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DNV Imatis

Wandsworth Healthcare and DNV Imatis: Transforming the digital patient journey.

Unlocking efficiency. Enhancing care.

Wandsworth Healthcare, a trusted UK provider of nurse call solutions, and DNV Imatis, a leading Scandinavian digital healthcare solutions provider, have joined forces to help healthcare providers enhance the digital patient journey and deliver more efficient, patient-centred and data-driven healthcare.

DNV Imatis' innovative EPR-agnostic digital health solutions are already delivering operational efficiencies for more than 46,000 healthcare professionals in 45 hospitals across Europe, Australia and Canada.

Through its intelligent platform, Fundamentum, DNV Imatis assists healthcare organisations in managing patient flows, logistics and overall operational efficiency, empowering them to improve productivity and patient safety



Wandsworth's strong market track record alongside DNV Imatis' well-proven solutions mean we are ideally placed to empower you to:



Improve digital maturity

Address the growing demand for digital solutions and enhance operational efficiency.



Enhance patient care

Deliver a more patient-centered experience through innovative digital tools.



Increase operational efficiency

Optimise patient flow, resource allocation and overall workflow.

Core Solutions:



Electronic Bed Capacity Management System (eBCMS): provides a real-time view of bed availability, reducing wait times.



Alarm Management: silent allocation and escalation of alarms via mobile devices ensures faster response times.



Task Management: streamlines support tasks across all departments, improving productivity.



Patient Engagement: allows patients to actively participate in their care journey using their own mobile devices.

Electronic Bed Capacity Management System (eBCMS)

Powered by  DNV Imatis



Optimise your bed capacity management and free up your nurses

Challenge:

Hospitals constantly juggle bed availability. Finding available beds takes time, leading to frustrating delays for patients waiting for admission, transfer or discharge. This inefficiency also burdens nurses with bed searches, detracting from direct patient care. The result? A stressed system with overworked staff and frustrated patients.

Solution:

Electronic Bed Capacity Management System (eBCMS) acts like a real-time GPS for your hospital's beds. It uses data to give a clear picture of upcoming patient needs and current bed occupancy. This allows staff to proactively assign beds, optimise staffing and streamline patient flow. Imagine nurses focusing on care, not bed searches, and patients experiencing shorter wait times. eBCMS unlocks these possibilities by providing real-time data on any device, improving communication and ensuring the right care gets delivered at the right time.

Potential benefits:



Streamline bed allocation and patient flow for shorter admission, transfer and discharge waits



Minimise patient frustration by ensuring timely access to beds and enhanced care coordination



Free up valuable nursing time for patient care by eliminating time-consuming bed searches



Optimise bed utilisation and resource allocation for smoother hospital operations



Gain real-time visibility into bed occupancy, wait times and upcoming patient needs for proactive planning



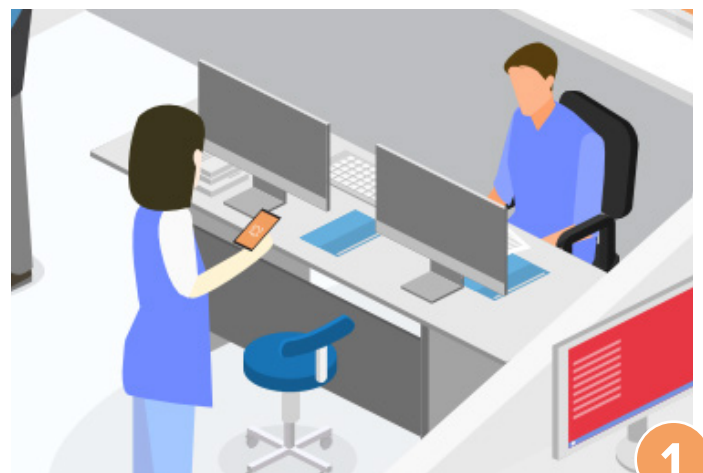
Make informed, data-driven decisions about bed assignments and staffing based on real-time data



Foster seamless collaboration between clinical and support staff, with easy access to bed management information



Achieve potential savings of more than £3,000 per bed through improved bed utilisation



Electronic Bed Capacity Management System (eBCMS)

