

COMMUNITY CARE CONNECTED

Primary care trust clinicians gain three and a half hours extra working time per week with mobility solution



Primary care trusts across England work hard to deliver improved healthcare to citizens while staying within tight budgets. Web-based care records combined with mobile working for clinicians can help trusts take a major step towards that target.

SOLUTION:
• MOBILITY

Hammersmith and Fulham 
Primary Care Trust

CUSTOMER PROFILE

COMPANY: Hammersmith and Fulham Primary Care Trust

INDUSTRY: Healthcare

COUNTRY: United Kingdom

FOUNDED: 2002

EMPLOYEES: 600

WEBSITE: www.hf-pct.nhs.uk

CHALLENGE

Hammersmith and Fulham Primary Care Trust needed a mobility solution to help community-based clinicians work more efficiently and provide improved patient care.

SOLUTION

The IT team equipped clinicians with lightweight and durable Dell™ Latitude™ E-Family laptops with embedded 3G connectivity and Intel® Core™ 2 duo Processors with vPro™ technology. It simplified deployment with Dell Hardware Customisation.

BENEFITS

Get IT Faster

- Three and a half extra working hours gained per employee/week

Run IT Better

- Improved productivity saves £268 per employee/month
- End-user time savings ensure investment payback within five months
- Increased job satisfaction boosts staff retention
- Remotely managed and secure PC's with Intel vPro technology

Grow IT Smarter

- Solution is easy to expand with Hardware Customisation



Hammersmith and Fulham Primary Care Trust (HFPCT) delivers healthcare to people living in Central West London. HFPCT was connected to RiO, a web-based system which records, plans and schedules patient care. But the majority of its 500 community based clinicians – such as health visitors, district nurses and podiatrists – had no access to mobile working and could only use RiO while in the office. As desktop PCs were shared, clinicians often had to wait to log on. All of these things led to a slow take-up of RiO among clinicians and meant that HFPCT was unable to optimise the benefits of the system.

The lack of mobile working affected healthcare negatively. Clinicians had to return to the office frequently during the day to collect records or enter patient notes. This restricted efficient time-management and

meant they spent much of their day travelling, which reduced the number of visits they could make in a single day. Clinicians who needed to see patients at short notice did not have access to full care records. Also, they were unable to share information with colleagues or schedule follow-up treatment immediately.

Keen to tackle these challenges, the IT team at HFPCT contacted Dell. The team already had a good working relationship with Dell, a supplier of desktop PCs to HFPCT's general practitioners, and the team was aware that Dell had completed a successful healthcare mobility trial in Nottingham. Supported by Intel®, Dell and HFPCT began a nine-week field trial, in which six community based clinicians were given lightweight and durable Dell Latitude™ D430 laptops with Intel Core™ 2 duo Processors with vPro™ technology. The laptops had Vodafone 3G mobile connectivity with Cisco VPN Client secure access to HFPCT's intranet and RiO.

Following the successful trial, the IT team decided on a phased roll-out, initially providing 128 of its clinicians with laptops. HFPCT held a public tender, and Dell was one of four vendors that responded with proposals for a laptop solution. The IT team chose to continue working with Dell, convinced that Dell laptops offered superior technical features, performance and cost-efficiency. The IT team chose Dell Latitude E4300. Like the D430 used in the trial, this was a lightweight laptop and had Intel Core 2 duo Processors and embedded wireless connectivity, but offered an even larger screen and longer battery-life.



“OUR EXPERIENCE WITH DELL LATITUDE LAPTOPS MAKES A COMPELLING CASE FOR MOBILE WORKING FOR COMMUNITY BASED CLINICIANS. THE REWARDS ARE SIGNIFICANT AND IMPRESSIVE, BOTH FINANCIALLY AND IN TERMS OF PATIENT CARE.”

Zakaria Ahmed, Head of IT, Hammersmith and Fulham Primary Care Trust

Dell delivered the laptops on schedule within 4 weeks. The IT team created the software image in-house, but simplified deployment by asking Dell to preload the image through Dell Hardware Customisation (previously known as Custom Factory Integration). HFPCT protected the solution with Dell ProSupport for IT, which comes with Next Business Day On-Site service.

HFPCT aims to roll out the solution across its 500 clinicians. Says Zakaria Ahmed, HFPCT Head of IT: “Our experience with Dell Latitude laptops makes a compelling case for mobile working for community based clinicians.

The rewards are significant and impressive, both financially and in terms of patient care.”

