



89%
improvement
answering clinical
questions
at point of need

Tactuum

280 St Vincent Street, Glasgow, G2 5RL
E: uk@tactuum.com T: +44(0)808 164 84 54

111 S Jackson Street, Seattle, WA 98104
E: us@tactuum.com T: +1(425) 502 6957

Case Study

Children's Hospital Guidelines, Protocols and Pathways



The Need

The Royal Hospital for Children, Glasgow, is a 244 bed paediatric hospital with neonatal, maternity and other specialty units. It is housed within the UK's largest healthcare board/trust, NHS Greater Glasgow & Clyde, serving a population of 1.2 million, with 35 hospitals and 38,000 staff members.

The hospital stored and managed **local clinical guidelines, protocols** and other clinical resources on an enterprise Intranet. Clinicians reported that it was not easy to find or be assured of the currency of guidelines. Furthermore, it was not easy to make changes to guidance and have those changes made readily known to relevant staff members. Clinicians also reported that access to valuable information and resources to support decision making should be **quick, available at the bedside**, and ideally, **accessible on any device, with or without network connectivity**, e.g. during a disaster situation or, more commonly, when on the move, or in certain poor connectivity areas of the hospital.

The Solution

The **Quris™** solution was deployed via **Microsoft Azure cloud** services, quickly, easily and with **no demand on internal (hospital) IT services** to immediately make available a selection of key paediatric clinical guidelines, which has since been extended to all guidelines. Access by staff was possible using **any device (web browser or mobile app)** and content was streamlined using standardized templates to ensure **standardization, conciseness and actionability**. Quris™ **ensures access 24/7**, regardless of access to a computer, or connectivity, i.e. works both **online and offline**. Information updates are made centrally and pushed to all

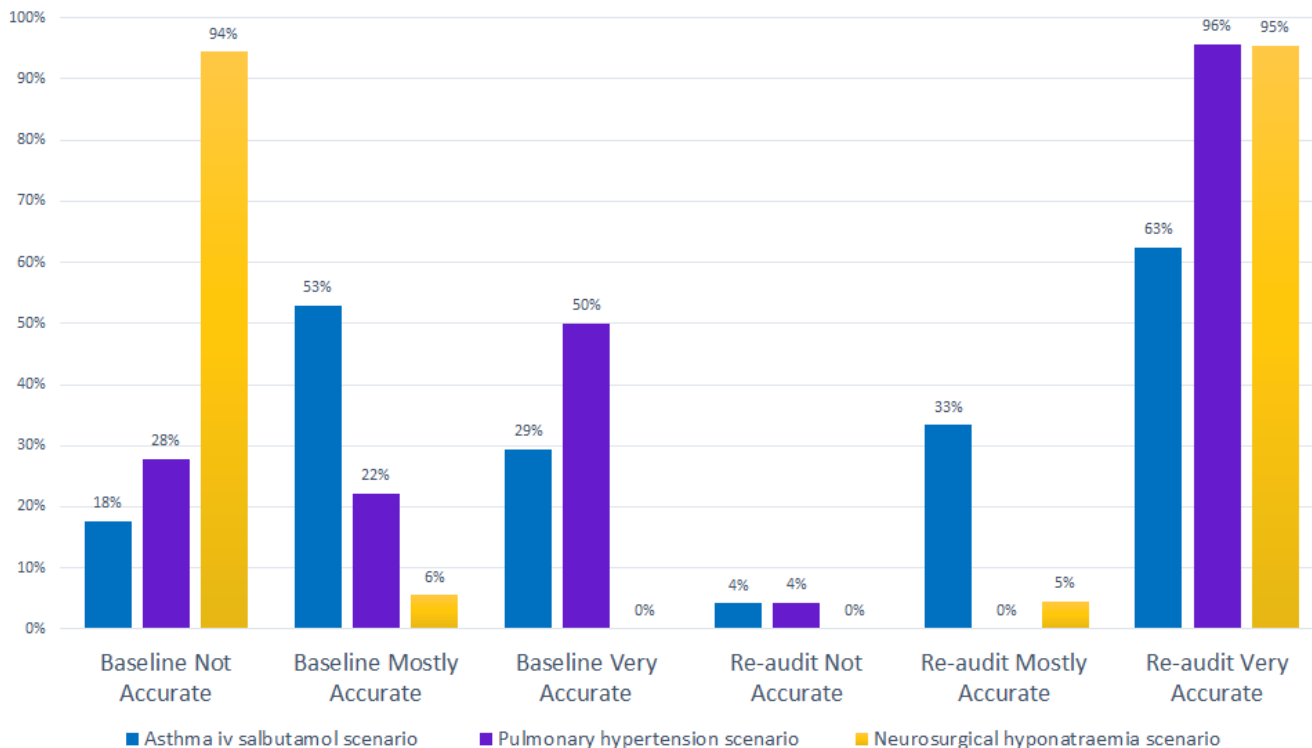
relevant staff members at the click of a button (**'push' notifications**) similar to receiving a text message.

The Results

The consequence of introducing Quris™ has been a **significant and visible improvement in clinician access to the right (accurate) information at the right time**. Quris™ has significantly improved access to important resources across all staff groups, increasing patient safety, staff confidence and adherence to local practice. The solution provided has been so successful and well received that **roll-out has been extended into other clinical areas** including; Obstetrics and Gynaecology, Psychiatry, with further plans for Emergency and Neonatal.

A baseline internal study conducted by NHS Greater Glasgow & Clyde showed that the most significant improvement resulting from the introduction of Quris™ has been **rapid access to accurate information; a 89% improvement** in neurosurgical hyponatremia scenario.

Accuracy of response to 3 clinical scenarios at baseline (pre-Quris™) and re-audit, after introduction of Quris™



For more information please contact:

Mark Buchner

M: 0796 668 7683

E: mbuchner@tactuum.com

W: www.tactuum.com