

Referrals (v2)

The WebV Referrals Solution allows Clinical Staff to refer patients electronically to a variety of different (definable) services internally across the organisation, across hospitals within the same Trust, to external health organisations and from Consultant to Consultant. A copy of the referral is placed upon the patients time-line within the solution where it is easily accessible and traceable.



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Module Origin

The Problem

- The lack of a standardised system meaning patients were not always getting the specialist care they needed, quickly and efficiently
- Referrals made by email, letter or phone with separate departments maintaining their own records
- Difficult to track where patients were in the referral process
- Difficult to audit the volume of referrals
- Lack of understanding on how referrals were being managed
- A distinct lack of guidelines on what patient information was needed for each type of referral to be processed or assessed
- Incomplete and inappropriate referral records received resulting in additional extra work for staff and delays for patients

The WebV Solution

Following the success of other WebV modules, the in-house WebV team at the Northern Lincolnshire and Goole NHS Foundation Trust were asked to design a solution which enabled:

- Ability to select via a service and sub service route
- A pro forma, tailored to the requirements of specific departments, to be attached to each referral
- A display of mandatory fields and prompts to ensure all essential information is collected electronically
- Allowed the specialist team to assess and prioritise the referral need
- Show the locations of all departments offering specialist care in that area
- Preview a patient's referral history identifying whether referrals have already been requested, thus avoiding duplication
- The ability to work seamlessly with the WebV eDocumentation module
- A full audit history of the referral process from initial referral letter to consultation, results and actions taken

The benefits for patients, staff and the Trust

The list of benefit are many, however the key ones are:

- Improvements in patient safety and care
- Improvements in data quality and efficiency
- Significant cost savings for the Trust, due to the reduction in duplication of referrals
- A progressive roll out of the solution, specialism by specialism
- A reduction in patient waiting time and delays to receiving the right care
- Provides a transparent audit trail of the patients journey
- Time saved from a more efficient system allowing staff to deliver greater and better patient care

Where the Module is used

The Referrals Module is used by clinical staff across NLG for inpatient referrals only, however, the module could be utilised for outpatient referral depending on how your organisation works.

Referrals

Module that enables staff to refer patients to different services using proforma's.

Referral Configuration

- Ability to link services to Trusts
- Ability to configure services for staff under the form of:
 - Internal Consultant > Consultant
 - Outpatients Consultant > Consultant
 - Internal Referral
 - External Healthcare
- Ability to create Subservices linked to Services
- Ability to link consultants to subservices
- Ability to link System documents (created in e-document administration) to Subservices

Create Referral

- Patients can have a referral created on them with the ability to send to multiple referral services, created within referral configuration page
- Set mandatory fields created for each referral type (Trust, Site, Service, and Urgency) with additional optional fields (Subservice, consultant).
- Referral Data fields for providing information: Reason for Referral and Further Information
- Ability to restrict certain types of referral for users within Trust administration module
- Patient Timeline Event entered with summary of referral on creation of referral.
- If configured, referral will link user to system document which will be linked with referral for review

Review Referrals

- Ability to view all referrals created filtered by:
 - Trust
 - Site
 - Date range
 - Service
 - Subservice
 - Consultant
 - Urgency
 - Status

- Ability for users to accept/reject/transfer referrals with free text comment
 - Ability to Action referrals once they have been accepted or rejected
 - Ability to view linked proforma's that came with the referrals.
 - Restrictions for specific users/roles to all referrals
 - Audit ability created on referral stages
 - Ability to sort the Referral table by each of the individual column titles.
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- Recording reason for referral is optional when a document is attached.
 - Supporting text/advice added when proforma's are required.
 - Ability to sort table of referrals by table headings.
 - Font colour changed for certain statuses.
 - Referral table results auto loads from users previous search parameters when re-visiting the page.
 - Referrals added to timeline once submitted.
 - Minimum character level set for the reason for rejection field.
 - Ability to send completed referrals to an email address.
 - Ability to print completed referrals and any linked documents.
 - Consultant to Consultant referral type renamed to show as Internal Consultation Request.
 - Functionality to transfer a referral has been removed. (Due to potential risk issues)
 - Improved functionality when searching for referrals as duplicates are no longer displayed within the services dropdown
 - Changed the order of urgency when sorting the table of referrals to reflect actual priority status rather than appearing alphabetically
 - Added a new filter for submitting Consultant to the referrals page
 - Additional placeholder text has been added to the reason for referral text box and further information text box to explain that these fields are optional if a document is linked to the referral type
 - Ability to record and submit comments against a referral without performing any of the available actions
 - Time added to the status history of the referral
 - Ability to select multiple statuses when filtering on review referrals page
 - Ability to unlink a document from a referral when configuring
 - Improved speed of review referrals results