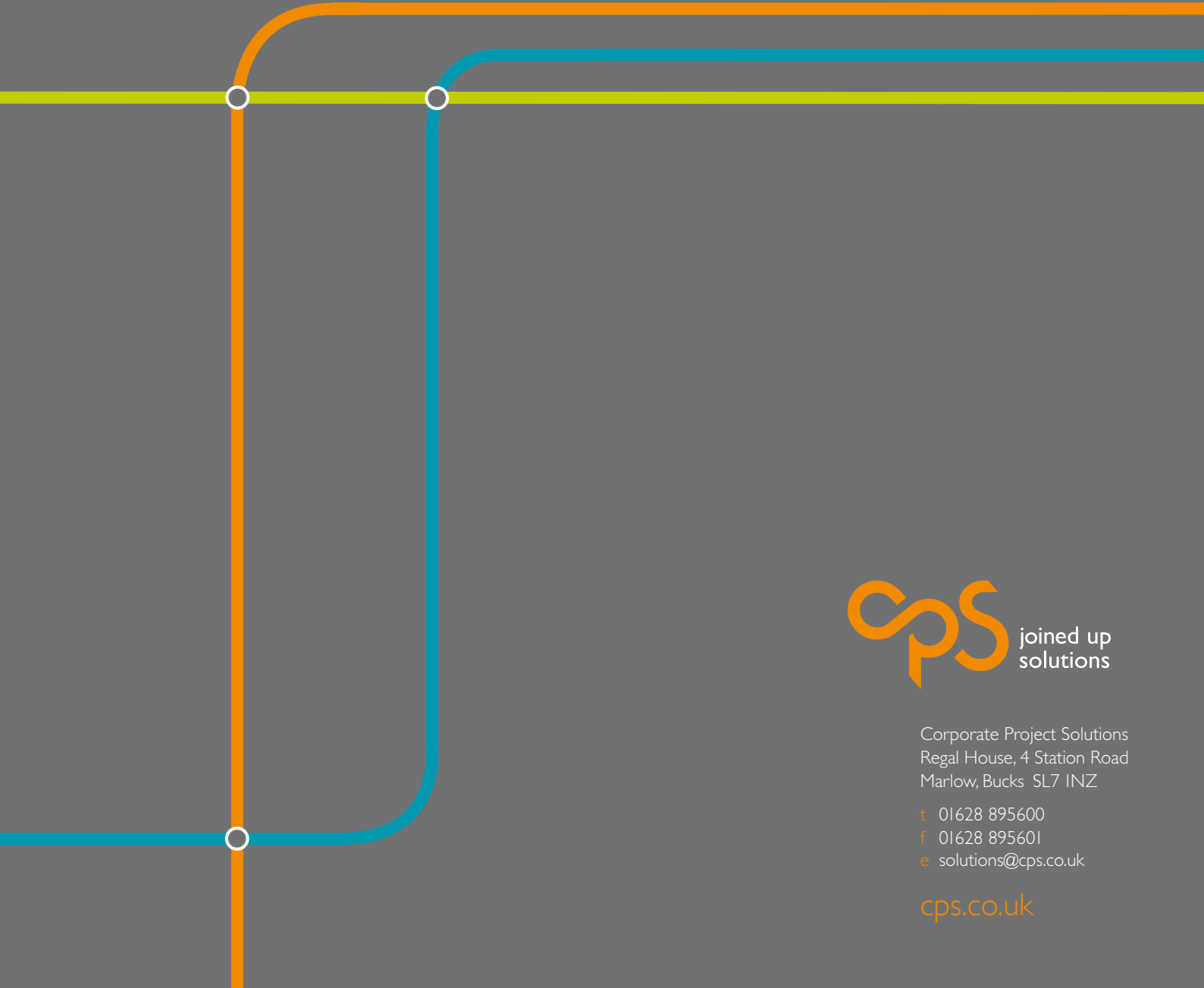
'CPS' ability to interpret our requirements and make them a reality has been invaluable. Their expert knowledge of Microsoft SharePoint is proven in the quality of the implementations and the effectiveness of their solutions.'

The success of the project has meant that SharePoint is being considered for non-clinical documents, intranet sites and additional departments. Commenting on the implementation, Helen Vigne concludes:

"Everyone in the organisation is totally behind the implementation. The project has been very successful and our staff are finding they can spend more time focusing on caring for the children at Great Ormond Street Hospital."



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