

Document & Records Management Solutions for the NHS

Driving down cost, improving patient services



CIVICA

Introducing Civica Document & Records Management for the NHS

About Civica

Health service providers face unrelenting social, demographic and financial pressures to deliver improved services with increasing constraints. Civica Records Management works with the NHS, healthcare providers and commissioners to extract the most from scarce resources in order to maintain and improve patient care while driving out cost savings.

Civica's Electronic Document Management (EDM) and Workflow systems are amongst the most widely used in the public sector. Some 200 organisations have successfully deployed our solutions and made substantial savings from the removal of paper records alone.

Civica's Paris solution is an integrated electronic patient record and case management system for monitoring and managing all aspects of community-based health and social care. It is used by health service providers and local authorities across the UK and Canada.

Civica provides service level agreement management (SLAM) and costing systems for healthcare commissioners and providers. Adopted by 185 trusts, SLAM is the leading product of its type in the sector.

Civica supplies:-

- > More than 250 NHS organisations, including two thirds of the UK's Foundation Trusts
- > 80% of Acute Trusts and 70% of English Foundation Trusts
- > More than half of PCTs, together with some of the leading health services in Canada
- > Processes £35 billion of NHS funds
- > Has digitised to date over 140 million images and documents.



Our solutions

We provide a comprehensive range of services for both digital and physical records management designed to transform patient services and achieve significant savings.

EDM & Workflow (Civica WinDIP)

Overview

Civica is one of the foremost providers of electronic workflow and document management systems, helping customers to streamline the delivery of services and to achieve a more cost-efficient way of working.

Delivering to all NHS Trusts, we are supporting our customers in providing an electronic document management solution that is complementary to the electronic patient record (EPR) and provides a foundation to support clinicians and their administration teams in delivering improved and re-designed services.

Service highlights

- > Reducing the cost of capturing, storing and sharing information across the organisation via Civica's EDM solution and innovative scan on demand programmes
- > Supporting clinicians and administrative staff in getting the right information at the right time
- > Increasing the patient satisfaction levels through faster access to information for clinical staff.



Civica WinDIP Enterprise provides us with a stable and effective platform to view over 220 million images throughout the Trust and provides a key pillar in our strategy to move to an electronic patient record. Civica was able to bring valuable experience and agility to the project... and we look forward to realising the benefits of our e-Portal development.

James Rawlinson
Assistant Director of IT

The Mid Yorkshire Hospitals
NHS Trust

Scanning and Document Processing

Overview

Civica has been providing Digital Conversions Services to customers for over a decade. Our 200 strong team working across 4 UK locations provides a range of specialist processing services. We scan 13 million images per month, currently, with extensive experience in the healthcare sector.

We are committed to helping the NHS achieve its plan to digitise all patient records by 2015.

Service highlights

- > Scanning – large format, x-ray, microfiche and film
- > Indexing, preparation, scanning and QA
- > Tracking and returns services (electronic and physical)
- > Secure destruction and disposal
- > ISO27001 and ISO9001 accreditation
- > N3 connectivity
- > Extensive healthcare experience.



- > Guys' & St Thomas' NHS Foundation Trust – 500,000+ records to date
- > Leeds Teaching Hospitals NHS Trust – over 6 million records and documents to date
- > Lancashire Care NHS Foundation Trust – over 1.5 million records to date.

Digital Mailroom Services (Electronic Post Room)

Overview

The handling and management of paper-based correspondence and documentation is an area where significant opportunities exist to reduce unnecessary cost and drive efficiencies.

Whether customers are looking to set up a digital post room for the first time or looking to outsource an in-house provision, Civica has had demonstrable success in addressing the associated challenges.

We work to a stringent service level which means we process post within the day of its receipt. Work is carried out in a customer-specific, security-controlled area, with a regular team specially trained in that customer's requirements. Back-up staff are also trained and drawn from the Bureau at a moment's notice to cover any peak loads.

Service highlights

- > Re-directed mail and collection services
- > Dedicated team and physical area – no cross contamination
- > Backlogs eliminated
- > Fully automated process achieves 100% accuracy
- > Barcode codification of client/matter/ document type automates flow into electronic in-tray
- > Secure return, storage and destruction services.



The service Civica provides is second-to-none, high quality and incredibly flexible. Time to service transformation is only 8 weeks with delivered cost savings of 30%.

Medical Records & Equipment Tracking

Overview

Civica is a highly experienced provider of Records and Asset Management software, providing cost effective solutions using both barcode and Radio Frequency Identification (RFID) technology. Our solution is a web-based, thin client system enabling a one sever install for rapid deployment. An off-the-shelf solution that can be used for the tracking of a wide variety of assets such as equipment, consignment, prosthesis set, boxes and files as well as the movement of patients: for example from a ward to theatre.

