



i.Pharmacy case study



In summary

Customer: Bradford Teaching Hospitals NHS Foundation Trust

Country: United Kingdom

Customer profile:

The trust runs the two main hospitals serving Bradford and the surrounding area.

- Bradford Royal Infirmary provides accident and emergency services and most of the trust's inpatient care.
- St Luke's Hospital provides about a third of the trust's services and is centred mainly on the recently built Horton Wing, delivering outpatient and rehabilitation services.

About iSOFT

iSOFT is one of the world's leading suppliers of advanced software applications for the healthcare sector. With our core application set – LORENZO – we are at the forefront of the technology revolution taking place in healthcare.

Our products are used by more than 8,000 organisations in 27 countries for managing patient information and driving improvements in healthcare services.

We continue to focus on developing innovative application solutions for all our target markets, with 1,400 technology specialists engaged in software design, development and solution delivery.

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Bradford Teaching Hospitals NHS Foundation Trust

i.Pharmacy is the fully integrated iSOFT application for managing and tracking all essential activities within the hospital pharmacy environment.

This iSOFT solution is supplied as a single application with intuitive modular components, including dispensing, clinical management, manufacturing, inventory control and cost centre accounting.

i.Pharmacy accurately maintains inventory movements in a true multi-site, multi-store environment and is scalable from a large regional implementation to a single PC at a single site.

The solution separates data at the site level, uses a common product database across all sites, and is able to share data across sites. Stores are defined within a site, and stock holding areas, called 'bins', are defined within a store. All store and dispensary functions can be used in any store, subject to a user's security rights, and there are full facilities to move products within and between sites.

Workflow is central to all functions of the application, in particular the prescription entry and dispensing process, in which prescription data can be entered at remote workstations and then picked up in the dispensaries for processing.

Labels and operational reports are user-defined during implementation, and then developed as Crystal Reports. There is a suite of management reports delivered with i.Pharmacy, which can be tailored to local requirements by the system manager, using the Crystal Reports application.

All aspects of hospital pharmacy practice are covered by modules that are easy to learn and use.

The Bradford Teaching Hospitals NHS Foundation Trust is one of about 170 healthcare provider organisations world-wide that use i.Pharmacy.

Benefits

- comprehensive functionality to support modern pharmacy practice
- unique system design, focused on workflow
- modern and robust technical architecture and SQL database
- focused development plans to meet current and future pharmacy practice requirements in the UK and world-wide
- development aligned to iSOFT's LORENZO design model, with a defined migration path to LORENZO Pharmacy

About the Bradford trust

Key figures

Total number of beds (both hospitals): 1,050

Inpatients per year: 100,000

Outpatient appointments per year: 270,000

Total number of prescriptions handled per year: 360,000

Objectives

In a corporate strategy, published in spring 2006, the trust spelt out a series of objectives – the basis of its vision for the future. The trust pledged to:

- be the principal provider of hospital services to the people of Bradford;
- develop specialist services for the wider population of western West Yorkshire;
- aspire to excellence in clinical care, patient experience and facilities, and return to the top of the 'league tables' as a result;
- regard education and research as central to the trust's future;
- make the most of being a foundation trust; and
- create and maintain effective partnerships.

In addition, the trust's plans for the next five years include:

- improvements to buildings and equipment;
- new facilities for teaching and research; and
- reducing the cost of hospital management by over £1m, allowing for increased investment in patient treatment.

How i.Pharmacy has made a difference

Given the trust's volume of prescriptions (30,000 a month), it is clear that dispensing on that scale would be impossible using pen and paper, and the trust did have an IT system before i.Pharmacy was installed. But it was not without its drawbacks. Originally, two separate systems were used for ordering from suppliers and then transferring items internally. Now, with i.Pharmacy, everything is under the one roof and handled by a single, multi-tasking system.

Probably the biggest advantage, according to Sue Hammond, Technical Services Manager at the trust, is the breadth and depth of information available, thanks to i.Pharmacy. Users of the application get the benefit of being able to view prescriptions in a broader context and not as isolated pieces of new information.

"One of the major benefits we have with i.Pharmacy is that you can actually see the patient's prescription history, rather than just being able to do a label for a patient," she said. "Now we can see a lot more information about the patient and what has been dispensed. We can see what has been dispensed from a given ward or clinic on a certain day and out of a certain dispensary, which is great. You could do that with the old system – but not easily."

The tracking and transfer of the medicines and other items extends from the main store in the infirmary's main building to not only wards but also different individual storage facilities within those wards. The i.Pharmacy installation also links up five sites in all – the trust's two hospitals, the ENT unit, the Dispensing Support Unit and Lynfield Mount Hospital, run by the Bradford District Care Trust.

Other benefits that Sue Hammond points to include the strict security aspects of i.Pharmacy and the ability to produce up to 125 different types of reports for data analysis purposes, as well as customised labels, purchase orders etc.

Looking forward, Sue is hoping more supplier companies will move over to electronic ordering via EDI (electronic data interchange), which i.Pharmacy supports. Only a couple of suppliers have so far made the transition, and although the trust places some of its orders via EDI, most still have to go by fax. A small reminder perhaps of the way things used to be.