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HEALTHCARE

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

www.wandsworthhealthcare.com

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.

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

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

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 delays for patients waiting for admission, transfer or discharge. This also burdens nurses with bed searches, detracting from direct patient care. Together, these challenges increase pressure on staff and create a less predictable experience for patients.

Solution:

Electronic Bed Capacity Management System (eBCMS) acts as the operational layer that connects patient movement directly to resource availability. It uses data to give a clear picture of upcoming patient needs and current bed occupancy, removing friction between admission, transfer and discharge. 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, closing the communication gap between clinical staff and support teams so turnaround begins the moment a patient leaves.



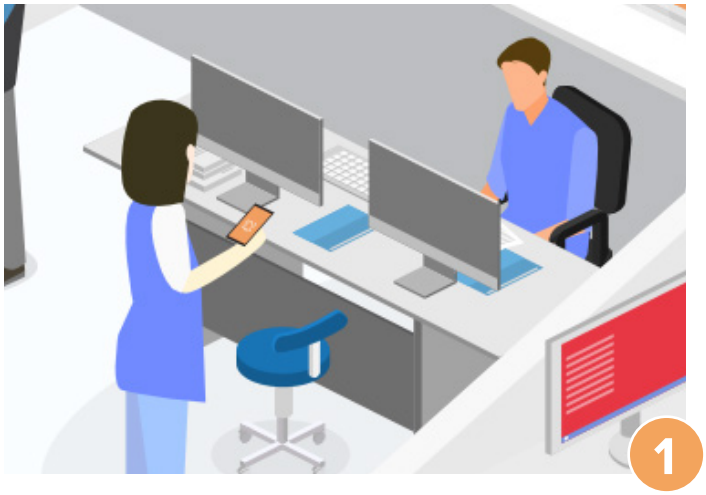
What it enables:

- Supports more efficient bed allocation and patient flow, helping reduce delays to admission, transfer and discharge
- Reduces manual chasing and duplicate documentation, giving nurses more time for patient care
- Connects discharge with cleaning and portering, helping beds become ready sooner
- Provides real-time visibility of occupancy, waiting times and barriers to discharge
- Helps operational teams coordinate their response to emergency pressure and reduce disruption to elective activity
- Gives clinical and support teams a shared operational picture through digital whiteboards

Customer-reported outcomes:

Released the equivalent of £5,000 in operational value per bed annually by closing the gap between bed availability and the next occupancy

Achieved up to 50% faster bed turnaround by connecting clinical discharge directly to housekeeping and portering



Version 1.1

Electronic Bed Capacity Management System (eBCMS)

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How it works:

eBCMS provides the brilliant basics of flow management to connect patient movement to resource availability.

- **Gain full visibility of every bed:** Move beyond static counting to a live view showing bed status, discharge plans and outstanding actions so teams can intervene early
- **Coordinate support services:** Automatically connect clinical updates to housekeeping and portering requests to reduce idle bed time and ambulance handover delays
- **Remove barriers to discharge:** Use structured checklists to highlight mobility aids, pharmacy or social care sign-offs that remain incomplete
- **Strengthen real-time team coordination:** Provide a shared operational view across departments, roles and shifts so everyone works from the same up-to-date information
- **Orchestration beyond the ward:** Access real-time data on various devices (wall screens, PCs, mobiles and tablets) to help guide teams through each step of defined patient pathways
- **Optimise theatre flow:** Extend tracking into surgical suites to help reduce delays and increase the number of operations per day
- **Access operational insights:** Turn operational data into practical capacity by identifying patterns and opportunities for continuous process improvement

Success story:

Østfold Hospital in Norway faced ongoing difficulties in aligning bed availability with patient demand. Information about admissions, transfers and discharges was shared through handwritten notes, physical whiteboards and phone calls, limiting shared operational visibility across the 630-bed acute hospital.

With real-time bed visibility and streamlined workflows, the hospital has achieved a 50% faster bed turnaround, cutting empty bed time from 42 minutes to 20 minutes. The system provides a clear, real-time view of bed availability, patient flow and upcoming needs, enabling more proactive management. By replacing fragmented information sharing with digital workflows, the hospital runs more smoothly, wait times have decreased and staff report significant time savings that allow them to focus more fully on patient care.



