

HSS Communicator:

Dorset County Hospital

Dorset County Hospital NHS Foundation Trust uses HSS Communicator to ensure that reports containing critical findings are acted on to enhance clinical safety

Introduction

Dorset County Hospital (DCH) has been using HSS Communicator since March 2015, for radiology report notification, with very positive usage and feedback.

RCR Audit

According to an audit on UK hospitals carried out by the Royal College of Radiologists (RCR) to find out how many have fail-safe procedures in place to ensure that reports containing critical, urgent or unexpected significant findings get through and are acted on, the RCR found that 12% of hospitals have no agreed policy for alerting GPs and consultants when X-rays or scans show such findings. In addition, of the 154 departments who responded to the survey, only 11 had in place a robust electronic system which ensured doctors were alerted to important results and were checking, through this system, that the results were read and duly acted upon.

Alerting users to critical findings

The Radiology department at Dorset County Hospital NHS Foundation Trust has been successfully using Healthcare Software Solutions' Communicator Module within CRIS since March 2015. The department wanted to deploy a system to ensure that important radiology results were received by the ward or GPs safely and as quickly as possible, and to ensure that urgent results would be flagged up and sent to clinicians. Healthcare Software Solutions (HSS) supplies CRIS, the UK's most widely used Radiology Information System. Its Communicator module speeds up communication between Radiology and other departments, thus enabling more rapid and effective communication with referrers. This ensures patients with 'critical findings' can be seen more quickly, enhancing the probability of a positive outcome.

Communicator improves reliability and accuracy, and allows the Trust to meet the requirements of the NPSA's 16 safer practice standards, supporting the "early identification of failure to act on radiological imaging reports".

Ian Rowe, Radiology IT Systems Manager at Dorset County Hospital NHS Foundation Trust says:

"Communicator fulfils a need that we had identified. We are really pleased with it and it is a very good product. It means that anyone who refers to us can be notified of urgent findings immediately. We have seen clinicians acting on the results within minutes of the notifications being sent".



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