

Healthcare Transformed; Patient Informed

A case study of the 'Patient Path' digital timeline system in NHS workflows
Samuel Jackson, Patient path: development of a patient timeline system, UWTSO

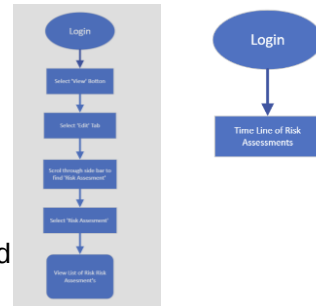
Problem Statement

- Inefficiencies in patient handovers contribute to delays, miscommunication [1], and potential risks in patient care.
- Current Clinical Systems lack integration and constancy.

Suggested Solution

- The development of "Patient Path," a user-friendly, secure, and adaptable digital timeline system.
- Key functionalities to include real-time access to patient data and streamlined workflows for healthcare professionals.

Current System Patient Path



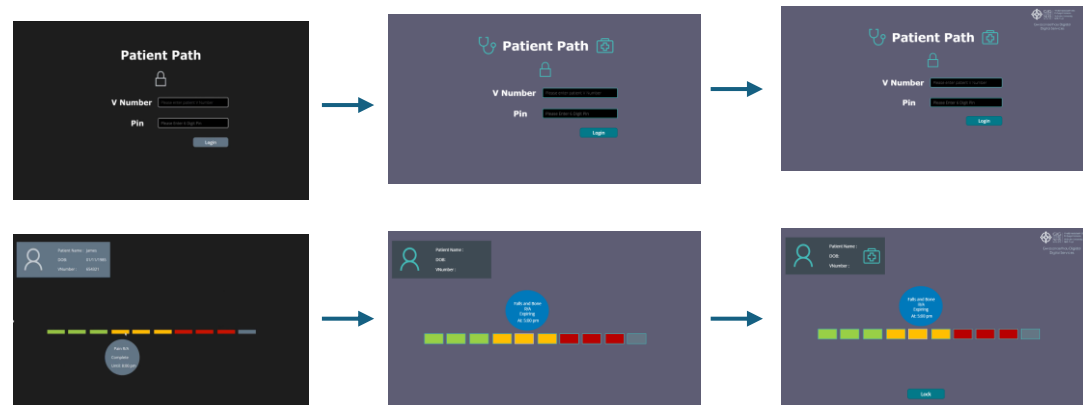
Objectives

To align with Information Governance regulations and NHS Wales's data governance guidelines.

Analyse data access speeds and feedback from healthcare workers.

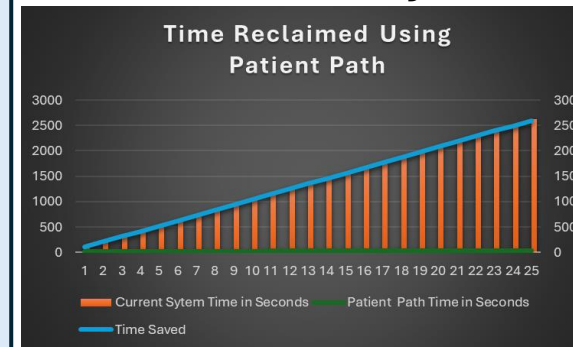
Reduce nurse handover time by 20% and streamline patient progress flow.

Design and Testing



Following a user centred design methodology [2] an iterative design and development practice was used to reach the final design

Results & Analysis



Ease of use results

8.31

Average Rating



Time Efficiency: Handover process reduced by an average of 15 minutes per session. This achieved the objective of a 20% efficiency increase.

User Satisfaction: 85% of healthcare staff rated the system as highly effective.

Ease of Use: The ease of use of the "Patient Path" system was rated highly by respondents, with an average rating of 8.31 out of 10

Future Opportunities:

Patient Engagement: Expand functionalities for patient-facing features.

Wider Deployment: Adaptable for other healthcare organisations and contexts.

[1] Article Navigation, Oxford Academic, October 2016. [Online]. Available: <https://academic.oup.com/intqhc/article/28/5/608/2499481>. [Accessed 2024].

[2] Interaction Design Foundation - IxDF. "What is User Centered Design (UCD)?" Interaction Design Foundation - IxDF. <https://www.interaction-design.org/literature/topics/user-centered-design> (accessed Dec. 20, 2024).