

Communications/Customer Service

i-FM Technology in FM Award
Submission 2013



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1. Submission

This submission is for the i-FM Technology in FM Award 2013 from Birmingham Children's Hospital by:

Lead

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1. Background

Birmingham Children's Hospital NHS Foundation Trust provides a comprehensive service to children, young people and their families.

The hospital is one of the leading paediatric teaching centres in the country, with international research and development in childhood areas such as cardiac, cancers, liver disease, molecular genetic conditions, nutrition, growth and metabolism and infant brain tumours.

Like all NHS organisations, the hospital is continuously looking at ways to support the NHS QIPP agenda (quality, innovation, productivity and prevention) alongside improving patient care and reducing costs. The Facilities Department continues in its successful partnership with Sodexo focusing on reducing waste and catering costs while upholding the standards of service provision and patient care. This submission outlines how the Team saw an opportunity to implement new technology and improve customer service by replacing inefficient paper-based systems which would provide excellence in care and ensuring that Children, Young People and Families remain at the heart of all we do.

2. Objective



The Trust wanted to improve nutritional and clinical provision for patients. This in turn would lead to cost and waste reduction in the service.

Dieticians and nurses needed to be able to better monitor the diet of their patients and support an improved patient journey. The new process needed to give time back to the clinical staff to provide clinical patient care.

Patient experience improved. The existing manual patient meal order system needed to be updated so it would be exciting for the patient to use. The patients are children who are familiar with similar technology thus the Trust saw this opportunity to harness this interest and make ordering food ordering a fun and visually appealing process.

The beneficial outcomes:

- Integrated Software system vs. Inefficient Manual system: - 75,000 patient meals served per annum.
- Human errors in the paper ordering process reduced.
- Improper ordering of food prevented.
- Comprehensive monitoring of waste in each ward now in place.
- Reduced wastage by accurate auditing and review of menu choice.
- Reduced wastage through improved presentation of menu via high quality images, encouraging participation in the meals.
- Better compliance with dietary requirements and improved, easier communication of the menu via the multilingual and image-rich interface.

- Improved safety through better management of special food needs.
- Speeding up the delivery as orders can be timed and delivered to the kitchen electronically.
- NHS standards around food choice being met and easily managed.
- Improving the quality of the food and patient experience.
- Continuous Patient feedback surveys – ability to carry out quickly and in real time. This will enable patient choice, as it gives the ward staff opportunity to interact with the children and the opportunity for the young people to be consulted with as part of the Corporate Nursing Theme “Listen To Us”.
- An outcome of this new process will enable the Trust to make savings on the catering budget through improved order monitoring.
- Clear audit trail to record the number of meals ordered and therefore support open book accounting – overall it demonstrates commitment to “let’s make it better” Birmingham Children’s Hospital’s slogan.
- Will provide better data for future negotiation over catering supplier and tariff – to support the continuous service improvement agenda.

3. The solution

The Trust commissioned Ambinet, a local software development company, to create a comprehensive solution to make patients food choice & production appealing, fun, informative and efficient.

The result: Maple (Menu Acquisition Portal for Live Entry), a Panasonic tablet device which can be used anywhere within the hospital site and includes the following range of modules:



Ward – patient details are added on arrival on the ward. Menus are visually presented with a full description enabling the choice of meal to be selected on the device by the patient themselves or the nurse.

Dietetics – allows the dietician to intervene in the normal ward process of food ordering and allocate specific foods suitable for the dietary requirements of each patient where necessary.

Production kitchen – the orders are transmitted from the device via wireless technology direct to the kitchen. Therefore orders and updates are received in real time and the chefs can refer to special notes or dietician requests when preparing meals.







Administration – the Hospital is able to monitor quality, quantity and financial information in real time.

Patient surveys – enables the young people the opportunity to be consulted as part of the corporate nursing theme, ‘Listen to us’.

This innovative technology solution is the first of its kind within the NHS in the UK and is the result of many months of hard work by BCH, Ambinet and Sodexo.

BCH reviewed suitable hardware devices and settled on the Panasonic Toughbook CF-H1 medical clinical assistant tablet which is durable, has inbuilt security and abides by infection control standards. The tablet was already in use within the Trust and worked with its IT systems.

