

CASE STUDY NATIONAL SEXUAL HEALTH SOLUTION (NaSH) SCOTLAND

Powering Scotland's National Sexual Health Services

CLIENT

In 2006 Sexual Health teams across Scotland agreed that a single instance, pan-Scotland Sexual Health Electronic Patient Record solution was required to standardize clinical data capture and reporting across the country. Live since 2008, the National Sexual Health Solution (NaSH) Scotland is accessed by more than 800 clinical and administrative users across Scotland and supports almost 2 million patient records.

NEED

A robust and customizable solution that would meet the evolving needs of Scotland's many regional Sexual Health Services and the patients they serve. The solution needed to support the wide range of requirements and patients of the Sexual Health Services, while ensuring that users only had access to the clinical records of patients of their Health Board.

SOLUTION

NaSH is a centrally hosted instance of EXCELICARE's Sexual Health Solution that provides users across Scotland with easy access to the tools and information they need to deliver targeted care and services to patients via NHS Scotland's secure network. Working closely with the NaSH User Management Group, EXCELICARE designed and implemented functionality tailored to meet the evolving needs of the Sexual Health Services across Scotland.

With EXCELICARE's Sexual Health Solution, users can now access the complete health records of patients and leverage automated worklists to more effectively deliver care; while patients benefit from easier access to available services and confidence that they are being served by a robust, modern sexual health system.

In use for 15 years, NaSH currently supports ~2 million patient records and was recently expanded to include modules for HIV, Gender Identity and patient engagement technologies for Online Booking and Self-Sample kit requests. NaSH serves as a significant data repository for both local and national reporting.

AT A GLANCE

Challenges

- Patient data spread across multiple silos and not easily shared.
- Lack of integration to core NHS systems.
- Difficult for patients to access services.

Benefits

- Single electronic patient record accessible across health boards.
- Real time integrations.
- Comprehensive suite of patient engagement tools.



2M
Patients



5.3M
Tests



180
Sites



12
Interfaces



5.4M
Appointments

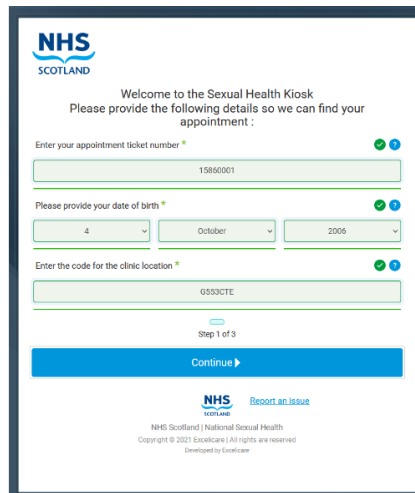
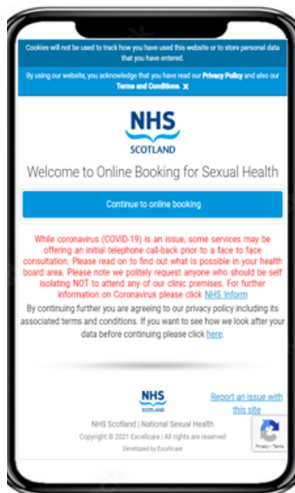


3M
Messages



SOLUTION ATTRIBUTES

- Appointment Scheduling and Clinic Management.
- Tailored workflows and data capture forms, including Sexual Health, HIV, and Gender Identity workflows.
- Media Item and Document storage within the patient's record.
- Letter and Document templates.
- Comprehensive Patient Summary for easy review of a patient's history.
- Media and Document Store within the Patient Record.
- Online booking allows citizens to easily search for and book an appropriate appointment at a clinic of their choice.
- Online Self Sample Kit solution allows citizens to request an STI Postal Kit to be sent to their residence.
- Kiosk on your phone – allows citizens to easily attend their appointments when they visit the clinic.
- Automated interpretation of lab results to positive, negative etc. facilitating worklist-based management of results.
- SMS notifications for appointment confirmations, reminders and ad hoc communications with the patient.
- Dynamic worklist tool for easy management of patient cohorts.
- Data entered into NaSH is easily reportable. Each board and Public Health Scotland have links to the NaSH Reporting Database.
- Access control security ensures users can only view records for patients that are attending their Health Board.



TOP BENEFITS REALIZED

- An easy-to-use solution that facilitates a wide range of clinical and administrative workflows for Sexual Health services across Scotland.
- An established longitudinal patient record that is maintained and securely shared across Health Boards.
- Comprehensive reporting and analytics.
- Integration with core NHS systems including CHI, SCI Store (Labs), Netcall, Sunquest ICE, and NHS Mail.
- Patient engagement technologies for Online Booking, Self-Sample Kit requests and ad hoc patient communications.
- Ability to rapidly develop and roll-out new features.