

Guy's and St Thomas' is one of the largest hospital Trusts in the country, with 8,000 staff providing for more than 750,000 patient contacts a year.

The Trust is made up of two of London's oldest and most well known teaching hospitals. The hospitals have a long history, dating back almost 900 years, and have been at the forefront of patient care and medical progress since they were founded.

Implemented:

1999, WinDIP Medics
2008, WinDIP Enterprise

WinDIP Components:

1999, Multiple WinDIP Medics
Systems with Additional
Departmental and User Licenses
2008, WinDIP Enterprise Core
System with Trust Wide Licenses

The merging of two, high profile, London based hospitals inevitably highlights the shortfall in storage and retrieval facilities and Guy's and St Thomas' were no exception.



After lengthy consultation, the Trust decided to implement the Gateway WinDIP Document Imaging and Management solution for the Medical Records library. The solution was to be in three phases:

Phase 1

To reduce the backlog archive of patient case note records, covering both sites, an aggressive bureau scanning outsource program was put into action with Gateway Bureau Services. To-date over 140,000,000 images have been produced with the project on-going across a range of departments.

Phase 2

To compliment the bureau service the Trust phase 2 was to install and implement an "in-house" WinDIP scanning and capture system to tackle the more current records. This implementation consisted of 2 x Bell & Howell production scanners, later to be upgraded to 3, located within Medical Records.

This scanning, coupled with the bureau delivered data, was supported by Gateway's WinDIP Medics application which was written in conjunction with/for the healthcare sector; Guy's and St Thomas' hospitals are testament to this. A link to the Trust's PAS-PMI allowed the scanning staff to validate patient demographic data providing accuracy and security. A central archive using Magneto Optical technology provided the backbone for multi-user retrieval.

Phase 3

The Trust has a legacy of records being held of a combination of both 16mm roll/cassette Microfilm and 5 x channel Microfiche format. Although retrieval from these records was diminishing retention was still required, resulting in vast storage requirements and expensive upkeep of "old" technology retrieval equipment.



Gateway Computing surveyed the situation and proposed a Facilities Management service to the Trust. This resulted in the total removal of all Microfilm/Fiche material from London and removing to Gateway Bureau Services.

The Trust's Medical Records library staff now submit retrieval requests to the bureau, who's personnel locate the appropriate Microfilm/Fiche record, convert into digital image(s), then transmit electronically to the Medical Records library.

This service has not only saved the Trust an expensive storage area, reduced the need to maintain old Microfilm/Fiche Reader Printers but more importantly, freed up clerks valuable time in searching for archived records allowing them to carryout other duties.

Phase 4

Following on from the success within the Medical Records department, many other clinical and non-clinical departments and specialities implemented WinDIP Enterprise, some independently, such as IVF (ACU), and some in conjunction with the Medical Records system, such as Obstetrics, Oncology and A&E.

Phase 5

In 2007 the Trust recognised the need for a Trust wide, coherent electronic document management policy. This led to the initiation of one of the largest document management projects to take place in the NHS. Working with Gateway the Trust collated all the current usage and future requirements of an EDMS and planned an upgrade to a single implementation of WinDIP Enterprise, Gateway's flagship EDMS.

This upgrade initially involved fourteen separate departments which quickly grew to seventeen. With the Trust Gateway planned and managed the implementation of the system, migration of all existing WinDIP data, the integration of key host systems such as iCM, eVS (Electronic Vetting of referrals) and COHORT, and roll out of appropriate clients to the desktops.

In addition, the various bureau contracts have been reviewed and migrated to a single SLA for clinical data, with separate SLAs for any non-clinical departments.

The Future

The addition of further requirements and departments to the system continues with conversion and migration of other electronic and paper documents as well as on-going discussions about further host system integration including iCM, new targets/plans and increased bureau scanning requirements.

