

Strata Pathways –Emergency

Admissions and Attendance

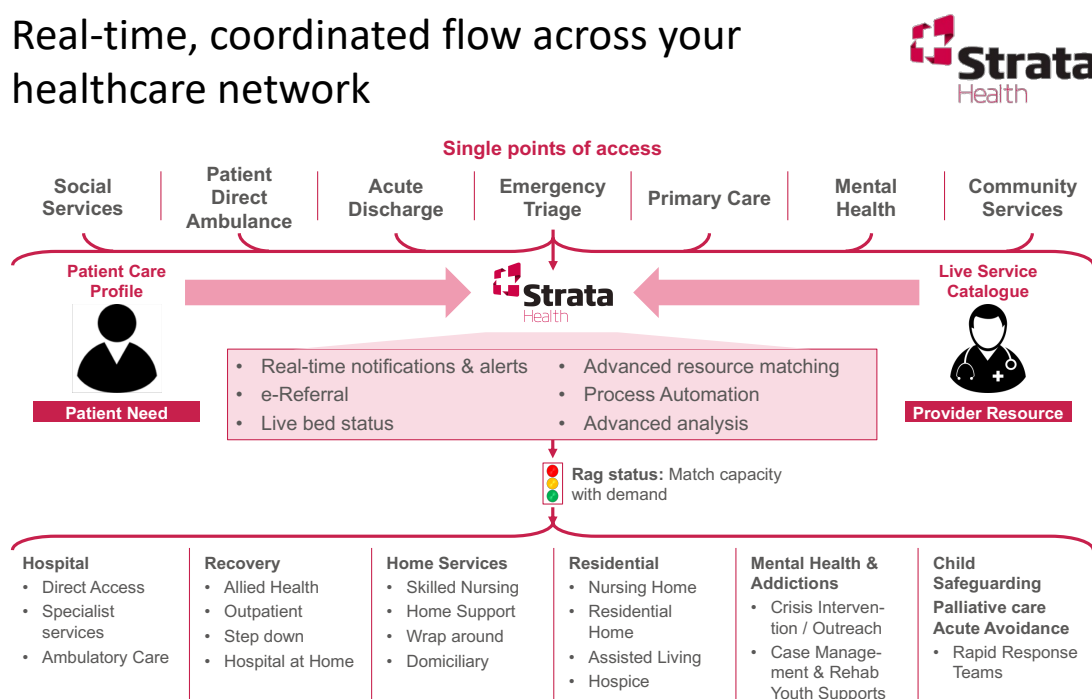
Avoidance



Solution Overview

Strata Health Solutions improves the flow and transition of patients within and across Health and Care organisations in real time. Our solutions will help deliver better outcomes for your patients by ensuring they are looked after in the right care setting as quickly as possible. Using Strata solutions will improve the flow of patients coming into any part of the system. Patients are assessed as soon as possible, transferred faster and discharged quickly.

Strata Pathways allows multiple organisations to centrally co-operate in one place by bringing together patient information from multiple health and care systems to build a comprehensive assessment of a patient's holistic needs. The patient's health and social care requirements are then matched to all downstream resources that are held in our live directory of service. The directory of service allows all service providers to broker the availability and characteristics of the services. Many of these services can be seen in the following diagram.



Our cloud-based, Software-as-a-Service offerings have been specifically designed for use by the NHS in the UK. They have evolved over a number of years to be the best products available for managing the transition of patients within organisations and across regions or networks of care. Our service is managed in secure, redundant data centres that have secure connections to HSCN, and are operated in accordance with ISO27001 security principles. We take great pride in our processes and are pleased to report compliance with the NHS IG Toolkit, with a consistent score of 100%.

Strata Emergency

Strata Emergency™ supports the Emergency Department (ED) by providing the department with real-time availability and booking capability on community and social care resources that are suitable alternative facilities for treatment. Evidence from ED data from NHS England 2017/18 suggests that a significant number of patients who are admitted, could be provided with appropriate alternative care outside of the acute hospital setting. However, the biggest barrier to leveraging these alternative resources is the ability to match the patient to available care in real-time. The ED staff often have no choice but to admit these patients as a suitable alternative cannot be organised in a timely manner. Thus, the aim of Strata Emergency is to reduce the number of people attending ED through redirection thus lowering hospital admission rates through leveraging community and social care services.

PathWays™ can support ED staff at several stages of the unscheduled patient journey:

1. **Pre-hospital patient diversion:** By diverting patients prior to their attendance at the ED to a more appropriate care setting, this will reduce unscheduled care attendances at the acute. Reducing the inappropriate demand on the ED will allow clinicians to deliver an improved service to patients who do need to be there. Many patients who are seen in the community by healthcare professionals ultimately attend the ED because:
 - They are acutely unwell and need urgent medical attention
 - They are sent to the ED by the community team as the healthcare professional cannot access real-time information about availability of more appropriate out-of-hospital services for the patient.

Patients can access real-time primary care and community services through a patient facing application, reducing the need for an ED attendance. This will include virtual GP consultations, which will be delivered directly to the patient's

personal smart device, and targeted community services, such as mental health. Ambulance Services can also access certain community services to arrange immediate consultation, thus ensuring that patients receive the best and most appropriate care. Through engagement with frontline staff, management and analysis of system data, Strata will map specific care pathways to allow patients to access redesigned services in a timely manner and reduce the number of patients being referred to the ED. The real-time directory of services and closed loop communication would enable staff to be certain that patients would receive timely care.

