System C
Connected Care

CareFlow

Integrated clinical product portfolio designed to transform the delivery of care in the NHS

System C is part of **SystemC & Graphnet**
Care Alliance

CareFlow is our integrated, cloud-based clinical product portfolio designed to give clinicians access to a suite of applications that will transform the delivery of care.

It integrates and enhances the entire System C clinical product portfolio, offering a wide range of functions that help clinicians coordinate care – whether they are working within a single organisation or across a care community.

CareFlow is a suite of 'clinically delightful' applications delivered across desktop, web and mobile and includes e-observations, care team messaging, task management, order communications, results reporting, prescribing and clinical noting. All applications can be integrated within a 'clinical workspace', providing a consolidated view of clinical and patient data.

CareFlow Clinical Workspace

CareFlow Clinical Workspace is a clinically optimised, consolidated view of the CareFlow product suite, which also enables single sign-on to third party applications including PACS, EDMS and shared care records.

Whilst displaying a comprehensive summary of the most relevant and useful clinical information for a patient in one place, the Workspace also facilitates team-based clinical workflow to optimise care co-ordination.
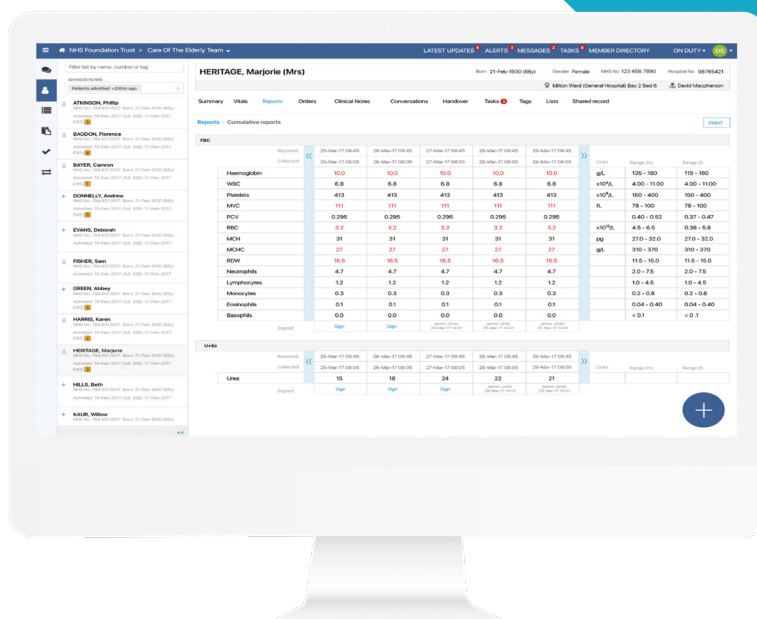
CareFlow Clinical Narrative

CareFlow's Clinical Narrative allows healthcare organisations and their clinicians to capture and share information in real time with colleagues, rather than relying on information traditionally held in paper notes, assessments and charts.

Notes captured by clinicians in both acute and community settings are fully integrated, along with information flowing in from patients themselves.

It's easy to review, update and enter both narrative and structured clinical information. Information can be automatically pulled in to pre-populate clinical notes, avoiding the need for duplicate data entry.

CareFlow Clinical Narrative is used to drive clinical workflows, and can be used to move away from simple data capture and introduce more efficient and useful ways of working. Data quality and compliance is improved by the use of mandatory questions and presenting relevant options in context of the patient's conditions.

Key components of clinical narrative:

- Defined rules, formulas and behaviour to create intelligent and dynamic forms
- Uses clinical note properties to group and organise notes in the viewer
- Chronological journal and summary views allow quick comparison of notes or values from assessments
- Includes a full front-to-end audit of clinical notes, including a printable report of every alteration, detailing whom, what and when
- Pulls in information from elsewhere in the patient record and previous entries to avoid duplication and save time
- Template versioning supports revision, refinement and testing of changes in forms prior to publishing for use
- Tools such as image annotator, diagnosis and procedure encoder can be embedded

CareFlow Connect

CareFlow Connect is a secure and mobile clinical communications and collaboration system designed to facilitate faster and safer care co-ordination for clinical teams within a hospital and across a care community.

Key clinical workflows are optimised through the following features, which are configurable depending on an organisation's needs.

Key components of CareFlow Connect:

Patient-identified messaging

CareFlow Connect provides encrypted mobile and web-based messaging within and between teams and directly between individuals. It integrates with the patient record to allow secure patient-identified messaging and specifically ensures that patient-identified messages can be viewed together to create a single patient communication record, which is integrated back into the patient record. In addition, Connect allows secure picture, video and file sharing.

