

RiO

The community health solution

The RiO community health electronic records system is already being used by thousands of people across the NHS, providing an electronic version of each client’s care record. In many trusts this means that, for the first time, up to date patient information is available when it is needed, rather than remaining filed as a paper record where the treatment was given. This enables healthcare professionals to provide more joined up, safer care.



What are the benefits?

RiO community health system is very versatile and has a broad range of clinical and administrative functions. You can set up clinics, check availability and book or change appointments. It is easy to manage large caseloads as you can assign or change cases allocated to members of the care team. Planning is more straightforward as you can schedule regular activities such as child health immunisation programmes and developmental reviews.



“RiO will help us find out important details about our new patients and learn what is happening to them with other teams or disciplines, such as outpatient physiotherapy or podiatry – a holistic system at last.”

District Nurse, Lambeth PCT

Here is a brief overview of the benefits to patients and staff:

Key benefits of RiO	Patient	Admin staff	Clinical staff
Safer for patients through correct identification and retrieval of the appropriate patient case record.	✓	✓	✓
Information is more secure as patient confidentiality is protected by role-based user access.	✓	✓	✓
Improved quality of care – for example, child health and school nursing teams can schedule regular health reviews and plan preventative care.	✓	✓	✓
Faster access to ‘real-time’ patient information subject to access controls.	✓	✓	✓
Better planning and coordination of care through more effective communication between multi-disciplinary teams and other agencies.	✓	✓	✓
Greater visibility of the clinical record enabling multi-disciplinary teams to view and share information, provided confidentiality guidelines are met.	✓	✓	✓
More effective caseload management with the ability to allocate, reallocate and share patients between care professionals.		✓	✓
Proactive planning of services with management information and mandatory reporting sourced from more accurate, timely data.		✓	✓

Case study

RiO delivers a wide range of benefits at Lambeth Primary Care Trust (PCT)

Lambeth PCT has demonstrated how, by introducing the RiO system and embracing the changes involved, it has transformed its community healthcare and delivered valuable benefits to both staff and patients. The Trust initially started with a programme to use RiO in four areas: in-patients, supported discharge, podiatry and customer services. This was followed by universal and specialist child health, haemoglobinopathies, community nursing, adult therapies out-patients, housebound podiatry, community dietetics and complementary therapies clinic.

Before RiO, the Trust used a variety of computer and paper based systems in each individual service. Information was difficult to track and share, electronic systems could not communicate with each other and there was just one paper record available to view at a time. Through the deployment of RiO, the Trust has been able to demonstrate how the system has driven service improvement and led to better care for patients.

Thanks to RiO, the Trust's staff are experiencing benefits in all these areas:

• Patient appointments

A 50% reduction in Did Not Attend (DNA) rates was achieved within six months of go-live as customer services teams gained access to all clinic and healthcare professional diaries. Interactive diary reminders mean they can proactively contact every patient about their appointment.

• In-patient units

Bed management across the Trust's three sites is easier as the bed layout function in RiO supports monitoring, target data, bed state reports, planning single gender wards and bed closures.

• Podiatric clinics

The clinic schedule allows the customer services team to book the clinic location best suited to the client's specific needs and choice. The use of Subjective, Objective, Assessment and Plan (SOAP) working is supported in RiO by means of full progress notes, which are entered for each appointment within five minutes.

• Child health

Every two weeks the immunisation scheduler is run which supports fast and efficient targeting of children who have not been immunised. It highlights children who may be at risk during an epidemic and prevents re-scheduling the following intervention in no more than two weeks.

The BCG protocol allows for all new births to be offered a hand-delivered BCG appointment during the new birth visit by the health visitor. During the drafting of a common framework assessment staff can use the maternal link to locate mother and sibling records relevant to a specific child. This helps to identify and contact close relatives of a 'child at risk'.

• Community nursing

The healthcare professional diary ensures much greater operational efficiency by keeping track of every practitioners' whereabouts at any time. It can, for example, freeze appointments and clinics to avoid booking patients during practitioners' leave dates by aligning with the clinic appointment schedule.



"Within two months of using RiO I found myself wondering how I ever did without it."

Staff Nurse, Elderly Care Unit

"Now that we have access to all the PCT clinic schedules, we were able to help a distressed patient after she had accidentally missed her appointment. We found an empty appointment at another PCT clinic, with the same podiatrist the next morning. Before RiO we only knew about our own clinic appointments."

Receptionist

"RiO means that we can now see contemporaneous records and progress notes from each others caseloads and it is so useful having the 'Alert' function. It will give us a useful flag to ensure looked after children are cared for better."

Team Lead - Looked After Children

"Having our new birth feed within 24 hours helps us support 'at risk' and child protection children much easier - it used to depend on the internal mail system which was not always efficient."

Health visitor

"It took several weeks getting used to RiO but now having the patient's whole record available at the press of one button is excellent - we no longer have to pull and re-file folders."

