

LONDON NORTH WEST AND THE HILLINGDON HOSPITALS

Supporting the Implementation and Integration of the Cerner EPR system across two NHS trusts

CASE STUDY

Overview

Following the NHS's mandate to establish an EPR in all NHS Trusts by 2026, LNW and THH embarked on a journey to create a shared Cerner health record system across their Acute Hospitals.

The aim of a shared EPR system was to meet regulatory expectations as well as encourage a more integrated and interoperable healthcare ecosystem within the ICB.

Background

London North West (LNW) and The Hillingdon Hospitals (THH) are a part of the North West London Integrated Care Board (ICB), alongside Chelsea & Westminster Hospital and Imperial College Healthcare.

Challenges



Clinical Engagement/Adoption:

Ensuring active involvement and acceptance from clinical staff.



Data Migration:

Navigating the complexities of migrating data seamlessly.



Legacy Systems Management:

Integrating and managing existing legacy systems.



Medical Device & Data Integration:

Integrating mixed economy of device types & models while ensuring clinical data flow & patient safety.



Complex Training Requirements:

Addressing the unique training needs across four hospitals.

Solution

After thoroughly understanding the existing infrastructure, associated challenges and the requirements of the NWL ICB, Keystream assembled a team of 75 Cerner EPR professionals to deliver this ambitious project alongside other substantive resources seconded from the organisations.

This team included highly capable subject matter experts across the delivery matrix and workstreams;

- Programme Management & Assurance
- Change and Transformation
- Business Analysis
- Test Analysis
- Build & Configuration
- Data Migration
- Medical Devices & System integration
- Training
- PMO

Results

The resources supplied by Keystream were pivotal to the successful delivery of this project; both on schedule and within budget by ensuring all workstreams were executed with minimal disruption to operational and clinical activities.

This seamless integration of the Cerner health record system not only met regulatory requirements but also laid the foundation for improved collaboration and integration opportunities within the North West London Integrated Care Board making it one of the most successful Cerner implementations in the UK.



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Keystream have always been efficient, flexible, and supportive of the programme objectives. They played an integral part in the programme's success and both Aliysha and James were involved from inception to the post go-live celebration!

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