

PATHPOINT

RNOH Case Study

On the 21st March 2020, the **Royal National Orthopaedic Hospital** (RNOH) in Stanmore held its first trauma meeting in nearly 40 years. Alongside the orthopaedic surgeons, anaesthetists, radiologists, nurses and physiotherapists in attendance, Open Medical's team of software engineers and front-line clinicians were present to help the RNOH utilise the market-leading **Pathpoint eTrauma** software to triage and process the expected avalanche of incoming trauma referrals from across London and the South East. In just three days, the respective teams from RNOH and Open Medical had delivered a bespoke platform to manage regional trauma care seamlessly.

The Royal National Orthopaedic Hospital is one of the largest orthopaedic hospital in the UK, and a leader in the field of orthopaedics worldwide. The Stanmore site has 220 inpatient beds on 13 wards, centred around 10 operating theatres and 12 intensive care beds. As a referral hub for complex joint and limb reconstruction, musculoskeletal cancer care and both acute and elective spinal surgery, only 1.8% of its 13,000 surgical admissions in 2017-8 were emergency admissions.

In response to NHS England's directive to stop non-emergency services to free-up inpatient capacity for the rapid spread of Covid-19 cases, the RNOH, known for its first class elective orthopaedic care, had to transform almost overnight to become a regional trauma referral unit. RNOH would rise to this challenge, drawing on its 180 year history, expertise and reputation for outstanding care.

The unique requirements for the **RNOH trauma pathways** included auditable real-time digital referrals from dozens of acute hospitals in the region, trauma case tracking and coordination, an implementation timeline within 3 days, and rapid remote training of multidisciplinary staff in line with social distancing guidelines. The Open Medical team of engineers and clinicians went to work to deliver the bespoke proposed solution: a software service that receives regional patient referrals, triages their treatment, and repatriates them back to their home base; a central hub to manage the daily workload, accessible by every member of the multidisciplinary team involved in the care of each patient, from injury, through surgery and to ultimate rehabilitation and repatriation.

"Delivering acute trauma care brings about an entirely different model of working, and to do this while maintaining our reputation as a centre of excellence, we wanted to ensure we had the best available technology to manage our referrals and trauma workflows. Pathpoint eTrauma has allowed us to do this. As a cloud-based platform with an intuitive interface, we were able to deploy this solution throughout our referring hospitals in London with minimal user training within 72 hours."

Professor John Skinner, Consultant Orthopaedic Surgeon, Director of Research and Innovation Centre, RNOH

“We now have a link on our RNOH website, alongside other referral pathways, so that any hospital who needs to refer a trauma patient to us can do so at any time. The minimum dataset of information we need to guide patient care is on the digital referral, including custom fields unique to our in-house processes and specific to the current Covid-19 crisis. This coded information, presented in a clear and simple format, allows us to make efficient decisions about our patient capacity, theatre scheduling and follow-up, all in real time”, says Mr David Goodier, Consultant Orthopaedic Surgeon in Complex Limb Reconstruction.

Anna Timms, Trauma Nurse Coordinator, agrees: “If we didn’t have **Pathpoint eTrauma**, our team would be spending so much time on the phone each day receiving information and writing down new lists almost hourly; now we can simply view the digital referrals efficiently in real-time, contacting the referring hospital only to confirm that we have received the required information and communicating our plans for the patients.”

In just three days from the initial call to **Open Medical**, the daunting prospect of a new workflow system was resolved and has helped RNOH to serve as a highly-organised, streamlined central hub for acute trauma in London and the South East. In the first four weeks since launch, RNOH had managed over 320 trauma referrals from across the region using Pathpoint eTrauma, admitting over 180 of these as patients, and performing over 170 trauma operations, ranging from complex joint fractures in active young patients, to hip fractures in more frail elderly patients. This effort continues to contribute to the **National Covid-19 response**.

“We are providing effective triage and treatment of all our trauma patients. We are proud to utilise our skill-set for the national Covid effort.”

Dr Lila Dinner, Medical Director

Pathpoint is used by clinicians in over **20 NHS** trusts nationwide. As a cloud-based platform, distributed as software-as-a-service, the product is deployed remotely, with a full implementation within days and user training on-site or remotely as required. The core product is available off-the-shelf, however individual Trusts requesting bespoke features for their unique requirements are supported by the Open Medical team of clinical, engineering and implementation expertise to support pathway process mapping. The platform is fully interoperable with existing NHS IT systems in accordance with NHS Information Governance standards.