Service highlights

- > Distributed database solution giving access across multiple sites
- > Very easy to use, minimal training
- > Constant knowledge of asset location
- > Provides total accuracy and uniformity
- > Fast asset movement capture, can be updated in real-time
- > Unlimited records, assets, users and locations
- > Logging of future requests for assets in use
- > Patient record history ensures proper security
- > Facilitates finding lost assets and auditing to ensure compliance
- > Maintenance and retention scheduling
- > Variety of RFID tags available for records, patients and equipment including tags that can survive autoclaving.



Customer example:

The Civica Asset Management solution has been utilised by a number of public health-centric organisations, with one particular Health Authority using both barcode and RFID technology for the tracking of 40,000 medical files across two hospitals and two out-patient clinics. This includes the automation of medical records handling at 6 Patient Wards and the Records Centre using RFID readers to capture the re-time movement of the patient file whilst in circulation.

Storage and Filing Solutions (including Managed Archiving)

Overview

From our 20,000 sq ft highly secure storage facility in Northampton, Civica provides a range of filing solutions for our public sector customers. These include long term file storage, file retrieval, managed archiving, scan-on-demand as well as secure destruction of documents at the end of the statutory retention period. Our out-sourced archive service puts all your documents under FileTrail control, which enables users to search, view and request retrievals online, 24 hours a day.

Service highlights

- > Tailored SLAs – 4 hour via FTP
- > Traditional filing systems
- > High density storage, colour coded filing
- > Filing supplies, file conversions
- > Relocations.

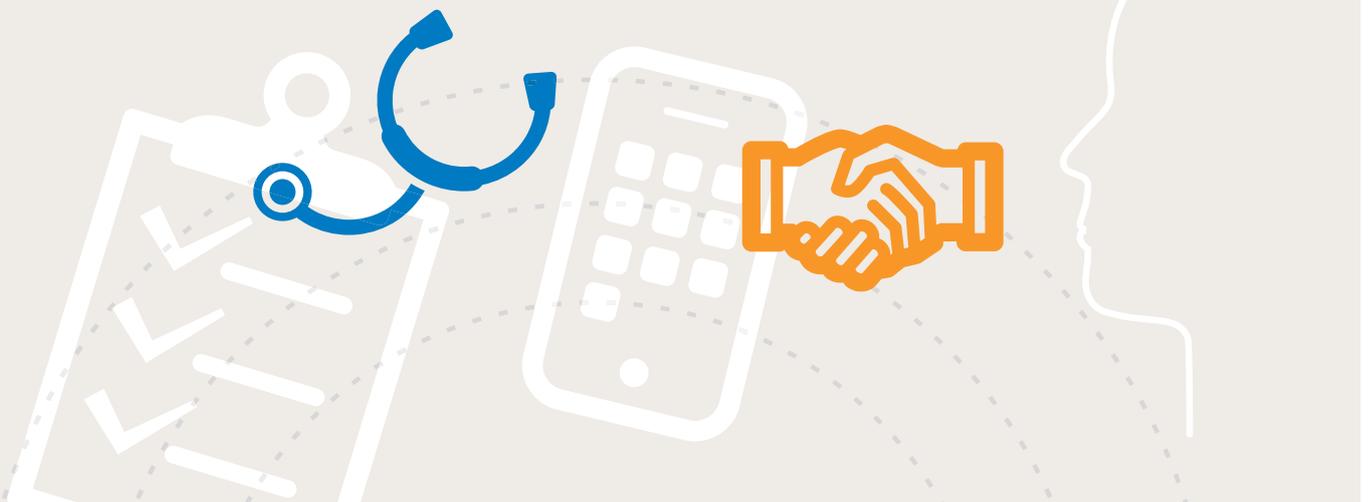


- > NHS Professionals
- > Northamptonshire Healthcare NHS Foundation Trust
- > Partnerships in Care.



We have been storing Health Records on alternative media since the mid 1980s. Civica WinDIP Enterprise has allowed the Trust the opportunity to take the next step forward, move towards a full EDM solution at its own pace. Currently departments across the community are able to view archived images easily 24/7 and more interest is being generated by clinicians wishing to explore using Civica WinDIP Enterprise for paper light/paperless clinics.

Liz Williams Health Records/PAS Manager
South Devon Healthcare NHS Foundation Trust



Other Civica Capabilities

Electronic Patient Records

Overview

Civica's Paris was the first combined health and social services system, designed to encourage multi-disciplinary working with comprehensive and configurable security mechanisms. Developed with the close involvement of practitioners, managers and administrators, it covers a wide range of services including mental health, community health, child health and social care. Based around a central index and core case management modules such as referrals, assessments and case notes, the system contains comprehensive features for tailoring its operation to organisations' requirements and encourages standardisation of practice and terminology across teams and services. Its centralised deployment and use of industry standards to publish the application to the users via a secure browser interface supports smarter working and the ability to access the whole system whilst mobile.