2. **On arrival in the ED:** Upon arrival to ED the Patient will check themselves in via a kiosk, which will allow patients to be streamed appropriately. This can also include streaming to a virtual GP. Through the use of a clinically-based decision support tool, certain cohorts of patients will be redirected away from the ED before their wait timer begins. This will ultimately reduce the number of inappropriate patients waiting in ED, reduce the ED workload and allow staff to more efficiently treat the patients in need. Key highlights of the process:

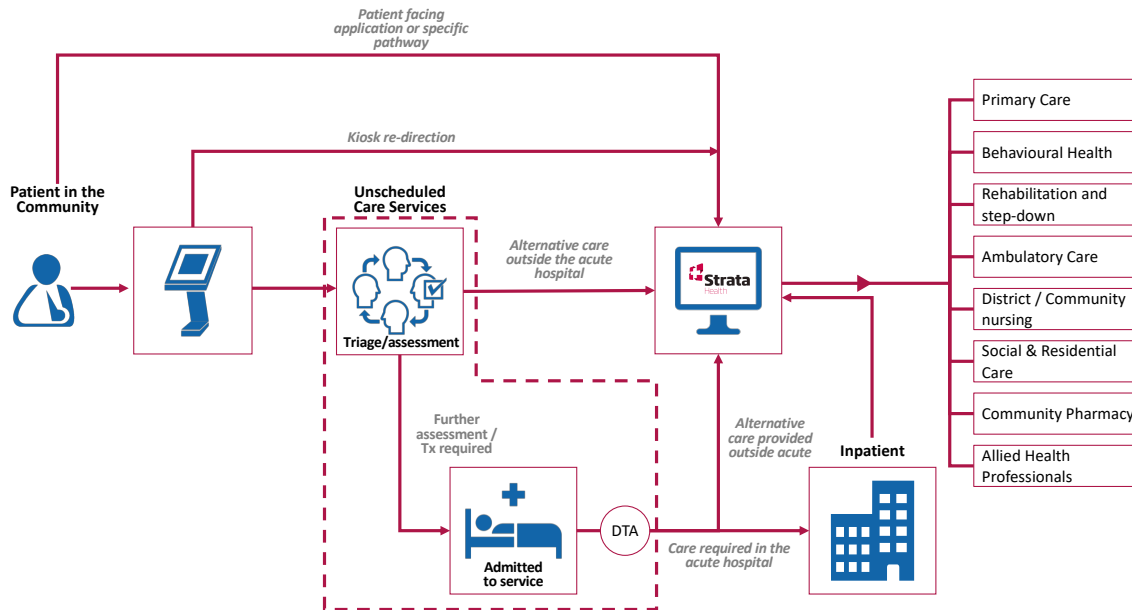
- Register Patient arrival
- Check Patient in if already known to the Trust
- Enable (self) triage of the patient condition
- Depending on the triage analysis – stream patients to appropriate provider
- Provide confirmation information to the patient of their triage status
- Provide call (out) to consulting area function for clinicians
- Provide automated service information to patients and staff
- Provide a patient tracking and management dashboard

1. **At triage:** when a patient is assessed at triage, it may be determined that they do need some degree of intervention but that this care can be provided outside of the acute hospital setting. The triage team would utilise Strata Emergency™ to match patient needs with an alternative service providers. The real-time functionality and closed loop communication of the solution provides reassurance to the triage team that the patient will receive timely care.

2. **At the point of Decision To Admit (DTA):** the route into the acute hospital for unscheduled care patients can occur at various points, including the A&E, outpatients, and direct access from specific community providers such as GPs, nursing homes, and community hospitals. Whilst some patients will need to receive treatment in the acute care setting, many do not, however they are still

admitted to the acute hospital as a safe alternative cannot be identified in a timely manner. Strata Emergency™ allows health care teams to leverage alternative, and more suitable care for the patient. PathWays™ will match the patient needs to available health and social resources in the community and provide reassurance to the referrer that the patient will receive it in the time agreed.

Strata Pathways Emergency – Admission Avoidance Patient Flow



Future Stages: Embed and Expand

For those patients that are admitted, upon completion of their treatment within the acute setting, the discharge team are able to utilise PathWays™ in order to plan the discharge. By moving onto the Pathways ICO platform, Strata will deploy the solution to health and social care organisations that work with Acute hospitals to introduce discharge pathways based on Trust data to identify patient cohorts most at risk of being delayed. Strata will work in the acute and community providers to fully understand the relevant pathways and ensure that they reflected in the Strata solution. This process allows them to initiate care packages to downstream providers prior to the date of discharge, ensuring:

- The patient need is matched to suitable providers only, removing delays caused by inappropriate referrals
- Availability of required services, due to the real-time Directory of Service (DoS)
- All providers are sent the necessary information allowing for a timely transition of the patient.

Visibility of the referral and its status.

Once the system is in place Strata will work with the client to provide a benefits realisation report in order to show how the Pathways solution has benefitted the system. This document can be used as evidence for business case development to assess whether or not the ICS should proceed with a full Pathways ICO solution that covers all organisations across the integrated region.

For information on the Strata Pathways solution refer to the individual product specification sheets in the Digital Marketplace.