

Case Study: Enhancing Patient Flow at St George's University Hospital

Overview:

St George's University Hospital embarked on a patient flow and capacity management project to optimise their operations.

Due to inefficient processes, and a reluctance to change from staff members the project had slowed, prompting them to seek assistance from Keystream to find a senior project manager to lead this project and bridge the gap between the technical requirements of the hospital and the human element of the implementation process.

Project Objective

Implement the new capacity management system to streamline operations, improve coordination among staff, and enhance patient care delivery.

Outcome

The new tool would be the heart of digital operations and track the patients' end-to-end hospital stay.

Required 100 purpose built mobile devices.

Training of 1500 staff members before go live.

The Result

St George's experienced significant improvements in their operations. Real-time access to critical patient information, streamlined bed allocation processes, and enhanced capacity management led to smoother patient flow and more efficient care delivery.