Real-time patient alert notifications

CareFlow uses a highly scalable publish-subscribe platform that delivers data to clinicians and teams in real time. It pushes data to subscribers' mobile devices, tracks receipt and allows clinicians to instantly respond in order to co-ordinate care. Teams are able to build subscriptions to follow specific cohorts of patients for specified events they want to know about.

CareFlow Connect ensures alerting and clinical decision support is provided in the context of key clinical workflow, ensuring relevance, local control and ownership, usage, and the avoidance of alert fatigue.

User directory

CareFlow provides a full user directory displaying photo, name, role and duty status and enables communication via CareFlow messaging or direct phone call.

Shared patient lists

CareFlow allows teams to create and manage shared patient lists.

Smart lists are configured by users to be automatically populated based on data such as Ward, Consultant, or condition, e.g. all patients under 'Dr Smith' at the General Hospital.

Curated lists enable teams to ensure that their list is accurate and up-to date. Patients can be searched for and 'pinned' manually to the list. Lists also support clinical tagging and handover, and filters can quickly be applied to reduce the list view based on criteria such as ward, consultant, site, condition or clinical tags.

Handover

CareFlow allows the electronic capture of all patient handover notes, which are then instantly available to all relevant team members. All entries are logged with a user and date/time stamped to create a robust audit trail. When patients move between teams, the handover notes move with them.

Handover in CareFlow is standardised using SBAR (Situation, Background, Assessment & Recommendation) but can be configured to local needs. Where required, access to all teams' handover notes and the handover history is provided.
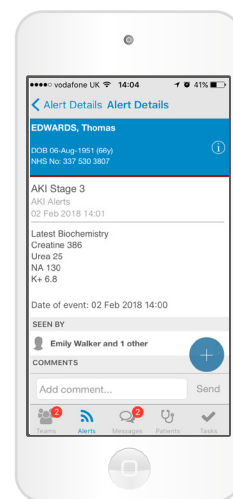
Clinical tagging

Clinical tags enable specific information to be quickly added against a patient, allowing the patient list and handover list to be filtered accordingly. Teams also use them as a way of tracking the status of a patient or flagging up outstanding issues to the team. Tags are configurable by teams and provide a powerful mechanism for teams to map their own workflow.

Task management

CareFlow provides a team-based approach to task management that not only addresses the needs of hospital-at-night (H@N) but can be used for all types of clinical teams, 24/7.

A task raised in CareFlow requires the user to assign a patient identifier and select the task name from a list of options, along with its level of urgency.

The task must also be assigned against a team, with a further option to assign it to an individual member of the team (where their duty status and presence will be shown).

This mandatory requirement for a team to always be assigned ensures CareFlow provides a robust audit trail and richer set of business intelligence data.

Team-based tasks can then be further assigned, accepted, discussed and completed where CareFlow provides full read and receipt and status messaging.

The approach taken by CareFlow to task management means that an organisation can run more rigid approaches to task management as well as team-based self-governance that closer reflects existing clinical workflows.

Specialty opinion/referrals

CareFlow opinion/referral functionality allows different clinical teams to request input regarding patient care, making the transfer of care process continuously transparent to both teams. Workflow is included to handle accept and decline status of the opinion/referral and a structured SBAR format for the referral is included.

CareFlow Order Communications and Results Reporting

Our integrated Orders and Results solution provides an efficient and safe mechanism for electronically ordering and viewing results. It allows clinicians to benefit from faster, more efficient requesting and viewing.

Flexible results views, including lists, grids and graphing, mean clinicians can review information in a manner that maps to their workflow. Summary views provide immediate access to important information, including what orders have been placed and their result statuses.

This solution replaces paper process and improves compliance to results acknowledgement policies. It also reduces costs and improves patient safety and care by eliminating delays, bottlenecks and errors associated with paper-based systems.

Key components of Order Communications:

- Accessible across the entire EPR system
- Full configuration of orderable items including 'order sets'
- Integrated clinical decision support tools
- Prints of request forms and labels
- Additions of supplementary data items to support local protocols when placing orders or taking samples
- Highly configurable data items to meet local needs
- Comprehensive audit trails across the application, including order tracking and action history
- Fully flexible results viewing, including trend views and flexible grouping of results
- Ability to include results into clinical documents, e.g. discharge summaries
- Clear flagging of abnormal results
- Result policy configuration to support results notification
- Creation of standard and personalised filters to support local and personal workflows
- Ability to view unsolicited results, e.g. from GP requests
- Ability to view PACS images from an integrated PACS viewer
- Dashboard view of results, highlighting results that need to be actioned/reviewed

CareFlow Vitals

Formerly known as Vitalpac, CareFlow Vitals is our market-leading electronic observation and decision support system, designed to improve patient safety and outcomes. It monitors and analyses patient vital signs to identify deteriorating conditions and provide risk scores to trigger escalation pathways.