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Task Management for Support Services

Powered by DNV Imatis

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. In most hospitals, patient flow can break down operationally when cleaning, portering and maintenance are disconnected from clinical teams. This can lead to invisible bottlenecks, delayed care and frustrated staff.

Solution:

Task Management for Support Services provides the coordination layer that links everyone in the same information loop. By automating the Three Cs – Communication, Coordination and Collaboration – support tasks are triggered instantly, routed to the right role and tracked in real time.

Clinical, ward, cleaning, portering, catering, facilities management and administration teams are connected via a single integrated portal. Role-based access means each staff member only sees the tasks relevant to them, reducing information overload and making it easier to reach the right resource.



What it enables:

- Connects wards with cleaning, portering and estates in real time, removing the need for constant phone tag
- Triggers cleaning automatically at discharge, protecting elective activity by turning beds around faster so patients aren't held in recovery or theatre
- Avoids duplicate and unnecessary requests, reducing avoidable cleaning and portering tasks
- Gives real-time visibility of task status and patient flow from any mobile device or interactive dashboard
- Supports delivery of relevant 10-Year Health Plan priorities by reducing the operational friction that slows down admission

Customer-reported outcomes:

One hospital achieved the equivalent of **2 FTEs per shift** by removing manual coordination

One hospital achieved a **50% reduction in bed turnaround time** by automating cleaning triggers at discharge

One hospital achieved **100 fewer daily cleaning tasks** by removing duplicate requests



Version 1.1

Task Management for Support Services

Powered by DNV Imatis

How it works:

We provide structured coordination across your existing systems to synchronise hospital operations.

- **One-tap service requests:** Submit support service requests via digital whiteboards or mobile devices linked directly to a specific patient or bed
- **Automate task dispatch:** Use pre-defined rules to assign tasks automatically to the correct role as soon as a bed status changes
- **Mobile worklists:** Staff receive, accept, forward and complete tasks on the go via secure mobile devices
- **Closed loop process:** Declined or unaccepted tasks are automatically progressed to the next available person, helping avoid missed tasks
- **Actionable visibility:** Monitor progress in real time so clinical and support teams stay in sync and task ownership is visible to everyone
- **Proactive planning:** Identify where tasks are queuing in real time to adjust staffing or prioritisation on the move
- **Sync with building systems:** Receive automated alerts from pneumatic tubes or robots to support prompt collection of supplies

Success story:

Østfold Hospital in Norway utilised the DNV Imatis platform to bridge the gap between clinical needs and support service delivery. By triggering tasks automatically, the hospital successfully processed over 10,000 tasks in just a few weeks.

The implementation led to a 50% reduction in bed turnaround time, cutting empty bed time from 42 to 20 minutes. By removing duplicate requests, the hospital also achieved 100 fewer daily cleaning tasks, significantly reducing the administrative load on staff. This digital synchronisation has unlocked six-figure annual value in cleaning and discharge workflows, proving that better coordination leads to measurable hospital-wide savings.



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Alarm Management

Powered by DNV Imatis

Silence the noise, empower your staff and support patient safety

Challenge:

In the high pressure setting of a modern 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.

