NHS

Moving Towards a Paperless Bone Densitometry Department

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PROCESS

EFFICIENCY IMPROVEMENTS

Weekly Referral Processing Time

(Hours:Mins)

Office Co. | Close See

Weekly Clinic Preparation Time

(Hours:Mins)

20:50

8040

KEY OUTCOMES



~50,000 pages saved per year



4 of 6 printers removed



~£500 per year reduction in stationery costs



Elimination of data input errors



22 hours saved through process improvements (weekly)



Time saved allows for slot utilization initiatives to help reduce waiting list



Improved data security



Reduced report delivery times

Abbreviations HL7 - Health Level 7

HRDAG - Health Records Document Approval Group PAS — Patient Administration System

CWP - Clinical Web Portal

DXA - Dual-Energy X-ray Absorptiometry



April 2023 November 2023

HL7 utilised to bring patient details from PAS to scanner software.



Reporting Delays

Reduced

24th January 2024

Electronic Osteoporosis

Assessment Form Received

HRDAG Approval

Reports with

GP within 30

minutes of

completion -

previously posted

Paper Referral and Osteoporosis Assessment Forms Received HRDAG Approval



Daily checkslists and QA reports

transferred to electronic process

Elimination of **Keying Errors**

> Previous average of 6 errors per week



HL7 utilised to send reports out electronically and upload to CWP automatically



E-Osteoporosis Assessment Process Starts, using Bantham

software to complete forms and upload to CWP



RFW submitted for IT to consider work for an Electronic Referral Dashboard to remove need for paper referrals

22 hours saved through process improvements



1st February 2024

Electronic Referral Processing Pathway Starts



■ Financière - ■ Time: Pest

Weekly Questolnnaire Processing Time

Clinic Par Clinic Park

Weekly DXA Report Processing Time (Hours:Mins)



Printing no

longer required

Share experience to help drive further improvements

Interprofessional collaboration critical at every stage to ensure effective change management

Summary

The project focused on digital innovations targeting key process efficiency improvements. This resulted in significant time-saving for admin & clerical processes, the removal of the need for printing, elimination of data input errors, improved data security and reduced report transfer times. Going forward, the time saved in admin processes will focus on slot utilization initiatives to help support the action plan to reduce the DXA waiting list.

Working in partnership The Royal Wolverhampton NHS Trust Walsall Healthcare NHS Trust