Vitals is fully rolled out in over 30 Trusts, capturing over 6.5 million observations a month.

RICHARDSON, Irene		
Options	QWE11236	i

Model: Standard EWS
Taken by: Nurse, A
23-Jun-2017 21:52

Total EWS		7
Heart rate	56 bpm	0
Respiratory rate	24 bpm	2
Temperature	39.9 °C	2
BP	120/60 mmHg	0
AVPU	Alert	0
O₂ saturation	94%	1
O₂ therapy	5 l/min	2
Pain (0-3)	1	n/a
Nausea/Vomit/Bowels	N/N/N	n/a
Urine(since last obs)	NPU	n/a

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Key components of Vitals are:

Electronic observations

Vitals enables a clinician to take patient observations electronically, removing the need for paper charts altogether. A nurse can manage scheduled observations based on clinical need, reducing the time spent on routine tasks and freeing up staff time for care. Patient deterioration is detected early and escalated to the relevant doctor or specialist team.

Assessments and screening

These procedures are completed at the bedside with full connectivity to pathology and radiology results. Common Vitals assessments include dementia screening, VTE, nutritional & alcohol assessments.

Alerts

The powerful and scalable alerting capability ensures that subscriptions are configured to suit different workflows. This functionality helps users receive selected, immediate updates on a patient as soon as an alert is triggered.

Fluid management

This module simplifies the task of monitoring a patient's fluid balance by integrating the electronic recording of a patient's fluid inputs and outputs with observations. This intuitive functionality allows clinical staff to record the volume and nature of each fluid input and output accurately.

Sepsis

Our Sepsis module delivers comprehensive functionality to identify, risk-stratify and audit the delivery of appropriate care for patients with potential sepsis, in accordance with published guidance. The module also supports all key indicators required by the national CQUIN "Reducing the impact of serious infection".

Outbreak control

The IPC functionality (Infection Prevention and Control) acts as a permanent early warning system of potential infection outbreaks. Identifying potential sources of new infections early can lead to a dramatic reduction in the number of outbreaks. This enables a Trust to make major savings whilst improving patient care and significantly reducing the risk of hospital-acquired infections.
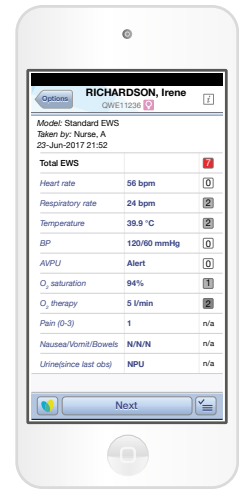
Following the introduction of this system at Croydon University Hospital, cardiac arrest rates have been reduced by as much as 70%, equivalent to 120 fewer cardiac arrests per year in a 500-bed hospital.

6.5 million electronic observations taken each month in

750 wards across over 50 hospitals

CareFlow Electronic Prescribing and Medicines Administration

Our Electronic Prescribing and Medicines Administration (EPMA) supports accurate and safer prescribing through predefined prescription templates, drug decision support alerts and pharmacy prescription validation.

Legible prescriptions, dose scheduling and the ability to request and order medicines from the ward ensure the patient's medicines are correctly administered at the right time. It enables clinical users to treat patients appropriately with the right medicine, the right dose, by the right route and at the right time. It also provides clinicians with real-time information on a patient's medicines throughout their inpatient stay, from clerking on admission medicines through to prescribing take-home medicines.

CareFlow EPMA has intuitive screens and workflows, making both prescribing and administering medicines quick and easy, minimising errors and improving patient safety.

System C is the UK's leading health and social care supplier, providing solutions to integrate services across whole care communities.

Our product range includes:

- PAS/EPR
- Maternity
- Clinician resource management system
- Kiosk
- Emergency department
- Theatre management
- Electronic document management system

- e-Observations
- Clinical collaboration
- Noting
- Orders
- e-Prescribing
- Secure messaging
- Child Health

- Patient portal
- New models of care
- Shared care
- Adults' and children's social care
- Analytics
- e-Referrals and treatments

We are part of the System C & Graphnet Care Alliance, a strategic partnership making integrated health and social care a reality.

Our solutions use leading edge technologies – such as wearables, instant messaging, the Cloud and AI – to radically improve services and the way care professionals and patients interact together.

- We are proud to be British. All our products are designed by care professionals specifically for use in the UK

- Our health and social care platform is fully integrated and interoperable

- Our products deliver improved patient outcomes and clinical and financial benefits

- We have a proven deployment record - e.g. our Medway PAS/EPR has been deployed to 23 Trusts, each on time and without incident

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System C is part of

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