



Orion Health | Case Study

Three NHS trusts collaborate to deliver a single, integrated pathology service

Orion Health's Rhapsody Integration Engine and Clinical Portal help to improve efficiency, quality, patient safety and cost.

The Challenge

Pathology services have for some years been encouraged to consolidate in order to improve both service quality and cost effectiveness. Consolidated services have been found to be the most efficient in the NHS (*Carter Report 2016).

The joint venture known as South West London Pathology (SWLP) was created in April 2014, encompassing three London-based trusts (Croydon Health Services NHS Trust, Kingston Hospital NHS Foundation Trust, and St George's University Hospitals NHS Foundation Trust). The venture is tasked with maximising efficiency by consolidating their pathology services.

The Solution

In terms of research into how best to redesign pathology services, SWLP spent a year conducting site visits to see 'hub and spoke' models in action and seeking specialist consultancy from 3rd party organisations. Ultimately harnessing a best-practice 'hub and spoke' delivery model, a single, integrated, NHS-led pathology service catering to 3.5m people across South West London was formed. This would be delivered via 3 hospitals, 200 GP practices and 30 healthcare centres.

A central 'hub' was created at St George's for most pathology services with 'spoke' labs retained at the other hospital sites (Croydon Health Services NHS Trust and Kingston Hospital NHS Foundation Trust). This ensured that essential clinical services such as A&E, theatres and obstetrics continued to receive the same level of pathology support whilst retaining local knowledge and clinical expertise. It also allowed the whole partnership to benefit from the larger scale and improved technology provided through the 'hub.'



CUSTOMER NAME South West London Pathology

LOCATION London, England

WEBSITE www.swlpath.nhs.uk

ORGANISATION TYPE Pathology services network

POPULATION 3.5 million

PRODUCTS IMPLEMENTED Orion Health Rhapsody
Orion Health Consult - Clinical Portal

- KEY BENEFITS**
- Efficient networked pathology services across three NHS trusts through a 'hub and spoke' delivery model
 - Clinicians able to access pathology results through a central portal across three NHS trusts
 - Maximised safety, quality and cost of pathology services

** Lord Carter of Coles completed an independent review into NHS Pathology Services in England for the Department of Health. This was published in a number of stages from 2008.*

The primary challenge for the project was developing an IT system to meet the needs of the model. Orion Health's Rhapsody™ Integration Engine was selected to enable requests and results from seven disparate 3rd party systems across the three Hospital trusts to be integrated and surfaced to clinicians through Orion Health's user-friendly Clinical Portal. This central view was a driver of reduced administration time and duplicate tests, as well as the ability to track patients over time and across different locations.

"The Gateway has allowed SWLP to use a single LIMS system across the 3 sites, integrating with the different electronic health record systems. The importance of this strategy cannot be underestimated as it allows us to avoid the pitfalls of multiple LIMS systems which have bedevilled other similar pathology integration projects."

Dr Matthew Laundry, Consultant Medical Microbiologist, St. George's University Hospitals NHS Foundation Trust

The project kicked off in phases, with cell pathology and microbiology going live in 2014. Throughout the project two-way engagement initiatives between SWLP and users were run in the form of newsletters, fact sheets, roadshows, lunch and learn sessions and Q&A sessions to drive engagement with the new service. As the Clinical Portal was so user-friendly, only one hour of training and a two-page user guide was necessary for most users.

The full integrated solution was live by December 2015, beating *Carter's target to consolidate with or outsource to other pathology providers by January 2017 (Carter 2016). Going forward, it has the ability to scale further in terms of data processed, functionality and organisations integrated, and key staff from SWLP have the ability to make minor adjustments to the Clinical Portal themselves.

The Results

SWLP has realised benefits in the areas of efficiency, patient safety, quality, financial savings and increased pathology service clients.

In terms of efficiency, turnaround times for tests across the network are now consistently outperforming the Royal College of Pathologist's national guidelines for blood sciences tests, MRSA two-day tests and microbiology C difficile two-day tests.

Patient data is shared throughout the network, improving safety by providing medical staff with a holistic view of a patient's history – a vital benefit, as 30% of patients visit multiple facilities.

"By harnessing best practice clinical methodology and innovative IT solutions we've been able to achieve a rare triple win – delivering a better service for patients, clinicians, and tax-payers. With the coming years hopefully seeing more partners joining our operation and our reach increasing to cover three quarters of South West London, I'm confident that this is just the beginning."

Tony Barron, Lay Chair, South West London Pathology

Improved cost efficiency is in turn helping SWLP to outperform their rivals and win new client contracts, having already played a crucial role in them securing a new contract with NHS England on behalf of Public Health England to provide Latent TB Testing for the London region.

SWLP have become a global reference site for best practice in pathology and have showcased their new operations to healthcare providers from the UK, Europe, China and Australia.

Orion Health

At Orion Health, we are building thinking software for life. Our new generation eHealth software provides an open platform that seamlessly integrates local, regional, and national data, making it more readily available to doctors, nurses, specialists and patients themselves. We believe that our software, built on new generation technology, will give everyone healthier, happier and longer lives.

Find out more at: orionhealth.com

Rhapsody™ Integration Engine is intended only for the electronic transfer, storage, or display of medical device data, or the electronic conversion of such data from one format to another in accordance with a preset specification as specified in the product manual and/or related documentation. Rhapsody Integration Engine is not intended to be used for active patient monitoring, controlling or altering the functions or parameters of any medical device, or any other purpose relating to data obtained directly or indirectly from a medical device other than the transfer, storage, and conversion of such data from one format to another in accordance with preset specifications. Orion Health makes no warranties and the functionality described within may change without notice. Rhapsody™ is a registered trademark of Orion Health™ Limited, manufactured in New Zealand, by Orion Health Limited. All other trademarks displayed in this document are the property of Orion Health or their respective owners, and may not be used without written permission of the owner. Rhapsody Integration Engine is not intended to be used for diagnostic purposes, or to replace clinical judgment or responsibilities. All patient information shown in any imagery is for representation and demonstration purposes only and is not related to a real patient.