

NORTHERN CARE ALLIANCE NHS FOUNDATION TRUST

Assessing and Aligning eDMS to Enable Strategic Digital Integration

CASE STUDY

Overview

The objective of this project was to undertake discovery work to baseline the Electronic Document Management Systems (eDMS) across Northern Care Alliance NHS Foundation Trust (NCA). This phase aimed to identify challenges, assess systems and processes, and provide recommendations to support future consolidation and alignment with the Trust's strategic goals, including readiness for the Electronic Patient Record (EPR) programme.

Background

Formed from a merger of four organisations, NCA inherited multiple eDMS systems with limited integration. With contracts expiring, the Trust launched a discovery phase to assess the current state and plan next steps.

Challenges



Fragmented Systems

Separate eDMS platforms with limited integration resulted in duplication and inefficiency.



High Costs

Outsourced scanning and system maintenance costs pose a significant financial burden.



Compliance Risks:

Gaps in records tracking and chain of custody processes increased the risk of non-compliance with GDPR and NHS records management standards.

Solution

The discovery work identified opportunities to:

- Consolidate the Trust's eDMS systems into a single solution.
- Optimise scanning workflows by exploring in-house capabilities, reducing reliance on costly outsourced services.
- Establish robust governance frameworks to address compliance gaps and improve chain of custody for physical records.
- Procure a scalable, vendor-neutral solution to enhance scanning capabilities and system integration.



Results

Actionable Insights:

The discovery phase provided a detailed assessment of current systems, highlighting inefficiencies and opportunities for cost-saving.

Strategic Alignment:

Recommendations were aligned with the Trust's vision for a unified eDMS and future EPR integration.

Cost Reduction Potential:

Transitioning some outsourced scanning activities in-house was identified as a cost-effective solution.

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Keystream provided a detailed and actionable discovery report. Their stakeholder engagement and ability to navigate complex challenges were excellent. We would confidently recommend them to other NHS Trusts.

CONTACT US

+44 (0)20 7256 6111

hello@key-stream.com

4 Tabernacle Street, London EC2A 4LU