

CareFlow

A comprehensive EPR, designed for the NHS, which supports workflows and care co-ordination within an acute hospital and out across the wider care community



System C is part of

Electronic patient record

CareFlow is a cloud and mobile-enabled electronic patient record (EPR) and a platform for hospitals to transform their services digitally.

It provides clinicians with the intuitive digital workflows, decision support and care planning capabilities they need, extending out beyond the confines of the hospital to integrate with the wider care community, with PHR and engagement capabilities putting patients firmly at the centre.

Because CareFlow can be deployed in a modular way, it has the flexibility to fit in with local priorities – whatever the existing level of digital maturity. But at the same time, it provides the power and capability to deliver wholesale service transformation.

Key features to choose from:

- **Clinical workspace** for a single view of clinical information with comprehensive support for clinical needs and the ability to enter information at the point of care
- **Patient flow management**, from pre-admission to discharge
- **Clinical narrative** to integrate notes captured by clinicians in the acute setting, care professionals in community and information from patients
- A **workflow-based care planning** solution to support nursing staff and health professionals to deliver care built on an individual's care plan.
- **Orders and results** with flexible result views to better support clinicians
- **eObservations** – improving the recognition and response to the deteriorating patient, including NEWS2, sepsis and AKI management
- **Care co-ordination** – a pager replacement solution providing mobile, team-based care co-ordination tools including support for handover, hospital at night, messaging, clinical photography and team-to-team referral
- **Patient administration** combined with functionality to support the needs of all care settings including emergency department, paediatrics, theatres, inpatients, outpatients and maternity
- **Analytics and BI**
- **Patient engagement** with secure access to a patient's own records and health services to manage appointments and personal information
- **Interoperability** capabilities for integration of specialist modules such as PACS, EDMS and APIs to meet open standards.

A modular blueprint for all Trusts

CareFlow is part of our blueprint for digital excellence. A single solution with a clinical core which works within a Trust and across a whole care community, integrating health and social care. It can be adopted as a complete solution or built incrementally over time, integrating with other systems according to local circumstances.

This blueprint has been developed with University Hospitals Bristol NHS Foundation Trust, our partner in NHS England's Global Digital Exemplar programme.

A total of 27 Trusts use our EPR, including our digital exemplar blueprint customers University Hospitals Bristol, Whittington Health, North Middlesex, St Helens & Knowsley, University Hospitals of North Midlands and Kettering.



Clinical care

Our integrated clinical care portfolio is designed to give clinicians access to a wide range of applications that will transform the delivery of care

Modules available:



Clinical narrative – captures and shares information in real time with colleagues, rather than relying on information traditionally held in paper notes, assessments and charts



Care co-ordination – an integrated communication and collaboration platform for team-based care co-ordination within a hospital and across a community. Clinical workflows include messaging, clinical photography, handover, task management, hospital-at-night, list management, referrals and alerts



Orders and results – an efficient and safe mechanism for electronically ordering and receiving results



eObservations – proven to deliver improvements to patient safety and care outcomes, our market-leading system covers electronic observation, assessments and screening, alerts, fluid management, sepsis and outbreak control



Electronic prescribing and medicines administration – accurate and safer prescribing through predefined prescription templates, drug decision support alerts and pharmacy prescription validation



Care planning – a workflow-based solution that complements health professionals' working practices. Complete with care plan workflow engine, real-time decision support, and appropriate role and function-based access to care plans.



Clinical workspace – a clinically optimised and consolidated view of the entire System C clinical product suite with single sign-on to 3rd party applications such as PACS, EDMS and shared care records. Clinicians can enter information at the point of care, access that information remotely, receive push notifications and communicate via instant messaging.

Accessed via desktop, web and mobile, it provides clinicians with a comprehensive summary of the most relevant, useful and actionable clinical information for a patient in one location. At the same time, it provides team-based clinical workflow, decision support and care planning, helping the co-ordination of care between colleagues within a single organisation and across a care community.



Patient flow – a web-based application providing an accurate, real-time picture of capacity, clinical status and operational needs. It helps a hospital better manage its patient throughput from pre-admission to discharge.

Patient flow draws live information from multiple clinical and operational systems and presents a consolidated real-time view of essential flow-related information – such as bed status, clinical data, outstanding tasks and discharge plans. It creates a dynamic picture of hospital resource usage and demand.

Access to this information helps identify, eliminate and pre-empt operational bottlenecks, smooth discharge processes and reduce length of stay, and improve clinical outcomes by identifying stranded patients and outliers.

Patient flow works together with EPR components such as eObservations, clinical narrative as well as the PAS, to provide a single view of real-time information.

It is highly configurable, includes customisable live dashboards and supports large ward-based touch-screen digital whiteboards.



Patient administration system (PAS)



The most modern, advanced and flexible PAS on the market, CareFlow is designed specifically to meet the needs of the NHS, making life easier for clinical, operational and clerical staff. It is built on System C's 36 years' experience in PAS design and development. It is the core PAS in 27 Acute Trusts, ranging from smaller specialist hospitals with a few hundred beds, to large teaching hospitals with 20,000 users.

The solution is capable of inter-operating seamlessly with existing systems and providing a single patient record for use by clinicians and administration staff. It can be either stand-alone or fully integrated with clinical systems from System C or third parties.

