

SBRI HEALTHCARE CASE STUDY

Careflow *(A System C & Graphnet*

Care Alliance company)

INNOVATION

Careflow Connect

Modernising Care Communications: Real time connectivity making a real difference to your healthcare organisation and your patients.

COMPETITION

Patient Safety & Reducing Pressure on Urgent & Emergency Care

FURTHER INFORMATION

Web: www.careflowconnect.com

Tel: +44 (0)3330 772 599 *Email:* enquire@systemc.com



CLINICAL NEED

Technology is required to improve workflows within the NHS by replacing the need for clinical staff to use pagers, faxes and other paper-based methods of communication which can cause delays in patient care and are not cost effective. Using traditional means of communication such as pagers and paper notes causes reporting, conversation and coordination delays.

In fact, research suggests that people who are frequently paged can spend 20 percent of their time looking for and waiting on phones.* Caregiving is a team game and the players are not always in the same place at the same time. This can cause communication delays regarding urgency and the best treatment. This ultimately puts patients at risk, results in longer hospital stays, and spikes hospital costs.

Taking one scenario of trying to reduce the risk of acute kidney injury (AKI), technology could make a big difference in reducing progression of the disease. According to NICE, AKI is seen in up to 18% of people who are admitted to hospital, and those with AKI tend to remain in hospital 4.7 days longer than people of the same age in the same HRG without AKI.

**Health Service Journal, 2013.*

SUMMARY OF INNOVATION

Careflow is an integrated communication platform available on any mobile or web device, delivering faster clinical communication, better collaboration and safer care. Careflow Connect's mobile and cloud-based messaging system reduces inefficiencies in healthcare communications by ensuring care teams can send, receive and log patient information via their smart device around the clock wherever they are.

Careflow's mobile and cloud-based digital app fully encrypts all the data it collects and provides care team members with patient information and correspondence. The technology allows instant messaging, file sharing and real-time discussions wherever people are at a particular time.

In a trial with East Kent Hospitals University NHS Foundation Trust, the Careflow system reduced the number of patients who deteriorated from AKI stage 2 to Stage 3 while in a secondary care setting. Stage 3 patients tend to stay in for longer.