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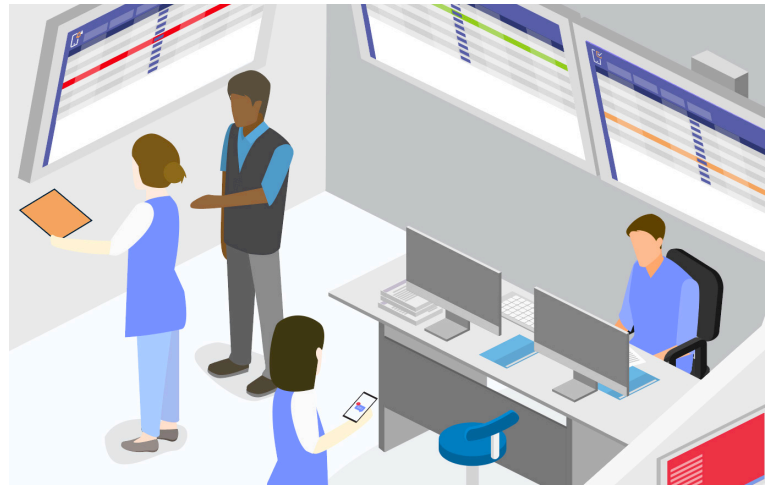
How it works:

- eBCMS analyses data to forecast upcoming bed needs, allowing proactive bed assignment and resource allocation
- By monitoring key metrics like bed occupancy and wait times in real-time, eBCMS enables informed decision-making
- Staff can access real-time bed management data on various devices (wall screens, PCs, mobiles, tablets, etc) for effortless collaboration
- Improved coordination between clinical and support staff leads to reduced bed turnaround times
- Data is utilised to optimise bed assignments, improve staff scheduling and enhance patient flow for overall efficiency

Success story:

Haralds plass Diaconal Hospital (HDS) in Bergen, Norway, faced bottlenecks in patient transfers from the emergency department to wards. To address this, they implemented a digital whiteboard solution from DNV Imatis. The whiteboard provides real-time information on bed availability, enabling shift leaders to allocate patients efficiently.

Key benefits include faster transfers with patients assigned to rooms more quickly, improved communication due to clear and timely information sharing, and efficient resource allocation through better management of care demand. This has streamlined communication, reduced delays and improved overall patient flow.



Ready to learn more?

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Task Management for Support Services

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Efficiently request and allocate tasks with interactive dashboards and mobile devices

Challenge:

Fast and reliable communication between all departments is critical to the efficient running of hospitals. However, with departments often siloed, it can be difficult to track support service tasks and ensure that they are completed efficiently. This can lead to delays in care, frustrated staff and dissatisfied patients.

Solution:

Task Management is a system that ensures support service assignments are handled efficiently by integrating every department and enabling information to flow freely and seamlessly.

With everyone able to access the same digital ecosystem via their assigned mobile devices, support service tasks can be registered, assigned and acted on across all departments. Clinical, ward, cleaning, janitorial, portage and administration teams are connected via a single integrated portal and can log, share and coordinate their tasks in real time.



Potential benefits:



