

Case Study: CUH – Maternity Uplift and Optimisation

Overview:

The project was initiated to enhance the efficiency and effectiveness of Croydon Maternity Hospital's services by leveraging the capabilities of the Cerner Maternity suite. The focus was on ensuring that the hospital's digital infrastructure was optimised to support the best possible outcomes for both staff and patients.

Project Objective

The project's main objective was to review and baseline the Electronic Patient Record (EPR) Platform (Cerner) at Croydon Maternity Hospital. This included documenting current processes and procedures, conducting a gap analysis of existing Cerner solutions compared to those available in the Cerner Maternity suite, and defining future state processes and pathways for the Trust's Community and Maternity Services.

Approach

The project was structured into several key phases to address these challenges effectively.

Process Mapping: Current As Is processes were captured and mapped into swim lanes. Follow-up meetings were held to confirm the details of the current and future states.

Gap Analysis: A comprehensive gap analysis report was completed, highlighting areas for potential improvement through an uplift in the Cerner EPR platform.

Stakeholder Engagement: Regular meetings with maternity leads, consultants, and administrative staff were conducted to gather insights and validate findings.

The Result

The Croydon Maternity Hospital team appreciated the comprehensive approach taken by Keystream Consultancy. The detailed gap analysis and the practical recommendations provided were particularly valued. The hospital is now better positioned to leverage the Cerner Maternity suite to enhance its services.