

**CUSTOMER**

National Rehabilitation Hospital (NRH), Dún Laoghaire, Ireland.

CHALLENGE

Replace the patchwork of paper notes, spreadsheets and siloed systems with a single, real-time patient record to support joint decision-making.

OUTCOME

InterSystems TrakCare®, delivered as a managed private-cloud service, now provides a single patient record, quicker information retrieval, substantial reductions in manual paperwork, and a secure, scalable platform for new digital services.

Less paperwork and better care – the role of InterSystems TrakCare at Ireland’s National Rehabilitation Hospital

Interdisciplinary teams use InterSystems technology to accelerate case reviews and drive more informed clinical decision-making

Based in a new world-class, purpose-built facility in Co. Dublin, the National Rehabilitation Hospital (NRH) provides a complex and specialist rehabilitation service for the Republic of Ireland.

At this facility, adult and paediatric patients who have a physical or cognitive disability as a result of an accident, illness or injury, receive a comprehensive range of interdisciplinary rehabilitation services.

It provides care for both in-patients and out-patients and has an on-site Rehabilitation Training Unit (RTU) as well as satellite facilities.

The hospital is committed to best clinical practice and a patient-centred approach to ensure each person achieves the best possible outcome. It does this through consultant-led interdisciplinary teams (IDTs) that work across stroke, brain injury, spinal cord injury, limb absence, and paediatric programmes.

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John Maher, Head of Information Management and Technology at NHR

Scoping the challenge

Ireland's National Policy and Strategy for the Provision of Neurorehabilitation Services highlights the vital need for individuals to receive the right care, at the right time, from the appropriate specialists in a comprehensive, patient-centred rehabilitation journey.

A key priority is to facilitate seamless transitions between services through enhanced communication and information-sharing. With an integrated, flexible, and coordinated approach to care, any individuals with neurological conditions will access the essential support their condition requires.

NRH, however, had an outdated patient administration system (PAS) in place prior to TrakCare, supported by paper charts and each discipline keeping its own notes or logging into stand-alone applications.

The resultant gaps in data hindered efforts to fully optimise rehabilitation. Addressing these data gaps was fundamental to improving care quality and strategic service planning.

Consequently, the procurement and implementation of a robust, data-driven Clinical Management System (CMS) was identified as a critical enabler, allowing for the systematic collection of data on referrals, therapies, clinical outcomes, and patient experiences.

The InterSystems TrakCare difference

After a rigorous procurement process, NRH selected InterSystems TrakCare to help deliver its vision. The decision hinged upon TrakCare's ability to improve care coordination through an integrated data model, ensuring up-to-date accuracy and real-time access across teams.

Data integration specifically designed for healthcare environments and standards means the solution provides a longitudinal patient record. This offers a clinically-focused interface suited to users' workflows, with ease of access from multiple devices.

First step - governance

Prior to implementation InterSystems worked closely with all stakeholders to establish data governance structures that support patient safety and fast, accountable decision-making. John Maher, Head of Information Management and Technology at NRH said:

“From the outset, we were clear that the clinical management system would not just be about technology, it was also about aligning clinical, operational, and technical priorities to ensure the system supported safe, efficient, and patient-centred care. This led to the establishment of cross-functional governance structures with clear decision-making authority and strong clinical leadership to guide every stage of the project.”

TrakCare is a pre-configured system that incorporates global best practices, ensuring easier deployment and ongoing support.

Phased implementation

TrakCare's modular architecture and native interoperability enabled NRH to pursue phased implementation. InterSystems uses a repeatable, scalable implementation methodology (known as ARIES) which reduces project risk and provides predictability in deployment timelines.

TrakCare is a pre-configured system that incorporates global best practices, ensuring easier deployment and ongoing support. The Irish Regional Edition includes built-in interfaces with national systems such as the Individual Health Identifier (IHI) and Healthlink, along with pre-configured clinical documentation (e.g., the Irish Early Warning Scores), decision support tools, and other components tailored to the Irish healthcare environment.

After the new PAS was successfully launched hospital-wide, the hospital followed up by deploying core clinical functionality, ensuring a smooth transition for frontline teams. A month later, this was followed by electronic prescribing and medicines administration (ePMA).

