PATHPOINT®

Pathpoint eTrauma Service definition

www.openmedical.co.uk

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INTRODUCING OPEN MEDICAL

Open Medical are a team of clinically-led digital health pioneers. Founded by practising NHS clinicians, we combine a deep understanding of the healthcare landscape with unrivalled technical expertise to produce intelligent, clinician-centric software solutions and drive impactful digital transformation in healthcare.

WHAT WE DO

We specialise in developing and implementing bespoke, end-to-end, patient pathway and clinical workflow solutions, for all specialities, across all care settings. Our market-leading, fully interoperable digital platform, Pathpoint, is used across hundreds of healthcare institutions to prioritise, synchronise and visualise speciality team workflows, for the best integrated, data-driven care and future service planning.

Our desire to transform healthcare delivery along with our constantly expanding UK and international footprint, means we continue to innovate at pace and are shaping the future of digital healthcare in the UK.

OUR MISSION

Our mission is to empower healthcare providers worldwide to deliver efficient data-driven care, by forming strong, long-lasting relationships and creating safe and secure, trusted solutions that deliver value. We are committed to our vision of an interconnected, collaborative, healthcare digital ecosystem.

OUR OFFERINGS

PATHPOINT PRODUCT SUITE

Open Medical offers a suite of software solutions that can be used in all healthcare settings. These include specialty specific clinical workflow systems, Trust-wide enterprise installations, and integrated regional care pathway coordination platforms that transcends organisational boundaries and drives collaboration at a regional level. All products are powered by the Pathpoint intelligent pathway-mapping engine.

The system is used to visualise, synchronise and prioritise clinical decisions and facilitates communication and collaboration across teams, hospitals and regions, for intelligent, data-driven care delivery.

Each installation involves our software being uniquely configured to specific local processes, for projects of any size and scope, for any number of clinical teams, and for any number of collaborating healthcare providers.

Pathpoint's architecture is pathway based, modular in its construction and therefore enables effortless expansion in its use and functionality; it can be rapidly scaled up or down in-line with changing local requirements. The product and its features are frequently iterated in response to user feedback, and a build-on-demand approach to pathway processes is central to the service. Pathpoint is entirely cloud-based, which means we operate without any geographical or technical constraints.

Pathpoint is fully interoperable with modern hospital systems (including via HL7, FHIR and JSON:API), and uses natural language processing for automatic clinical-coding of treatment pathways using SNOMED-CT. This functionality generates high quality, granular data and provides superior reporting and analytics capabilities. Users are provided with meaningful care metrics and real-time data insights.

Pathpoint provides a safe and secure environment to store patient data and share information between clinicians. Users are given role based access ensuring the right people have access to the right patient information at the right time. Professionals can closely track each patient for the entirety of their care pathway ensuring that all interventions are optimised.

PATHPOINT ENABLES

- Digitisation of each step in an end-to-end care pathway
- Real-time oversight & coordination of activity and pathways
- Clinical workflow actions & process automation
- Asynchronous digital patient engagement
- Cohorting & filtering of patients including by diagnosis, clinician, pathway type and stage in pathway
- Powerful real-time data insights, reporting & analytics
- Separation of activity through team/role based access & highly granular user permissions

PATHPOINT ETRAUMA

Developed by practising orthopaedic surgeons, Pathpoint eTrauma is the market-leading platform for trauma coordination and clinical workflow optimisation.

eTrauma replaces legacy patient management tools such as whiteboards, documents and paper lists, with digital pathways on a cloud-based system. It enables clinical teams to configure and customise these pathways for centralised and streamlined trauma patient care.

Pathpoint's end-to-end digital platform optimises the management of the entire patient care pathway, including referral capture, built-in clinic and theatre planning workflows, remote patient monitoring, patient engagement and digital consent. Pathpoint enables multiple sub-speciality teams to coordinate custom clinical workflows on a single centralised system.

As a cloud-based platform, Pathpoint eTrauma facilitates regional collaboration and communication between geographically separate sites and distributed teams. A referrer, whether that be a Trust A&E department, urgent care centre, or any other off-site unit or practice, can digitally refer patients to the central virtual fracture clinic or major trauma team. Treating clinical teams can then coordinate their management, communicate with the referrer, and plan operating lists or clinics with instant visibility across all locations, between all members of the team.

eTrauma encompasses the end-to-end patient journey, and enables valuable real-time data insights, live dashboards and automated reporting to give unparalleled oversight of activity and unlock financial and efficiency savings. It is a modern interoperable system, designed to integrate and communicate with all other health IT systems, meaning data does not sit in silos.