Improved communication and collaboration between departments



Increased staff efficiency and productivity



Reduced errors and improved patient safety



Better staff and patient experience



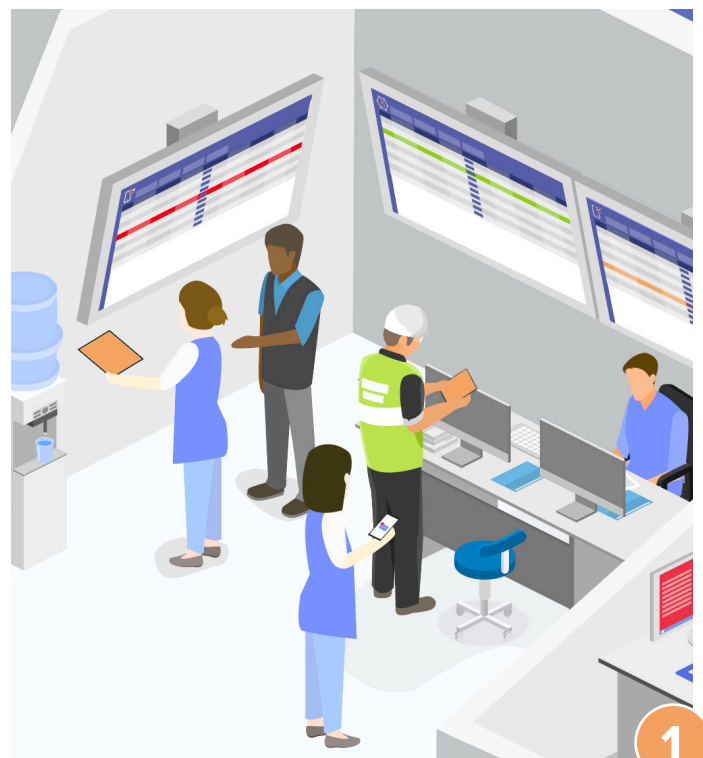
Simplified task tracking and management



Real-time visibility into task status from anywhere



Full audit trail and reporting



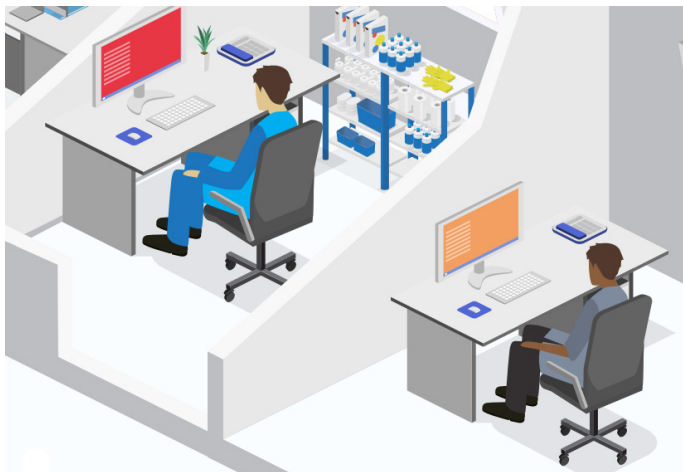
Task Management for Support Services

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How it works:

- Ward staff can conveniently submit support service requests via digital whiteboards or directly via their mobile devices
- Tasks can be allocated automatically to the appropriate hospital support staff member based on pre-defined rules or they can be allocated by a manual dispatcher
- Hospital support staff receive notifications of new tasks on their mobile devices
- Hospital support staff can accept or reject tasks and manage their own workload
- Declined or unaccepted tasks are automatically progressed to the next available person, maintaining what is referred to as a 'closed loop' process. This minimises the risk of communication gaps or missing tasks



Success story:

Stavanger University Hospital in Norway implemented Task Management and within a few weeks, **more than 10,000 assignments were processed.**

Staff reported that the system is **easy to use, reliable** and has **improved communication and collaboration** between departments.



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Alarm Management

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Silence the noise, empower your staff and ensure patient safety

Challenge:

In the unique setting of a hospital, the workload is substantial, time is limited and the distance between wards is considerable. This environment not only induces stress, but it also increases the risk of human error. Nurses overwhelmed by noise may miss truly critical alarms; desensitisation to alarms can slow response times to emergencies; false alarms trigger unnecessary interventions; and excessive noise from alarms disrupts patient sleep and recovery.

Solution:

Alarm Management is a revolutionary system designed to tackle alarm fatigue and ensure patient safety. It prioritises critical alerts, filters out false alarms and provides clear visual cues. Nurses can access alarms from their mobile devices, improving response times and reducing stress. This translates to better patient safety, a calmer environment and more focused staff. Alarms are prioritised based on severity, ensuring nurses address critical issues first.

Potential benefits:



Prioritises care and improves patient safety



Reduces distractions, freeing up nurses to focus on patients



Minimises staff stress and reduces burnout



Boosts efficiency by saving valuable time and resources



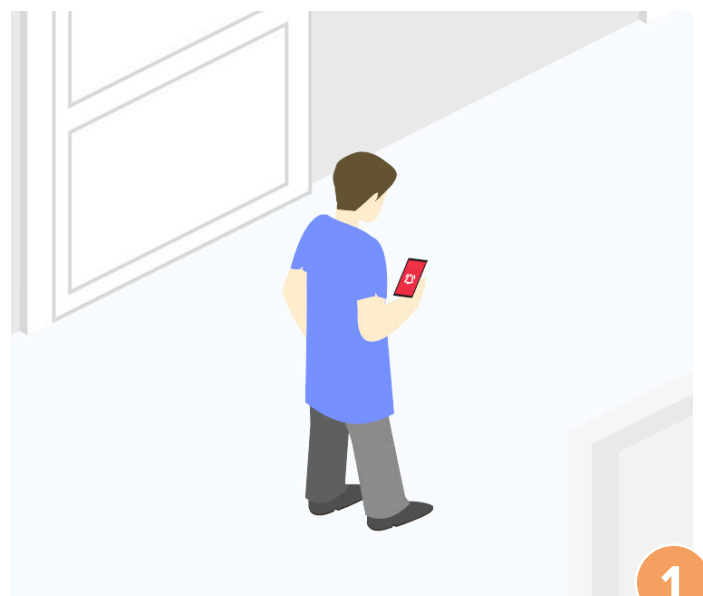
Creates a calmer environment for patients to recover



