



OVERVIEW



CLIENT QUOTE



OUTCOMES



THE MID AND SOUTH ESSEX NHS FOUNDATION TRUST

Essex, England

The Mid and South Essex NHS Foundation Trust (MSE) is a three-hospital healthcare system comprising of Southend University Hospitals NHS Foundation Trust, Basildon and Thurrock University NHS Trust and Mid Essex Hospital Services NHS Trust. The group provides a full range of local elective and emergency services to a population of 1.2 million in central and south Essex. MSE employs over 5,000 full and part-time staff across the three hospital sites.



OVERVIEW

In 2018, MSE partnered with TeleTracking to build an off-site Care Command Centre, the biggest of its kind in the United Kingdom. The 1,150 square foot Centre is open 24/7, 365 days of the year led by nursing professionals. The Centre provides a centralised, real-time approach to manage MSE's operations, capacity planning and bed management across the collective 1,990 beds.

The main objectives of the Centre include:

- Centralising capacity and bed management
- Real-time visibility to MSE's bed base
- Delivering time back to care to Nurses
- Reducing idle bed time
- Supporting staff with real time solutions to manage patient flow and workflows



CLIENT QUOTE

"TeleTracking drives better productivity and better efficiency."

Clare Panniker, Chief Executive, Basildon and Thurrock University Hospitals NHS Foundation Trust, Mid Essex Hospital Services NHS Trust and Southend University Hospital NHS Foundation Trust (MSE Group)

"TeleTracking has been a big game changer for us in supporting the improvement of patient flow through the hospital as well as releasing valuable time back to nurses for our patients."

Samantha Goldberg, Chief Operating Officer, Broomfield Hospital, Mid and South Essex NHS Foundation Trust



OUTCOMES

- ▶ On average, MSE's Care Command Centre **places over 8,900 patients** per month
- ▶ MSE have made a **32% improvement in confirmed discharge** from **41%** in 2018 to **73%** in 2020, supporting early bed assignment and reducing idle bed time
- ▶ MSE's dedicated bed turnaround team have completed over **3,000 bed cleans per month**, taking 74 minutes on average per bed turn and **releasing 1,544 hours** of time **back to Nurses and Ward Staff**
- ▶ MSE's Portering Teams have completed over **45,000 jobs per month** and on average complete of jobs in **30-minutes from request on system**
- ▶ **30% reduction** in delayed transfers of care for patients
- ▶ The three-hospital group have increased visibility of possible discharges on average by **30%** and increased visibility of confirmed discharges on average by **25%**