System C & Graphnet

Care Alliance

CareFlow Connect

Secure and integrated communication and collaboration platform, enabling care teams to work across health, social care and other community services.

CareFlow Connect: all your care communication and collaboration needs on one secure platform

Available on any mobile or web device, CareFlow Connect brings together messaging, workflow and health and social care data on one secure platform that allows care teams to coordinate services across multiple providers.
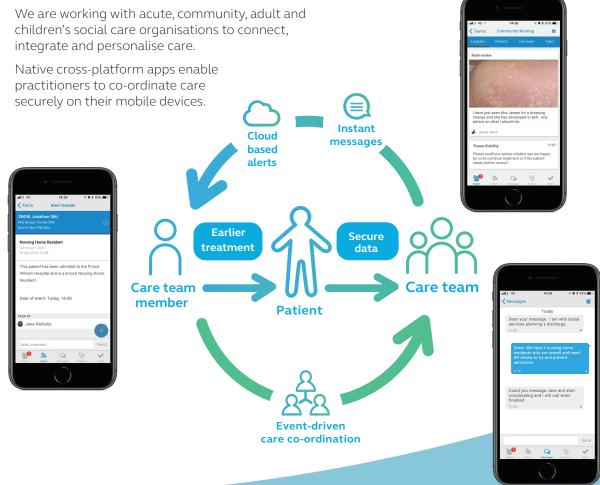
CareFlow Connect is an integrated communication and collaboration platform that uses **secure instant messaging** and **event-driven care co-ordination** (e.g. alerts, task management) to enable multi-disciplinary teams to collaborate more effectively across care communities.

Fully integrated with electronic patient records and social care systems (including System C Medway, Graphnet CareCentric and Liquidlogic), CareFlow Connect provides a full view of the communication history and a robust audit trail.

A recent McKinsey report pointed to a 15% to 37% potential reduction in hospitalisations resulting from digitally-enabled integrated care processes.

Save time, money and lives

Faster communications

Better collaboration

Safer care

Connecting care teams and driving transformation through an integrated, cloud-based platform

We are working with acute, community, adult and children's social care organisations to connect, integrate and personalise care.

Native cross-platform apps enable practitioners to co-ordinate care securely on their mobile devices.

Cloud based alerts

Instant messages

Earlier treatment

Secure data

Care team member

Patient

Care team

Event-driven care co-ordination

Bridging the communication chasm

Unifying communication speeds up daily activities, such as liaising over a patient discharge and transfer of care, preventing an unnecessary admission and responding to and co-ordinating care for individuals.

Using CareFlow changes the way clinicians, care workers and their teams work, freeing up time to care, increasing job satisfaction and improving patient outcomes.

- A directory of care teams and co-workers 'in your pocket' lets you find people and view their details quickly and easily and see others already involved in your patient's care
- Messaging enables both team and private conversations, as well as picture, file and video sharing
- Read receipts tell you when a message has been sent, delivered and read
- Status lets you know if somebody is on or off duty and their availability
- Team workflow allows you to map, create and change workflows to meet individual team's needs.

Complementing your existing investments

CareFlow is fully interoperable. It has an open, modern technical architecture, making it easy for IT departments to work with and maintain.

This simple integration enables the additional features:

- Patient/citizen identified messaging for safer workflow
- Team-based patient referrals with shared team updates and management workflow
- Team-based patient lists with both 'smart' and curated list functionality
- Shared handover lists, enabling continuous and fast updates between the team and across shifts
- Team-based task management, enabling tasks to be raised quickly, shared and assigned effectively amongst the team
- Integration back into the record, enabling a full view of the communication history.

Event Driven Mobile Care Coordination

CareFlow enables faster response and earlier interventions through real-time alerting of patient/citizen events. Intelligent notifications are 'pushed' to clinicians and care workers involved in or interested in a patient/citizen's care.

- Modern APIs enable the configuration of any type of patient/citizen event to be sent to the CareFlow alerting service. These can include specified types of admissions, discharges, results from other systems or from patient/citizen monitoring apps and devices
- A Publish-subscribe model means that individuals or whole teams can customise their workflow for types of alerts against particular sets of patients/citizens
- Pushed notifications ensure the correct individuals are made instantly aware of events and mandatory notification messages can be sent to override subscription settings
- Notification workflow tells others when a notification was received, read and any actions taken
- Configurable according to your needs for your patient populations such as: reduce COPD admissions, improve diabetes management, monitor sepsis and prevent AKI, ensure safeguarding, address mental health needs. CareFlow can be configured to alert care teams in real time.

Benefits of CareFlow Connect

- Stops valuable time being wasted in inefficient communication. Instead, time is spent efficiently and productively with colleagues and patients/citizens
- Real-time alerts support cross-organisational collaboration e.g. a care worker could ask to be alerted if a citizen attends A&E, is admitted, discharged or deteriorates
- Improves workflow by simply allowing care givers to communicate, share and discuss their patients/citizens. The results: reduced admissions, faster discharge, improved health outcomes and improved patient/citizen satisfaction
- Easy to install, set-up and maintain
- Fully integrated with electronic patient records and social care systems (including System C Medway, Graphnet CareCentric and Liquidlogic)
- Hosted in the Cloud, therefore no need to upgrade and support expensive hardware and no worries about operating systems, security patches or server licenses
- Enables mobile working, easier collaboration, and patient empowerment tools.
- Meets strictest security and IG requirements for health and social care. We are ISO 27001 and Clinical Safety Standard ISB0129 certified, hold NHS IG Statement of Compliance, UK DPA and European GDPR.
- We are compliant with NHS IG Toolkit and are Cyber Essentials certified. All patient-identifiable data is encrypted and users are authenticated through OAuth 2.0.

Making integrated health and social care a reality

System C & Graphnet Care Alliance's integrated product portfolio provides care professionals and citizens with a suite of applications that supports the transformation of care across whole care communities.

Our solutions use leading edge technologies such as wearables, instant messaging, the Cloud and AI – to radically improve services and the way care professionals and citizens interact together.

Together, as the System C & Graphnet Care Alliance:

- We are proud to be British. All our products are designed by care professionals specifically for use in the UK

- Our health and social care platform is fully integrated and interoperable (inc. the Cloud, APIs, mobile)

- Our products deliver improved citizen outcomes and clinical and financial benefits

- We have a proven deployment record – our Medway PAS/EPR has been deployed to 23 Trusts over five years, each on time and without incident

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Connected Care

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