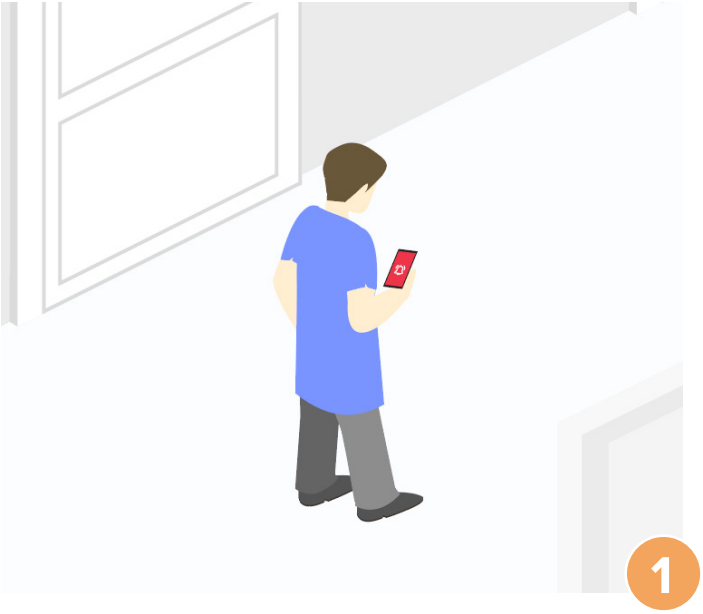
Nurses overwhelmed by noise may miss truly critical alarms; desensitisation to alerts can slow response times to emergencies; and excessive noise from legacy systems disrupts patient sleep and recovery. When teams rely on shared buzzers or phones that ring endlessly, critical signals can get lost in the noise, potentially leading to clinical risk, staff burnout and disrupted patient recovery.

Solution:

Alarm Management is a sophisticated orchestration system designed to tackle alarm fatigue and support patient safety. It transforms constant interruptions into a quieter, controlled environment by routing alerts intelligently based on live shift roles. Nurses can access alarms directly from their mobile devices, improving response times and reducing stress. This translates into better patient safety, a calmer environment for recovery and better conditions for staff to focus on patient care. By using clinical resilience proven in the world's safest health systems, critical signals are heard and acted on by the right person at the right time.

What it enables:

- Prioritises alarms and improves patient safety through clinical resilience
- Reduces distractions, freeing up nurses to focus on direct patient care
- Lowers staff stress therefore helps reduce burnout, with clear accountability
- Boosts efficiency by automating task workflows and saving valuable time
- Creates a calmer environment for patients to recover faster
- Identifies root causes of frequent alarms for targeted solutions, backed by measurable safety data
- Provides staff with exact location and patient data at the point of response



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Alarm Management

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How it works:

Alarm Management prioritises alarms based on severity, supporting timely responses to high-acuity situations.

- **Establish a Silent Hospital:** mute traditional audible bedside alerts and redirect them to secure mobile devices so wards stay calm for recovery
- **Route alarms by role:** route alerts only to staff currently responsible for that patient or area, using live shift roles rather than static lists
- **Automate alarm loops:** use configurable escalation chains to forward alarms to the next available team member if unanswered within a set timeframe
- **Target responses with precision:** display exact location, patient and alert type on receiving devices so staff know what they're responding to before they arrive
- **Communicate with ease:** enable seamless chat and voice communication within and across departments, with the option to include images for fast collaboration
- **Coordinate facilities teams:** notify domestics, portering or estates of tasks in advance to improve shift planning and reduce non-clinical interruptions
- **Access operational insights:** use detailed logs to track alarm history and response patterns, supporting continuous improvement

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 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, including a 50% drop in noise levels and a 12% increase in sleep quality. 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.

Royal Cornwall has since also implemented a new silent hospital approach in the Wheal Rose antenatal ward, which includes the Maternity Triage and the Day Assessment Unit. This marks a significant step toward the Trust's ambition of fostering a quieter, calmer environment for patients and staff. The Trust is now evaluating whether this approach will deliver the same positive impact in this higher-acuity setting.

"The Silent Hospital project is a great example of how digital technology can make a real, practical difference to both patient experience and staff wellbeing. As we plan for our new Women and Children's Hospital, we are focused on designing digital-first environments that are calmer, safer and smarter, with technology working quietly in the background to support outstanding care."

Tamsin Allen, Silent Hospital Project Lead 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.

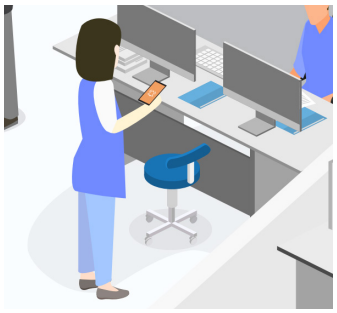
Solution:

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:

- Simplified workflows and enhanced efficiency
- Improved patient satisfaction
- Scalable solution as part of your wider digitalisation efforts
- Eliminates communication breakdowns
- 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**

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