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Integrated digital triage, joining the doors

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Founded in one GP practice in the NHS in 2013, eConsult is now live in over 3,300 GP practices across the UK





Patient flow through eConsult

1.2m online consultations/month and >30m processed to date



Synchronous....

VS.

...asynchronous

Still accounts for most journeys



On the rise... and will only grow.....



300M+ per year in GP25M+ per year in UEC125M per year in out-patients

1.2M eConsults a monthAround 2M online consults in totalThat's 8% of the 26M contacts a monthMany practices are much higherProactive eConsults yet to take off

eHub

- Federate eConsult delivery across multiple practices
- A highly structured business change programme that equips end users with capability and confidence in managing online consultation at scale
- A highly configurable platform that customised to meet the needs of key stakeholder groups
- The ability to use the full breadth of a multidisciplinary team in line with respective scope of practice

Where is the value?

- Increase the efficiency of of the Digital GP model
- Providing a consistent patient management experience
- Enhancing resilience
- Retention and recruitment





The importance of triage



From our experience in primary care, digital triage can deliver significant benefit, and we want to bring this to patients accessing healthcare through different pathways

What is eTriage?

Patient **check-in** and dynamic, automated **triage** for U&EC





Eliminates queues

- Detects critical conditions upon arrival
- Live clinical visibility of the waiting room
- Manages demand based on acuity not chronology
- Enables redirection where appropriate
- Data dashboard



The patient journey in most UEC settings:



The etriageurney



Automated check in, history take, ECDS capture, and triage

- No queues
- Consistent data capture (inc ECDS)
- Patient involvement
- Check-in and Triage = 5 min

record

Automated obs, links to

 Triage is clinically validated and standardised

Pulse

Blood

Pressure

- Data deposited directly to the EPR system
- Clinical overview of the waiting room



Medical emergency
 Majors
 Majors/ minors
 Minors/UCC/redirection
 Pharmacy/GP/home

Automated risk stratification P1-P5 \rightarrow + NEWS2 \rightarrow EPR/clinician

- Patients can be assessed based on acuity
- Triage nurse already has a standardised history to validate and capture obs

- Route to appropriate care
- Direct patient to most appropriate care setting
- Can be customised to local workflows (SDEC, Covid zones etc)
- Improvements in KPIs

...all within 5 mins of arrival through the front door

Saturation Temp

Respiratory rate

Integrates directly with native clinical system

Auto-triage and streaming

- Customisable end screens
- Internal streaming to appropriate setting
- Decompress at front door
- Full audit trail

Redirection

- Highlights patients suitable for redirection
- Nurse validates eTriage
- Provides face to face reassurance
- Picks up patients before they're overcommitted
- Optimal deployment of nursing resources
- Full audit trail and standardised data collection





Queen Mary's Hospital, Sidcup





Independent analysis of Queen Mary's and West Sussex





Type 1 EDs

Western Sussex Hospitals NHS Foundation Trust





Homerton University Hospital NHS Foundation Trust

Mid Cheshire Hospitals NHS Foundation Trust

> NHS East Kent

Intersystems/IRIS

Current integrations

Cerner Symphony Lorenzo SEMA Silverlink IC24/Cleo Adastra



East Sussex Healthcare





eConsult Specialist

Reducing waiting lists by improving patient pathways



Outpatient triage and waiting list reduction solution

Benefits



Identification and removal of unnecessary or inappropriate appointments (referral triage, preappointment, PIFU)



Optimisation of clinics themselves (DNA rate reduction, gathering history up front)



Enabling workforce delivery across geographies (remote consultation, networks)

Significant waiting list and DNA reduction

Traditional patient flow





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eConsult enhanced patient flow





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<complex-block>Digital triage Diving a revolution

Unique market position bridging primary care, urgent and emergency care and outpatients, enabling delivery of connected and integrated care World leading, clinically led triage increases efficiency, improves outcomes and derives actionable, structured data sets of specific value to the NHS

Joining the doors



Uniquely positioned to deliver high quality, connected AI triage

Improved Triage



Connected Care

- We own digital triage at the front door of the 3 journeys
- Joining the journeys together to seamlessly connect and route patients to the right place for their symptoms at the right time in front of the right clinician, from home
- Reduced number of
 inappropriate appointments
- Better use of resources and freeing up of clinical time
- Reduced number of actual journeys and impact on carbon footprint



From 3 entry points covering 3 doors





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to 1 patient centric *platform* to all doors, available from home



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Strategic alliances

Primary



∧CCELERATED ∧CCESS COLLABORATIVE

Deloitte.

Urgent and Emergency



NHS

Homerton University Hospital NHS Foundation Trust



Specialist



NHS

Mid and South Essex

NHS Foundation Trust



Bwrdd lechyd Prifysgol Caerdydd a'r Fro Cardiff and Vale University Health Board

From ...

Inefficient, disconnected triage

Health silos

Face to face

Slow, outdated



То ...

Robust clinical triage, with structured data sets driving clinical efficiency and value for the NHS using data driven innovation

Integrated systems. eConsult can unlock the data communication issue through integration both into local EPRs and then bridging across systems

Remote. Through safe, and effective triage eConsult can identify patient need and better utilise scarce clinical resources

Rapid, sophisticated. Through partnership with NHS, eConsult's AI engine will assist in faster, more accurate and safer decision making

EY impact assessment



Total benefits of eConsult solutions to NHS England are estimated to be in the range of c.£1.0 billion to £1.6 billion per annum given current adoption levels

A further c.£1 billion per annum could be realised if eConsult solutions were fully adopted and used to maximum effect.

eConsult Availability:

Q

population 10 UEC and UTC departments

9 Specialties in 2 OP

eConsults per month

departments

c.1.2 million

3,200 GP practices

c.28 million patient

c.29 million submitted to date

eConsult data, when overlayed with clinical algorithms, could be used for risk identification or early identification of symptoms that could be indicative of more serious disease

eConsult Solution:

eConsult provides effective triage of GP appointments and redirects patients to the most appropriate clinical setting.

More than 1.2 million GP hours are wasted each year because patients do not turn up for their appointments. **eConsult** provides a patient reminder.

eTriage allows automatic triage of patients upon arrival gives clinical visibility of the waiting room and nurses to rapidly triage patients based on clinical need after they arrive in UECs. Saved time that could be used to provide additional clinical care and reduce patient waiting times.

eSpecialist enables prioritisation of waiting lists, and helps save patients time and inconvenience, freeing up significant medical and nursing time. Saved time could help the NHS to reduce the 6 million patients currently waiting for OP appointments.

eConsult's Benefits:

EY

Up to c.1,000 appointments per month, per GP practice, could be freed up by eConsult.

eConsult can reduce the number of missed appointments by up to 60% for an average GP practice.

eTriage typically saves 3 minutes of nurse time per triage - this equates to up to c.360 hours of nursing time per month, per UEC department.

Up to c.12,000 suitable attendees per month, per UEC department could be redirected to self-care, GPs or UTCs, following the effective use of eTriage.

c.4.7 million OP appointments could be carried out on-line following effective triage with eSpecialist. This time saving is equivalent to c.1.4 million additional 30 minute OP appointments.



eConsult: the first word in digital healthcare