Summary of the Innovation:

	<p>MAPLE - Menu Acquisition Portal with Live Entry is a touch screen tablet innovation for use within a clinical environment.</p>		<p>Ward Module - Hand held touch screens on wards & departments which enable the patient to order from the allocated menu.</p>
	<p>Production Kitchen Module - Menu selections electronically uploaded for Wards and Departments to place food orders enabling food production.</p>		<p>Dietetics Module – Allows the Dietician to intervene in the normal ward process of food ordering and allocate specific foods suitable for the dietary requirements of each patient where necessary.</p>
	<p>Administration Module - Client & Financial information which enables BCH to monitor quality, quantity and financial information in real time.</p>		<p>Patient Surveys - Gives the young people the opportunity to be “consulted” as part of the Corporate Nursing Theme “Listen To Us”</p>

6. Communications/Customer Service Overview

- Our commitment to be forever improving.
- Demonstrates that we are responsible and looking at waste reduction supports the NHS (National Health Service) QIPP agenda in promoting Quality, Innovation, Productivity, and Prevention.
- Closer working relationships between Trust partners.
- Demonstrates to staff that we are taking the productive ward one step further and “releasing time to care”.
- BCH are developing a case study now that we are fully operational outlining the good practice that the implementation of this technology and improved customer service has brought to all stakeholders. This will be published on the Trust website in 2013.
- The Trust also wish to promote good practice by entering relevant awards or exhibitions to showcase what can be done if we all work together.

The Trust and its partners in this development have shown how this innovative solution can revolutionise how catering is delivered by using the latest IT solutions to communicate our service to our customer.

It is the first solution that has put the patient at the centre of the process and we will continue to do this as we develop what we do in the future. It has already made a huge difference to our customer service and how we are perceived by our patients, relatives, visitors, staff and other interested parties.

This development has brought together key innovations to show how working with internal NHS teams and external partners has created this innovation or as we call it “Maple”.

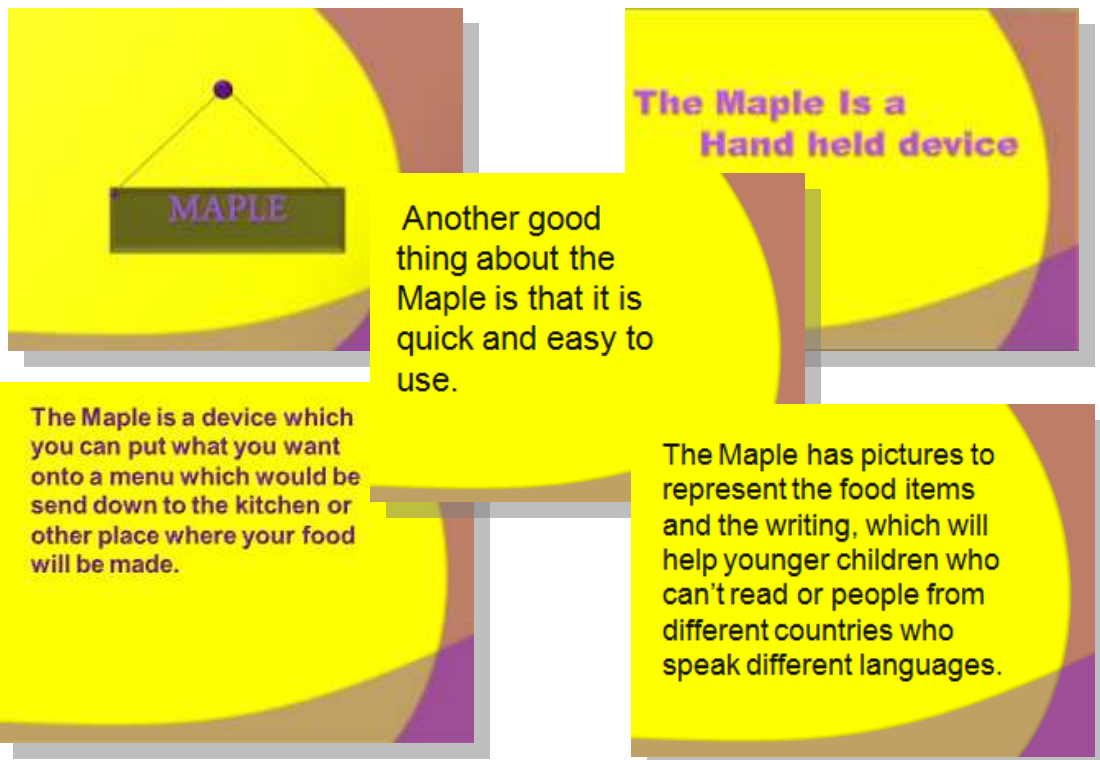
Conclusion

Maple has been developed with the core technology to enable the product to be tailored to a variety of facilities management sectors where catering is provided. Touch screen technology and touch based user interfaces are becoming main-stream therefore Maple has the potential to be the leading product in how it communicates and delivers customer service using cutting edge IT within this new world.

Below is feedback from our Patients which evidences this submission.

Selected two presentations by children who attend the Hospital School and who used Maple on the launch day and then they created this Feedback 1 & 2 as part of a lesson plan to show what they thought. (Slides have not been corrected for this submission.)

Feedback 1:



Feedback 2:

