

South London and Maudsley NHS Foundation Trust

# Learning From Information Systems

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# What is Information?

## What is a system?

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**Data**  
e.g 129

↓

**Information**  
e.g 129 patient risk assessments

↓

**Knowledge**  
e.g 129 patient risk assessments over 3 years out of 200

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# What does that mean?



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- Better quality care?
- Safer Environments?
- Cost effective services?
- Improved patient experience/satisfaction?

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# The power is not in the information...but how it is used

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- Better quality care?  
Outcomes, compliance, LoS...
- Safer Environments?  
Risk assessments, SI investigations
- Cost effective services?  
Value services, commissioning
- Improved patient experience/satisfaction?  
Patient survey, complaints

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## PICU Bed Need



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## Capacity Question?

- PICU service bed usage per borough
- PICU service bed usage per gender

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## Systems

- Electronic Patient Journey System (ePJS)
- MHA Office Database
- Insight - Business Objects reporting system
- Local Databases

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## Categories of Analysis

- Activity – Occupied Bed Days, LoS, admissions, transfers in, discharges, transfers out, bed occupancy
- Section – section usage, frequency
- Delays (referred out) – occurrences, duration

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## Lessons Learned

- Information is only as accurate as the source
- Can virtually never factor in everything when decision making (hence the need for decision makers).
- Avoid the use of locally held databases/spreadsheets
- Use of longitudinal data

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## Lessons Learned cont....


- Timeliness of system entry
  - System improvement  
Probably most important
- Feedback to/from wards


  
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## Where is Information Systems heading in healthcare?




  
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## OVERLOAD?





  
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ACTUALLY - It is people that make information meaningful....

- How it goes in
- How it comes out
- What happens with it before, during and after


  
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