CLINICIANS GAIN THREE AND A HALF EXTRA WORKING HOURS PER WEEK

The mobility solution produces clear time-saving benefits for clinicians, who now travel less and work more efficiently. “Using their Dell Latitude E4300 laptops with 3G mobile connectivity and Intel Core 2 duo Processors with vPro technology, our community based clinicians gain on average three and a half hours extra working time per week,” says Ahmed.

HOW IT WORKS

HARDWARE

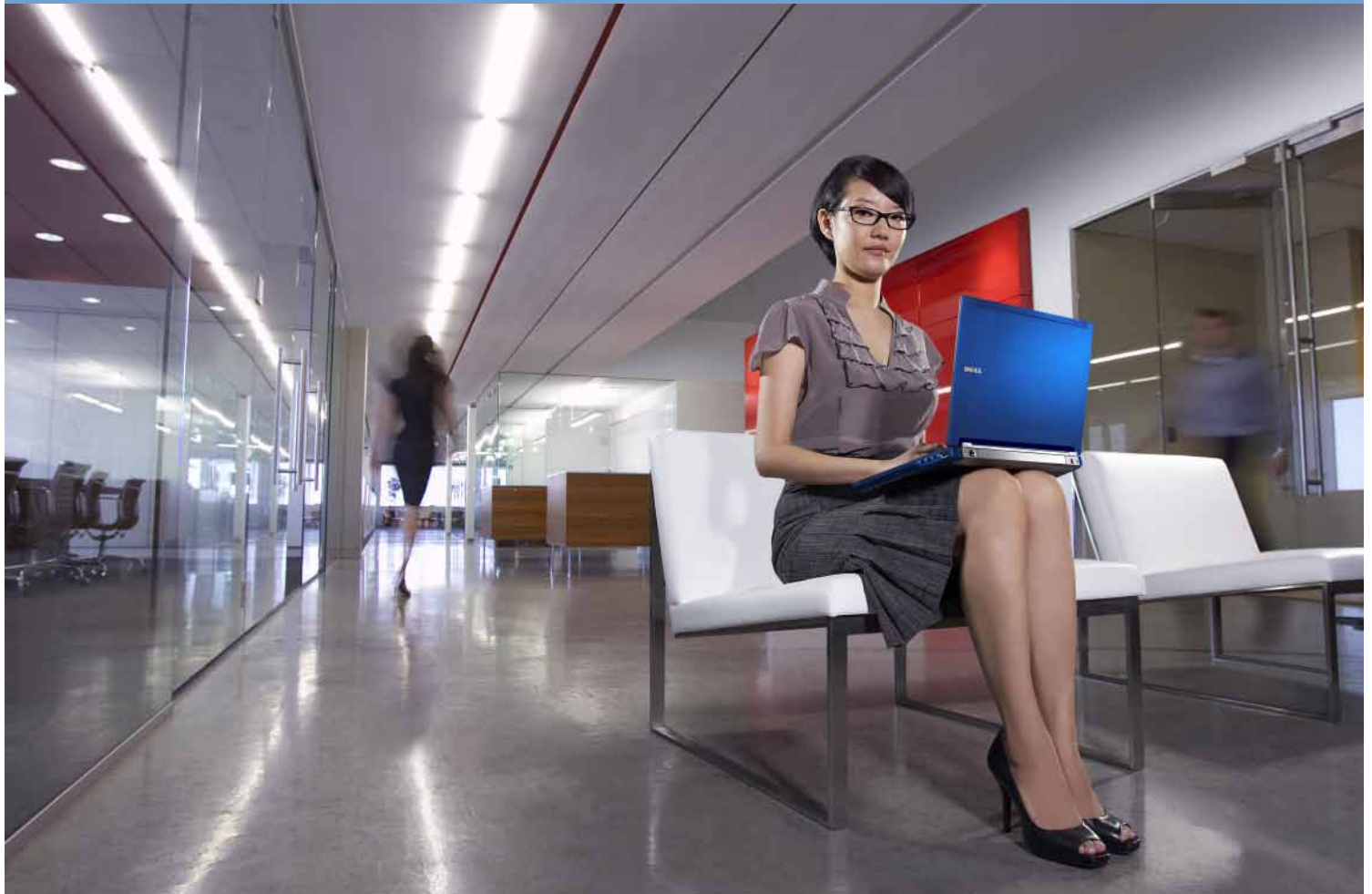
- Dell™ Latitude™ E4300 laptops with Intel® Core™ 2 duo Processors with vPro™ technology

SERVICES

- Deployment Services
 - Dell Hardware Customisation
- Dell ProSupport for IT
 - Next Business Day On-Site service

“BY USING THEIR DELL LATITUDE LAPTOPS TO ACCESS CARE RECORDS AT THE POINT OF NEED, CLINICIANS CAN MANAGE THEIR DAY MORE EFFICIENTLY, AND THIS HELPS IMPROVE THEIR WORK/LIFE BALANCE.”