Features

- Live bed state, flexible multi-disciplinary scheduling, patient tracking throughout and activity/casemix management
- Designed to collect data as a bi-product of normal operational use to ensure that key details are not missed
- Complete with integrated management, operational and statistical reporting
- Complies with English NHS Care Records Services such as eRS and PDS
- Highly configurable screens, providing users with information the way they want to see it
- Role-based access
- Supports the use of patient kiosks

Patient administration system
used by

27
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Other hospital care settings

System C's patient administration system is fully integrated with rich functionality which works across different hospital-based care settings such as emergency department, paediatrics, theatres, inpatients, outpatients and maternity. The functionality can be used as part of the CareFlow EPR or deployed stand-alone to integrate with a Trust's existing PAS.

Modules available:



Emergency department

Manages all clinical and administrative aspects of emergency care. The system collects clinical data throughout the emergency department episode, including medical history, incident triage details, diagnoses, medications, investigations and treatments. It tracks patients as they move through the department and externally to theatre or for investigations, and generates discharge summaries which can be transmitted directly to the GP. A&E whiteboards show the status of individual patients and the overall department.



Theatres

System C offers full theatre management functionality with an unprecedented level of interoperability with Bluespier's established theatre management software, with a common look and feel across both systems. Data feeds from the MPI, waiting list and attendance lists mean that the theatre management system is fully in sync with PAS data in real time, and users can launch the theatre module from within CareFlow, in patient context, and switch seamlessly at the patient level in and out of the wider electronic case note.

It provides hospitals with up-to-the-minute information about where patients are on their surgical pathway, on current theatre usage and rich clinical content and functionality.



Maternity

A specialist maternity system that provides a complete solution to documenting a woman's obstetric journey – from early pregnancy and the first booking visit, antenatal care and fetal medicine, through to all aspects of labour management, postnatal care and discharge information.

The system also provides comprehensive support for recording newborn postnatal care up until final community discharge.

Care continues beyond the hospital and out into the community with robust solutions that support community users to record the care they provide without requiring connectivity to the main system. Information recorded offline is securely transmitted to the main system and available as part of the patient record, not just as a static document, but for viewing, acting and reporting on.



Business intelligence, reporting and analytics



Fully integrated with CareFlow, the BI, analytics and reporting data warehouse can be used to create, manage and maintain highly configurable operational reports and dashboards. This includes the operational management of emergency care, beds and inpatient patient flow. The traditional NHS statutory reporting, data quality reporting and commissioning data sets can be automated to reduce burden on Information teams. For fast changing critical data, such as ED and current inpatients, high frequency feeds keep the data warehouse updated.

Also included is a prediction model to predict the volumes of ED attendances and emergency admissions to inform and help prepare the hospital.

Interoperability

System C is fully committed to interoperability and open standards. We have 30 years' experience of integrating with health systems across the NHS. Our EPR supports a range of interoperability capabilities which either allow for the full integration of third party systems such as PACS and EDMS, or provide access to data, or communicate with other systems using data exchange techniques.

These include:

- Application Programming Interfaces (APIs) supporting open standards such as FHIR, OAuth and FIDO
- HL7 data messaging in near real-time
- Linking to national systems (PDS, eReferrals)
- Portal style click-through integration (with user and patient context)
- Portal style click-in facilities



CareFlow users can reach out beyond the hospital setting at the touch of a button, accessing wider information about their patients and helping join up health and care services.

Shared care record



Our CareCentric record-sharing solutions can be embedded directly in CareFlow, giving acute users direct access to records held across the care community, in patient context.

CareCentric includes record sharing, electronic workflows and event-driven cross-community care co-ordination, clinical dashboards and Personal Held Records.

CareCentric holds data on over 16m patients and is also used by CCGs and service providers in many ways to improve the quality of patient services and to support the redesign of care pathways and greater population health management.

CareCentric
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Patient involvement



Individuals use the myCareCentric Personal Health Record (PHR) to gain secure access to their records, to services and health information. They also use it to manage appointments and communicate directly with care professionals.

This information becomes part of the shared record and is shared with clinicians through the clinical portal so they can monitor progress and devise new models of care based around the needs of the individual.

“ *This is something the clinicians have wanted for some considerable time. You just click on the CareCentric embedded button... and ‘bang’ – you’ve suddenly got the GP in the room with you. It gives clinicians assurance and backup. By bringing together GP, community, and acute data they get a much more complete picture of their patient’s needs.* ”
Simon Parton, Head of software services, Royal Wolverhampton Hospitals NHS Trust.



System C is a British company and the UK's leading health and social care IT supplier, providing solutions to integrate services across whole care communities.

Our product range includes:


- Electronic patient records (EPR)
- Social care for adults and children
- Child health
- Independent treatment centres
- Shared records
- Patient engagement
- Population health

We are part of the System C & Graphnet Care Alliance, a strategic partnership making integrated health and social care a reality.

Together we are:

- ▶ A leading supplier in acute EPR with deployments in 27 Trusts
- ▶ The UK's fastest growing supplier of Local Authority social care and education management services
- ▶ The largest and most established provider of shared care records with over 16 million patient records held
- ▶ A pioneer in electronic observations with over 37 Trusts using our system
- ▶ The no. 1 supplier in child health (covering over 6 million children)



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