ETRAUMA FEATURES

REFERRAL MANAGEMENT & HANDOVER

- Digital referral capture from multiple sources (internal, tertiary, virtual)
- Robust management of trauma take / handover and trauma meeting support
- Admissions management and handover lists
- Daily review notes and clinical tasks
- Protocol trauma pathways (BOASTs)
- Bleepless referrals with alerts + notifications

THEATRE LIST COORDINATION & PLANNING

- Complete trauma list coordination theatre planning
- Digital templated op-notes
- Automatic cancellation logs with reasons
- Trauma theatre equipment requests
- Semi-elective trauma scheduling
- Post-op trauma review meetings
- Flagging for specialist input
- Real-time breach-time warnings (to maximise #NOF NHFD BPT attainment)

PATIENT ENGAGEMENT

- SafeView - digital communication with patients and sending of guidance, videos and appointments
- SafeAttach - secure upload of clinical photographs
- Digital PROMs and PREMs

COLLABORATION & COMMUNICATION BETWEEN TEAMS

- Orthogeriatric input and handover
- Rehabilitation + therapy pathways
- MDT documentation and workflow

AUDITING & CLINICAL GOVERNANCE

- Real-time auditing and clinical governance features
- Automatic capture and auditing of infections
- Audit compliance with BOAST guidelines of 72 hours from injury to assessment
- Data collection tools for FLS and NHFD, with integration to the national databases

DATA, REPORTING & BUSINESS INTELLIGENCE

- Natural Language Processing for end-user SNOMED-CT coding, gives high quality data
- Live dashboards for real-time data insights
- Powerful reporting engine and granular data extraction capabilities, KPISs analytics
- Feeds to business intelligence units

ADDITIONAL KEY MODULES

- Digital consent
- Remote patient monitoring
- Templated clinic letters

ETRAUMA BENEFITS

- Discernible BOAST guideline tracking and Best Practice Tariff attainment
- Local/remote monitoring of Trauma Take and Theatre progress
- Improved oversight and coordination of trauma lists, including those patients waiting at home for surgery
- Delivering activity plan and also RTT
- Reduced impact on elective theatre lists by increasing ability to plan trauma lists to match demand/capacity
- Improved decentralised collaboration for multi-site clinical teams
- Reduced administrative burden
- Reduction in adverse incidents and complaints
- Generation of new service metrics, including injury-to-theatre-time
- Improved, forward-planning of patient care resources (bed, theatre slots, staff)
- Improved handover efficiency and process optimisation
- Referral, procedure and diagnosis lists for clinical audit, research and service improvement
- Real time governance
- Real-time data insights

PATHPOINT ETRAUMA

VIRTUAL FRACTURE CLINIC (VFC)

VFC FEATURES

- End-to-end digital Virtual Fracture Clinic
- Single-point digital referral capture from multiple regional referring teams
- Diagnosis-based referral information and automatic coding
- Automatically generated protocols/leaflets at presentation
- Blocks inappropriate referrals
- Fully governed two-way communication between referrer and orthopaedic department: feedback and education
- Real-time auditing and governance
- Seamless clinic administration with action pathways

VFC BENEFITS

- Protocol treatment enables standardised guidance to the referrer, thereby reducing variation in care and promoting consistency
- Improves the quality of data capture for research and audit
- Improves the quality of VFC referrals with less missing information
- Higher discharge rate, therefore reduction in unnecessary face-to-face appointments
- Real time tracking of VFC outcomes is immediately available and allows compliance to BOAST guidelines of 72 hours from referral to assessment
- Increases VFC assessment speed by 40%

IMPLEMENTATION APPROACH

The Open Medical team consists of a blended clinical, technical and operational skill mix.

Our approach to every project consists of 4 distinct phases:

1. Scoping and consultation
2. System configuration and deployment
3. Implementation
4. Post-implementation support

The first step in implementation is a thorough scoping and consultation exercise where local processes and requirements are fully mapped out. This enables our clinical team to understand the local workflows, desired functionality and user requirements for a digital system.