The overall implementation project was delivered on-time and in-budget despite such external challenges as the global pandemic and the Conti cyberattack.



Change management, training, and data sovereignty

NRH embraced a proactive approach to change management and communication, engaging stakeholders across all disciplines through a variety of methods including a network of “change champions”.

A comprehensive, role-specific training programme was rolled out, which included a train-the-trainer model in which key staff were upskilled to deliver over 150 tailored learning sessions across departments. Training was designed to reflect real-world clinical and operational workflows, making it more useful for those who would be using the technology.

In light of EU Network and Information Systems Directive (NIS2) and data sovereignty requirements, TrakCare is hosted in two new private-cloud data-centres in Dublin, so data remains under Irish jurisdiction at all times.

“TrakCare has become the living memory of the hospital. Every new feature added builds on that foundation, giving us confidence to innovate quickly while keeping our focus on the patient,” said Maher.

Measurable improvements and smarter care – the benefits of TrakCare at the NRH

TrakCare is now part of everyday clinical life at NRH. Paper files and outdated green-screen systems have been replaced by a single, real-time patient record easily accessed by authorised members of the IDTs.

The shift has been immediate and wide-ranging. Staff report that documentation is quicker, information is easier to find, and clinical decisions are better informed. Real-time visibility means updates are instantly reflected across teams, improving the coordination and continuity of care. The addition of ePMA with built-in decision support has also enhanced medication safety.

“Clinically, the biggest change has been in how IDTs work together,” added Maher. “With integrated workflows and shared access to the care record, teams can collaborate in real time – whether reviewing cases on ward rounds using a shared screen or updating notes individually after seeing a patient.

“Morning IDT meetings now centre around TrakCare, with relevant data displayed in real time to support joint decision-making. This has replaced the patchwork of paper notes, spreadsheets, and standalone systems that once made coordination so difficult.”

Patients:

Patients can be confident clinicians are improving interventions and services and that personal data is protected. There has been a reduction in avoidable adverse incidents when documents and records are illegible or missing.

In the near-future, access to higher quality data enabled by InterSystems TrakCare could allow delivery of specialist consultations closer to home, and the development of virtual health services. Patients may also be able to access their care and treatment information through a dedicated portal.

Clinicians:

Clinicians at the point of care have access to data that is more complete, up-to-date, and accurate. The digital record means time can be saved in areas such as data access, note transcriptions, and in administrative tasks such as filing and scheduling appointments. Having access to multiple records is quicker, with less duplication, making overall communication between clinicians inside and outside the organisation much more efficient.

NRH:

For the NRH more broadly, InterSystems TrakCare makes outcomes easier to report and analyse, by empowering teams with better business intelligence and providing access to high quality, anonymised data for clinical audit or research purposes.

Superior clinical governance accelerates and improves decision-making. NRH will also benefit from greater transparency in governance structures with the ability to integrate workflows and track patient journeys. This elevates service-planning and the tracking of care continuity.

“Implementing TrakCare at the NRH marked a profound cultural and clinical transformation - reshaping how care is delivered, coordinated, and experienced.

Colin Henderson, country manager at InterSystems UK and Ireland

Enabling collaboration and preparing for what’s next

Colin Henderson, country manager, UK and Ireland, InterSystems, said:

“Implementing TrakCare at the NRH marked a profound cultural and clinical transformation - reshaping how care is delivered, coordinated, and experienced. NRH stands as an exemplar of digital transformation, demonstrating the power of strong and visible executive sponsorship, continuous engagement, sustained stakeholder buy-in, and timely, effective decision-making. Their success offers valuable insights for every healthcare organisation embarking on a similar journey.”



The NRH is emerging as Ireland’s flagship site for digital healthcare innovation, setting the standard for future nationwide initiatives. With digitally-enabled systems now embedded, the NRH is proving how technology can be harnessed to deliver advanced clinical care and better patient outcomes.

Through a powerful combination of comprehensive digital documentation, closed-loop medication management, and interoperable health information exchange, the hospital is redefining how rehabilitation services are delivered. These innovations not only enhance clinical safety and efficiency but also position the NRH as a model for strategic digital transformation in healthcare.

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