

## South Warwickshire University NHS Foundation Trust successfully maximise efficiency and make savings using eKare inSight



### Overview

The NHS generates vast amounts of data, and connecting this data across the system can drive transformative change, deliver enormous benefits for patients, and achieve true integration of care. However, challenges such as consent concerns and system interoperability remain. The implementation of data-driven strategies, systems, and processes can enable direct improvements in patient care.

As part of this effort, the Tissue Viability Team at South Warwickshire University NHS Foundation Trust (SWFT) conducted an audit to address several wound care related incidents which revealed significant gaps in wound assessment practices. Most patients did not have a wound assessment, and those that did were rarely up to date. This highlighted a crucial opportunity for quality improvement to enhance patient outcomes and better utilize existing resources.

### The Pilot Project

SWFT launched a six-month pilot project implementing eKare inSight, a Wound Management Digital System (WMDS), in two community nursing teams to standardize care, provide specialist oversight, and identify areas for optimization to achieve efficiency savings. At the conclusion of the project, the SWFT team realized significant improvements as a result of the implementation of inSight:



**Reduction in documentation Time from 17- 28 minutes to 3-7 minutes using inSight**



**Pilot savings of £20,571 confirmed and validated from the 2 pilot teams. We are expecting significant savings from the remaining 10 teams.**



**Timely identification of wound deterioration and sub-optimal treatment plans, resulting in proactive and preventative care.**

## Challenges

The audit conducted by SWFT revealed a significant lack of data availability, making it challenging to recognise service improvement needs and resulting in reactive involvement from specialist services based solely on individual patient interactions. Additionally, the spiralling cost of wound care producers underscored the necessity for data-driven dressing optimisation projects. Furthermore, the inability to collect healing data, an important quality care indicator, left the team with no visibility of patients with hard-to-heal wounds (healed by less than 40% in four weeks).<sup>1</sup>

- **Opportunity for consistent standardized care:** The recent audit identified areas for improved standardisation of wound assessment, highlighting a strong foundation for further enhancement in care consistency.
- **High Documentation Time:** The time required to document prior to the project was 17-28 minutes. With implementation of inSight, documentation time reduced to 3-7 minutes, a substantial time savings.
- **Pressure Ulcer Investigation:** Prior to the pilot there were several challenges when investigating pressure Ulcers such as: time-consuming documentation, challenges in communication leading to difficulties in tracking patient history and coordinating care efforts which resulted in delayed responses. Without real-time data, prompt decision-making for urgent cases was challenging, impacting patient outcomes.



1. Wounds UK. (2022). Best practice statement: Active treatment of non-healing wounds in the community. London: Omnimed Communications.

We now have access to more detailed documentation and photographic evidence that also provides wound measurements. Overall, we have an improved ability to validate pressure ulcer wound classification remotely.

- **Challenges preventing efficient Virtual Multi-Disciplinary Team (MDT) Working:** Different specialties using different Electronic Patient Record (EPR) systems highlighted the need for improved virtual MDT collaboration.

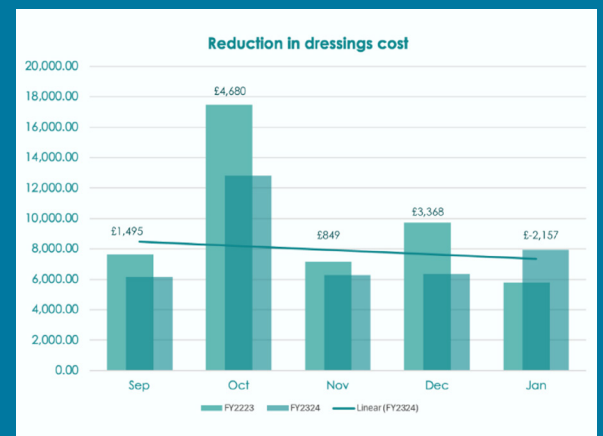
A project team, including a project lead specialist, clinicians, quality matron, and community clinicians, was formed. The implementation of eKare's inSight system delivered significant benefits across several areas.