Podiatrist

"RiO will help us find out important details about our new patients and learn what is happening to them with other teams or disciplines, such as outpatient physiotherapy or podiatry - a holistic system at last."

District Nurse



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Features and functionality of RiO community health

The RiO community health solution provides clinical and administrative functionality and supports health care professionals working in teams. Its features include healthcare professional and patient diaries; referral and caseload management; recording of clinical information in structured, generic and specialist assessments; progress notes and care plans.

With RiO version 5 there are additional benefits:

- **Spine compliance** allows the system to query and update the Personal Demographics Service (PDS) with patient demographic information such as address and patient contact details.
- **Single 'sign-on'** provides secure smart card access and connection to the Spine – the secure national database of key information about patients' healthcare. It allows users to access the parts of the system they need to do their jobs. This is also known as role based access control (RBAC).
- **Choose and Book slots** can be published by trusts for external booking using the NHS Choose and Book system.
- **Operational reports** – a vast selection can be created supporting work prioritisation, as well as the daily trust data dump which provides each trust with a report on all data captured by all services – essential for service planning and commissioning.

What can RiO do for me?

Key features include:

Annotated clinical diagrams allow users to associate annotations to points on the body maps in certain assessment forms.

Bed planning and scheduling, will provide a diary-based graphical view of current and anticipated activity. System users will be able to schedule admissions, transfers, leave and discharges as required. A list of planned events will also be available, grouped by date.

Care planning, a patient's care needs and problems can be recorded, updated and prioritised within their care plan. Previous problems / needs and interventions / actions can be recorded, and associated information, such as review dates, can be viewed. Standard care plans can be quickly added into an individual's record from the Trust Care Plan Library and tailored to their needs.

Case record forms the 'electronic front sheet' to the patient's clinical record. General information is accessible to all users and access to sensitive information depends on the user's role.

Caseload management advises users of their current caseloads and helps team leaders allocate or transfer cases within their team.

Child health functionality supports multiple functions. It enables the scheduling, recording and 'outcoming' of immunisations and health reviews, for both individual children and groups, plus registration of birth details, search for family links, screening tests and special needs.

Clinic management enables staff to set up clinics and create, manage and book appointments. It is easy to check availability for a particular clinic. It can be used to book ad hoc or follow-up appointments and record missed appointments.

Diary facilities are available for health care professionals, with daily, weekly or monthly views, showing community clinics, diary appointments and non-patient related activity. Users can schedule individual and flexible repeat appointments, which can be 'outcomed' or cancelled.

The client diary shows an individual's current and cancelled appointments across all non-sensitive areas; appointments against a sensitive speciality can only be seen by those working in that speciality.

Document upload enables scanned paper assessments, referral letters and other electronic documents to be attached to the patient's record and if required these can be associated with a professional or personal contact.

Help functionality allows the trust to provide end users with information, and 'organisational help' to offer guidance on specific services or screens. For example, a link could be made between a specific screen to Trust standards or NICE guidance.

Interactive worksheet can be used to prioritise services with high volume caseloads based on patient urgency. Those waiting for appointments can be scheduled from a single location for either diary or clinic appointments.

Editable letters can be generated and exported into MS Word templates. These letters will use selected data from the patient's record. Standard templates are provided. Once complete the editable letter can then be saved to RiO and accessed from the document repository.

Monthly team planner can be used to manage team workload allocation. The planner allows activities to be allocated to the individual and then scheduled into each user's diary.

Operational reporting enables users to view and print reports quickly and easily directly from the system, for example.

Organisations and professional contacts list links professional and organisational contacts with multiple patients, so that when a contact's details change all the relevant records are automatically updated.

Electronic clinical assessment forms have been created, which are pre-populated with some data where appropriate. Structured pick-lists also make completion faster and more accurate.

Progress notes enable the recording of notes by discipline, such as 'occupational therapy' as well as by the logged in user. Progress notes can be added by different team members and filtered by time period and problem type, for example, 'falls', when searching.

Referrals will be recorded directly within the system for all appropriate community services helping to track the progress for each referral and reduce waiting times. The referral functionality provides a chronological list of a patient's current and discharged (closed) referrals. Also, referrals can easily be transferred to teams within the same service.

Security mechanisms are available to ensure that, through 'single sign-on', care professionals are granted access to the patient records, or parts of records which they are entitled to view. All access to records is auditable.

Team planner has been designed to support the scheduling and working needs of, in particular, District Nursing teams, where patients' visits are often allocated on a daily basis. Patients to be visited can be scheduled directly from the planner.

'To do' list can be added to notify healthcare professionals allocated to a particular patient of any developments in their care. The 'To do' list allows health care professionals to exchange messages that are patient or non-patient related.

Validation of clinical notes within assessments enables system users to see the current status of each field on a form, such as who edited it last, whether that end user is qualified to enter their own clinical notes, or whether validation is required, for example, in the case of students.



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