



## CASE STUDY:

# 24 Hour Mobile Task Management

### The Challenge

Portsmouth Hospitals NHS Trust are a large acute Trust providing care mainly from their Queen Alexandra Hospital site. The Trust had to act quickly to find new ways of working to ensure the workload for confirmed and suspected COVID-19 patients was delivered immediately and safely.

### The Solution

Having already been successfully using Nervecentre's 'real-time' Hospital at Night system to improve out of hours care for many years, the Trust quickly realised that by extending this system to the day shift, they could provide a continuous streamlined task management system in real-time to manage the additional workload during the day.

Nervecentre's Hospital at Night solution is an electronic task management platform that provides visibility of the tasks requested and completed, urgency and the staff available to complete them in real time. It can be adapted to suit workflows and processes in individual trusts.

It works by ward nurses who require support entering a request online. Hospital at Night co-ordinators then receive the request electronically via a PC or tablet, triage for urgency and skill required and assign the task to the relevant doctor, nurse or technician within seconds.

*“Expanding the Hospital at Night service to the daytime has made a positive impact on our care of Covid-19 and emergency patients. It has allowed us to have an ‘any patient, anytime, anywhere’ visibility approach for our sickest patients. Clinicians and nurses have grown in confidence that priorities are being managed and that patient safety remains at the forefront of the task management process.”*

*Caroline Chapman, Consultant Nurse Hospital at Night*

## The Approach

Having made the decision to extend the Hospital at Night system to 24 hours a day, the Trust worked with Nervecentre and implemented the software changes within a few weeks right at the beginning of the pandemic.

A senior co-ordinator was put in place during the day to oversee and manage all the tasks that were received on the Nervecentre system and to electronically assign them to the relevant doctor, nurse or clinical team. This facilitated the management of competing clinical priorities. Wards were divided into zones to accommodate increasing workload. Clinical teams were then given training and access to the 24/7 Task Management System. Plus, to provide a patient safety ‘any patient, anytime, anywhere’ system, all emergency patients were also cared for using the new Nervecentre system.

## The Outcome

This new 24/7 Task Management approach allowed the Hospital to provide a stream-lined patient safety system that does not allow for errors, omissions or duplications of work. Each clinician has a real-time record of tasks requested and their status, so can understand the continual progress of their patient’s care.

The software solution also gives a ‘real-time’ overview perspective of all patients to be able to identify key areas such as outstanding tasks, workload levels and availability.

*“The implementation of 24/7 Task Management at Portsmouth has been an on-going success since the beginning of the pandemic. Going forward the Trust will be able to review these new working practices and look at extending the use of ‘real-time’ mobile technology such as electronic clinical noting/handover.”*