## Outcomes

During the six-month pilot, the inSight app empowered the team with the data required to make necessary clinical interventions and improve formulary adherence, enhancing clinical effectiveness and patient safety. inSight provided simple reports highlighting treatment and dressing choices, leading to a confirmed validated saving of £20,571 for the two teams within 6 months.

## Time And Efficiency Savings

The use of inSight has resulted in more up-to-date, standardized and consistent wound assessment. Time to complete assessments decreased from 17-28 minutes to 3-7 minutes, allowing for more patient-facing time and enabling caseload managers to efficiently manage wound assessments. Comprehensive real-time data facilitated timely interventions, better care planning, and virtual MDT options. Specialists could review, triage, and influence wound care remotely.



## Proactive and Precision Wound Care

The use of inSight supported the integration of prevention initiatives by enabling the Tissue Viability Service to have true oversight of the wound care population, assessments, treatments and outcomes. Over 12 weeks, the pilot achieved total savings of £8,295.02 across five patients by targeted review of wounds requiring daily dressing changes and investigating non-infected wounds unnecessarily receiving antimicrobial treatment. The data from inSight improved the ability to quickly verify pressure ulcer categorization and also help uncover a training issue amongst the staff around categorization of pressure damage.

The team can now track wound progress easily, and progression or deterioration is identified quickly, leading to improved healing rates. The data is constantly providing benchmarks for further improvement.

5 patient sampling				
Visit/Review Type	Goal/Aim	Outcome	Cost Saving/week	Overall Saving
Daily	Reduced visits	Reduced to twice a week	£238.41	£7,629.12
Antimicrobial	Inappropriate dressings	Reduced cost over 9 weeks	£536.26 over 9 weeks	£536
Antimicrobial	Inappropriate dressings	Stop using silver	£20.22	£20.22
Antimicrobial	Inappropriate dressings	Changed dressing	£17.88	£107.25
Antimicrobial	Inappropriate dressings	Changed dressing	£2.17	£2.17
				<b>£8,295.02</b>

## Additional Benefits

- **Improved Staff Morale:** The efficiencies and support provided by the new technology boosted staff morale.
- **Enhanced Data Quality:** Digital tools improved the accuracy and reliability of wound care data, crucial for monitoring healing rates and planning care.
- **Access to Live Data:** Real-time insights into patient progress allowed for timely interventions and better care outcomes.
- **Increased Clinical Activity:** inSight enabled remote triage and review, allowing tissue viability nurses to focus more on direct patient care.
- **Reduction in Travel Expenses:** Remote monitoring and assessment reduced the need for in-person visits, saving travel expenses and time.
- **Enhanced Patient Engagement:** The technology facilitated a collaborative care planning process, engaging patients and improving outcomes.

## Pilot Success Leads to Full Roll-Out

The implementation of eKare's inSight advanced digital wound care management system at South Warwickshire University NHS Foundation Trust has demonstrated significant improvements in wound care practices, efficiency savings, and patient outcomes. The pilot project's success has led to approval for full roll-out across the place-based teams in the community, promising further enhanced benefits and alignment with the National Wound Care Strategy's recommendations for sustainable and efficient service delivery. The project has positioned SWFT at the forefront of quality wound care, maximizing financial resources and contributing to the sustainability and efficiency of healthcare services.

*"eKare's inSight app has revolutionized wound care for our team here at SWFT. We have been able to successfully prove our outcomes and identify additional benefits that we were not expecting."*

**- Hollie Robinson, Tissue Viability Service Lead South Warwickshire University NHS Foundation Trust.**

*"From a project perspective, eKare Inc. has been a valuable partner, demonstrating exceptional adaptability and support in tailoring the technology to our Trust's specific clinical needs. The enhanced reporting capabilities have significantly contributed to our service improvement efforts."*

**- Ademola Alade, Project Manager, OOH Division, South Warwickshire University NHS Foundation Trust**

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