Paris is comprehensively used across England, Wales, Northern Ireland and Canada.

Paris core functionality:

- > Inpatient functionality
- > CPA functionality and compliance
- > Mental Health Act functionality and compliance
- > Registration/demographics
- > General data/information capture
- > Operational reporting
- > Corporate/statutory reporting
- > Caseload management
- > Assessments
- > Process notes
- > Case notes (EHR).



Cardiff and Vale University Health Board

Cardiff and Vale University Health Board is one of the largest NHS organisations in the UK and provides day-to-day health services to a population of around 445,000 people.

The organisation deploys Civica's Paris solution across their mental health acute and community services, alongside community (district) nursing, health visiting, community podiatry and community child health teams giving access to a single client/patient record. To highlight the extent to which they are using the system since installation they have written over 2.3 million clinical case-notes into Paris and written up 125,000 clinical assessments.

Financial Management

Overview

Effective financial management is increasingly critical for healthcare providers who face rising demand for services set against increased spending constraints and significant changes in the procurement, commissioning and delivery of services. Civica is the NHS's leading supplier of commissioning, costing and service line reporting solutions, with over 200 customers – including commissioners, primary care, mental health and secondary healthcare organisations – using our financial management software and related services. We work with our clients and deliver solutions that streamline the management of health and social care to facilitate the delivery of effective patient care.

Service highlights include:

- > The core SLAM application is the most widely used solution of its kind
- > It is deployed across half of the NHS, processing in excess of £35 billion of NHS funding each year
- > Delivers advanced and user friendly reconciliation, validation and analytical functionality
- > Allows CSUs, CCGs, GPs and provider Trusts to communicate via a commissioning reporting portal
- > Cost Master PLC is a 'latest generation' patient level and reference costing solution, developed especially to support the NHS requirements for reporting, clinical engagement and local cost management.



GP practices are demanding more accurate pricing information earlier. We have chosen Civica as our new partner, based on their ability to bring a combination of technology, people and business processes as well as expertise in local NHS Trusts and the market, to move forward with improved management and control of commissioning.

Paul Birch
Head of Contracting
& Business Intelligence

NHS Milton Keynes and
Northamptonshire Commissioning
Support Hub

Software Licensing and Asset Management

Overview

Software purchasing can seem like an impossible maze of products, versions, licensing schemes, prices and legal requirements. It can be costly and labour intensive and organisations may end up paying more than they need to. Civica has the skills and resources to lead customers through the maze, quickly and cost-effectively. We are one of the leading suppliers of licensing advice, competitively priced software, software asset management (SAM) and associated services to the public sector.

We can identify for our customers substantial cashable savings, opportunities for improved governance as well as generate compelling reasons to adopt more efficient technologies and processes.

Service highlights include:

- > Long-standing relationships with all major software vendors
- > Expert advice that is readily available direct from the software vendors themselves
- > Market-sector teams, expert on the latest products, licensing schemes and options
- > Tiered SAM solutions, scaled and tailored to suit each customer's specific circumstances
- > Delivered savings of up to 30% of licensing spend.



We recently had an external audit of the Trust's implementation of SAM with respect to Microsoft software products. We have been notified by the external auditors that the outcome of this audit is 'substantial assurance' – the highest level of assurance. Civica has been instrumental to the implementation thus far.

ICT Project Manager
Imperial College Healthcare
NHS Trust

For more information

To find out more about how Civica Records Management and other services can help your organisation, please contact: michael.hayward@civica.co.uk





About Civica Services

Civica Services is a market leader in flexible IT and business process services that help customers drive down costs, improve delivery and transform their operations, with a strong focus on people and outcomes.

About Civica

Civica is a market leader in specialist systems and business process services that help organisations to transform the way they work. Through experienced people who understand service delivery, the Group applies software, managed services and outsourcing to help customers streamline their activities. Civica supplies more than 2,000 organisations in the UK, Australia, New Zealand, Singapore, Canada and the USA, helping our customers to achieve a successful and more cost efficient way of working.

London

2 Burston Road
London SW15 6AR
Tel: +44 (0)20 7760 2800
www.civica.co.uk

Yeovil

The White House 114 Hendford Hill
Yeovil Somerset BA20 2RF
Tel: +44 (0)1935 424356
www.civica.co.uk



@CivicaUK



www.linkedin.com/company/civica