



Electronic Patient Record - Records £4.2m Saving

Client Case Study

Client

An NHS Hospital Trust providing a varied range of general and specialist healthcare services in South East London.

Challenge

Improve efficiency through the adoption of a paperless / paper-light process.

Implement an Electronic Patient Record (EPR) System ahead of the Department of Health mandate.

Significantly improve productivity and reduce costs as part of the Trust's Cost Improvement Programme.

Design a procurement process to procure the system right system, lead implementation and devise a sustainable change management programme.

Approach

Devise a procurement tender process and create the relevant documentation. Facilitating the evaluation and fair scoring of five tenders, providing technical and commercial advice and guidance to stakeholders.

Provide regular updates to the programme board inline with the agreed timeline and reporting requirements.

Facilitate supplier presentations and system demonstrations to support stakeholder decision making and buy-in.

Support the programme board through the final

decision making process, including moderation, ratification and recommendation.

Notify successful and unsuccessful suppliers. Administer the formal debriefing process and positively manage a challenge from an unsuccessful supplier.

Support the preferred supplier and Trust to agree and finalise the contract. Develop and mobilise the contract mobilisation and associated change management process.

Lead the implementation of the software and change management to ensure appropriate use and adoption of technology to ensure rapid benefit realisation and return on investment.

Outcome

The EPR solution was procured within budget at a capital expenditure cost of **c.£1.5m**, generating ongoing revenue savings of **c.£4.2m**.

Digitisation of patient records across the Trust, easing access to and the sharing of medical and management documentation, reducing storage costs, minimising mistakes and mitigating the loss of documentation.

Programme implemented ahead of schedule with minimum impact on frontline operations.

"The Linea staff have brought to bear functional experience coupled with the necessary academic knowledge and intellectual rigour and have been resolute in controlling the change management essential to delivering successful outcomes."

Chief Financial Officer