Identifies root causes of frequent alarms for targeted solutions



Empowers staff to respond quickly and effectively



Alarm Management

Powered by  DNV Imatis



How it works:

- Alarm Management prioritises alarms based on severity, ensuring nurses address life-threatening situations first
- The system filters out false alarms and low-priority alerts, minimising distractions and preventing staff from being overwhelmed
- Easy-to-understand on-screen indicators highlight the location and nature of the alarm, facilitating faster responses
- Nurses can access and respond to alarms directly on their mobile devices, regardless of their location within the hospital
- The system can integrate with patient data, providing nurses with contextual information relevant to the specific alarm
- Alarm thresholds and filtering rules can be customised to meet the specific needs of each department and equipment type
- Detailed logs track alarm history and staff response times, allowing for continuous improvement and performance evaluation

Success story:

In 2023, the digital estates focus for the Royal Cornwall Hospitals NHS Trust (RCHT) was on creating a digital infrastructure to support **'smart hospital' technologies**. Starting with a research pilot project to trial the concept of a **'silent ward'** to deliver non-audible patient call alerts to mobile devices carried by staff, the ambition was to offer a quieter, safer and more therapeutic environment for patients.

The 'silent ward' project is already offering substantial benefits, fostering a quieter and more serene environment which is conducive to patient recovery and wellbeing. The positive early feedback from both staff and patients suggests a **promising future for the initiative**, potentially serving as a model for other wards and hospitals aiming to **enhance patient care** through technological innovation.

This is just the first step in the Trust's longer-term plan to deliver a digital estates strategy to support the construction of a new Women and Children's Hospital by 2028, in partnership with the national New Hospital Programme (NHP).

“ Working with suppliers like Wandsworth Healthcare – who share the Royal Cornwall Hospitals NHS Trust's (RCHT) vision of an integrated digital future, as well as our mission to improve the patient, staff and visitor experience – has been a vital component of the gradual digitalisation of the estate. Wandsworth Healthcare is a trusted, key supplier to RCHT and, with Wandsworth's own continuous development in digital technology and hospital call systems, it was clear from the start that they would play a critical role in this new and exciting pilot project, alongside DNV Imatis and T Clarke. ”

Roberta Fuller, Programme Director for the new Women and Children's Hospital at RCHT

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Patient Engagement

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Transform patient experience and staff efficiency

Challenge:

Hospital stays can be frustrating for patients, with long stretches of waiting punctuated by brief, hurried exchanges of information. This is often due to busy healthcare staff and the need for rapid communication, which can unfortunately lead to misunderstandings – leaving patients feeling uncertain and potentially missing out on crucial details.

Solution:

Patient Engagement transforms hospital stays by empowering patients. It is a user-friendly portal which is accessible via the patient's own mobile or tablet, providing real-time information and communication tools.

Patient Engagement improves patient satisfaction and staff efficiency, creating a more positive and streamlined hospital experience where patients feel engaged and empowered.

How it works:

- Patient Engagement is a portal which works on patients' own devices (e.g. tablets, smartphones) for easy integration
- A personalised dashboard provides patients with a central hub for information specific to their stay, including ward details, healthcare team introductions and hospital services
- Various functions can be supported, including ordering meals, adjusting room temperature and lighting, completing questionnaires and self-reporting
- Patients can ask questions directly to the appropriate staff member, eliminating pull-cord reliance
- Real-time feedback keeps patients informed and reduces frustration, with receipt of requests confirmed and status updates provided



Potential benefits:



Scalable solution as part of your wider digitalisation efforts



Simplified workflows and enhanced efficiency



Eliminates communication breakdowns



Improved patient satisfaction



Real-time access to information

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Embrace the future of digital healthcare.

Choose Wandsworth Healthcare and DNV Imatis as your partners to transform the digital patient journey and unlock greater operational efficiency.

Digital Patient Journey Experience Centre:

Visit our **state-of-the-art centre** in Woking to witness the seamless integration of our solutions – from the point of patients arriving at hospital through to discharge.

Host your industry workshops and seminars at our Centre. To find out more, or to register your interest, please call **01483 713400** or email **digital@wandsworthhealthcare.com**

Contact us today:

Phone: **01483 713400**

Email: **digital@wandsworthhealthcare.com**

Website: **wandsworthhealthcare.com/digital-patient-journey**



Find out how we can help you unlock more capacity to care and enhance the digital journey of your patients.

Find out more