Zakaria Ahmed, Head of IT, Hammersmith and Fulham Primary Care Trust



HFPCT's figures show that some clinicians save almost five hours a week as a result of travelling less and accessing RiO more quickly. Now, instead of making frequent visits to the office to collect or produce care records, clinicians can use RiO at the point of need and at the most convenient time in their day. "Dell Latitude E4300 laptops have a long battery-life, which means that our clinicians can get a whole day's work out of them without having to stop and find a socket for recharging," says Ahmed.

EXTRA WORKING TIME SAVES £268 PER USER/MONTH

For HFPCT, the financial argument for mobile working was highly persuasive. "The extra working time gained with Dell's mobility solution saves us £268 per user per month," says Ahmed.

HFPCT bases this figure on average clinician pay, adjusted for the full capital cost of the system, which is £30 per user per month.

It expects the potential financial gain to be even greater when the system is fully rolled out. As it stands, HFPCT estimates that the financial benefits will ensure average payback within five months. It arrived at this figure by adding up the three-year capital and revenue costs, then calculating the number of months of net benefits required to pay this back.

SIMPLIFIED DEPLOYMENT WITH HARDWARE CUSTOMISATION SAVES TIME AND COST

HFPCT had a tight schedule for ordering and deploying the laptops. For this reason, the IT team opted for Dell to pre-configure the laptops with a software image provided by HFPCT. "Dell Hardware Customisation with Software Image Loading simplified our deployment process and helped us keep our tight deadlines," says Ahmed.

Moreover, HFPCT has increased flexibility. With Hardware Customisation the time from order to deployment is minimised, which

means that the IT team can deploy new laptops quickly, as and when required.

DAMAGE RATES MINIMISED WITH DURABLE DESIGN AND EMBEDDED CONNECTIVITY

It was important for HFPCT to find a model of laptop that would not break easily. Community based clinicians spend their days on the move, repeatedly taking their laptops in and out of their cases and carrying them on private and public transport, which increases the risk of damage. Latitude E4300 laptops are robust, because they are built with premium magnesium alloy and have a long-lasting paint finish and strong hinges. "Dell Latitude E4300 laptops have imbedded wireless connectivity rather than any external device that can break off. Along with the durable design, this helps minimise our damage rates," says Ahmed.

“DELL LATITUDE LAPTOPS WITH MOBILE ACCESS TO CORE SYSTEMS HELP US OPTIMISE CLINICAL SAFETY AND THE SPEED AND QUALITY OF RESPONSE, WHICH GIVES PATIENTS A BETTER EXPERIENCE.”

Zakaria Ahmed, Head of IT, Hammersmith and Fulham Primary Care Trust

WORK/LIFE BALANCE FOR CLINICIANS IMPROVED

“By using their Dell Latitude laptops to access care records at the point of need, clinicians can manage their time more efficiently, improving their work/life balance,” says Ahmed.

Clinicians no longer have to start each day in the office, which means they can save time by avoiding the morning rush-hour. Also, clinicians can use cancellations or time between appointments more productively and work from home if required. In this way, clinicians avoid having to work long hours in the office.

STRESS-LEVELS REDUCED

Mobile working gives HFPCT clinicians a greater degree of job satisfaction. “Thanks to Dell’s mobility solution, clinicians feel they are better equipped to perform their job delivering care, which makes them happier at work,” says Ahmed.

Stress-levels are also reduced, because clinicians minimise unproductive time and avoid getting behind with work due to limited access to office PCs. In turn, this helps HFPCT retain staff and reduce absence.

PATIENT CARE IMPROVED

Patients in Hammersmith and Fulham also benefit. “Dell Latitude laptops with mobile

access to core systems help us optimise clinical safety and the speed and quality of response, which gives patients a better experience,” says Ahmed.

Now, when visited by a clinician equipped with a Dell Latitude laptop, patients can be certain that their full care record is available. The clinician can make and update care notes instantly, which reduces the risk of transposition errors and gives other clinician instant access to updated information. Follow-up appointments can be made during the visit and any necessary intervention organised more quickly. Finally, security is improved, as there is no paper-based data to be stolen or lost on journeys between appointments. Laptops are equipped with CryptoCard ID key fobs and all data is held centrally at HFPCT for online access, which further reduces the risk of sensitive data loss and benefits patients.

For more information on this case study or to read additional case studies, go to www.dell.com/casestudies and www.dell.co.uk

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Hammersmith and Fulham 
Primary Care Trust



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