The technical team then translates these processes digitally into specific pathways and workflows on Pathpoint, thereby creating a bespoke agile customisation.

Following creation of the system, the implementation team plans and delivers user training. Training is delivered in-line with the needs of each organisation through a mixture of tailored in-person and virtual activities and the distribution of training materials, including adopting a train-the trainer methodology. Alongside this, users are supported by a comprehensive training and resource library consisting of videos, presentations and system user guides.

POST IMPLEMENTATION SUPPORT

Launch includes active on site training and support, with continued off-site training and support offered for the duration of the subscription.

Licence subscription includes:

- Business-as-usual: single point of contact client support; managing delivery and resolution of queries
- Extraordinary: 24/7 365 day support to resolve high-level severity live system application issues
- In platform ticketing system and a dedicated emergency 24/7 support line, operated by our client support team.

See our YouTube channel for training videos. Training materials provided during implementation.

TECHNICAL SPECIFICATION

DATA HOSTING AND SECURITY

Open Medical partners with multiple cloud service providers (primary cloud service provider is AWS) with data storage and processing located in approved data centres within the United Kingdom. External and in-house penetration testing takes place at least once per year and all physical media is encrypted.

Pathpoint software is a highly secure cloud-based platform, certified by the National Cyber Security Centre ('Cyber Essentials' Plus certification), deployed within the HSCN, in a Unix/Linux stack, communicating with its SQL database engine on the same machine via a Unix socket by default. Pathpoint software can only be accessed via Secure Socket Layer. The codebase is developed in secure Open Medical development servers. The production environment is monitored daily. In an HSCN certified host, Pathpoint software can only be accessed from within the HSCH WAN via the HTTP protocol at the SSL enabled TCP 443 port.

The domain uses 256-bit SSL encryption and is fully compliant with the NHS digital information governance requirements, including GDPR. As a web based service, it is fully accessible from any desktop computer in any NHS Hospital Trust in England.

Pathpoint software implements a separate and explicit permission to view the PIDs. User roles with PID viewing permission are required.

The PIDs are not duplicated in any way and only remain stored in their dedicated database tables accessible only by the Pathpoint software application on the same local host. Pathpoint software does not directly transmit any PIDs outside its host machine. The database explicitly rejects all non-localhost connections by default.

BACKUP & DISASTER RECOVERY

Open Medical has disaster recovery and business continuity plans in place to ensure functionality and avoid any disruptions to the service. There is a detailed plan for incapacity of engineering, operational and implementation teams as well as strategy for any external disruptions i.e loss of premises, network and computer systems. There is a secondary data centre in a separate location that holds all system backups.

TECHNICAL SPECIFICATION

INTEROPERABILITY

Pathpoint is a modern system designed to be interoperable with any other health IT system, including with the PAS, EPR and DMS.

Pathpoint is FHIR native, and can integrate bidirectionally through HL7, FHIR, JSON:APIs, and receiving or sending real-time data feeds, configured to any local technical specification.

We are committed to forming part of an organisation's digital ecosystem through promoting the principles of interoperability, data sharing and supporting NHSE's Open-API policy.

TECHNICAL REQUIREMENTS

Pathpoint systems are entirely cloud-based with no local hardware requirements. The platform is supported on all modern internet browsers including:

- Chrome
- IE 11+
- MS Edge
- Firefox
- Safari 9+
- Opera

There is no difference between the mobile or desktop service.

PRICING & CONTRACT

PRICING

We offer a flexible and modular pricing structure that adapts to the scope of the project. Factors that influence scope include number of specialities/clinical teams, desired functionality and degree of customisation. We work closely to tailor our service to project needs, and ensure we deliver the best value possible.

ORDERING AND INVOICING PROCESS

We operate a software-as-a-service (SAAS) model requiring Purchase Order (PO) yearly invoicing.

Enquiries can be directed to sales@openmedical.co.uk

CONTRACT TERMINATION

Contract termination does not result in service discontinuation. The Pathpoint system remains live in a read-only state. Exported SQL files and binary archives are generated and provided automatically. Data extraction via JSON:API or FHIR API directly from the Pathpoint™ system is also available. Where recommissoning is not optioned at the end of the subscription period, there are no additional costs. The service remains available with a full read-only functionality and can be resumed at any time.

CONTACT US

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