

building an
integration strategy
to support the
patient, staff
and future

why



**“ it comes down
to the right
technology and
the right people
with the right
skills working
for you ”**

Alan Tuckwood
Business Systems Support
& Development Manager
Southend Hospital NHS Trust

“we are the experts in integrating and simplifying healthcare processes and technology”

“we deliver real benefits by focusing on the clinical context as well as the technical requirements”

The Situation

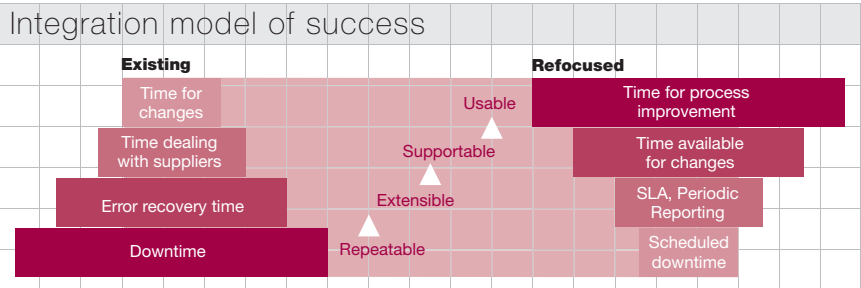
Southend Hospital NHS Trust was one of many Trusts facing the challenges of meeting aggressive integration targets set by the National Programme for IT. The Trust recognised that the introduction of new technology and standards were to play an increasingly vital role in equipping staff with the information they needed to improve patient care and provide a robust foundation for future development plans.

The National Programme's objectives rely heavily on the integration of existing systems, some of which still have a perfectly acceptable life cycle, into a new IT environment that supports joined-up patient care. Trusts need to balance the investment made in their existing systems with the introduction of new applications. This will provide an integration solution that supports the patient, supports staff and still meets government objectives for the National Programme.

With many disparate business systems supported by multiple vendors, rising costs and lengthy development cycles, Southend Hospital NHS Trust needed to rethink its IT integration strategy.

The Solution

The Trust needed to create a central Patient Master Index (PMI) that was synchronised across all clinical systems. It had two objectives: firstly to dynamically share PMI data with a reliable interface from the McKesson Patient Administration System (PAS) to the Masterlab pathology system and secondly to generate a standalone Microsoft SQL Server-based PMI to aid future interfacing requirements. Microsoft's SQL Server was selected as it provided the scalability to address future data flow requirements and also the Trust's in-house



team were already familiar with the technology.

Microsoft BizTalk Server was to sit at the core of the new integration strategy. It would bring together all the necessary clinical systems and support HL7, as the national standard for interoperability of clinical messaging.

The solution was built on the Microsoft .NET framework and was developed using Microsoft Visual Studio.NET. The .NET framework enables speedy development thanks to the use of the Common Language Runtime and standard class libraries, which means that code used for common tasks can be quickly and easily reused. By working with the Trust to simplify processes and standardise on technology, WCI has created a solution that maximises existing IT investment, reduces support costs and provides scalability for the future.

WCI's proven methodology for system integration was used once again to ensure a successful and timely project.

Benefits

By choosing the right infrastructure, and the right people with the right skills, Southend Hospital NHS Trust now benefit from:

- **robust and scalable infrastructure**
- **an integration solution that protects existing investment**
- **National Programme compliance**
- **safe and improved patient care**
- **staff confidence in accessing reliable and accurate data**
- **simplified processes and system interfaces**
- **supportable and centralised solution**

Alan Tuckwood, at the Southend Hospital NHS Trust, says: *“Up until recently we had been doing lots of fire fighting which was causing a lot of frustration, but we're now in a really good position to move forward. Most of the Trust's 2000 clinical employees will be affected by the integration work as the entire hospital is dependent on its PAS and the quality of the data within it. The quality of the clinical data held in these systems has a direct impact on patient care.”*

“The improved data accuracy and integrity between systems has enabled us to ensure that quality information is now available for clinicians in a timely and effective manner,” says Nick Fernandez, Director of IT.



Simplify what you do
to reduce waste and improve patient care

“we selected WCI for their expertise in health application integration and detailed knowledge of the National Programme”

Richard Moulds, Programme Manager Connecting for Health at South Manchester University Hospital NHS Trust

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