

# ROYAL LIVERPOOL AND BROADGREEN UNIVERSITY HOSPITALS NHS TRUST

EMC solutions enable fast, secure access to patient information and medical images



## ESSENTIALS

### Industry

Healthcare

### Business Challenges

- No single view of the electronic patient record
- Heavily paper-based patient records
- Need for information security
- Increasing cost to manage information
- Slow access to images, affecting clinician productivity and patient care
- Regulatory mandate for increased security for patient information

### Solutions

- EMC Document Imaging for Medical Records
- EMC Medical Image Sharing and Management
- EMC Virtual Patient Information Repository

CUSTOMER PROFILE

## OVERVIEW

Part of the UK's National Health Service (NHS), the Royal Liverpool and Broadgreen University Hospitals NHS Trust is one of the largest and busiest hospital trusts in the north of England. The Trust's three hospitals—located at two sites—operate nearly 800 beds and provide full-service dental care. With an annual budget of more than £420 million and 5,600 direct staff, the hospitals serve more than 800,000 patients per year. The Trust strives to improve the quality of life for patients by delivering excellent, safe, and accessible healthcare.

## BUSINESS CHALLENGES

Like other providers, the Trust faces an ever-increasing demand for services as funding declines. Heavily monitored by the NHS, the Trust is required to meet rigorous quality indicators, such as waiting time, infection levels, and standards of care. Under these pressures, the Trust must be able to do more with less.

The Trust had long depended on information technology solutions to help manage patient information, particularly medical records and PACS (Picture Archiving and Communication Systems) image files. Older legacy systems were proving inadequate and the growing volumes and sizes of image files (about two million paper records) were an increasing burden on the Trust's storage infrastructure.

Clinicians were forced to wait four to 24 hours to gain access to images, which delayed treatment decisions. And compounding the challenge was the difficulty of sharing information across multiple PACs. To improve the quality of care, increase productivity, and reduce costs, the Trust needed to move to an integrated solution for managing and sharing medical images to optimize patient care.

## SOLUTIONS

Royal Liverpool and Broadgreen University Hospitals deployed the EMC® Document Imaging for Medical Records solution, the EMC Medical Image Sharing and Management solution using vendor-neutral archive (VNA), and the EMC Virtual Patient Information Repository using EMC Documentum® xCP as the underlying platform. The solutions provide the organization with fast, secure access to patient information and medical images and improved communication between patients, doctors, nurses, administration, and external partners. In addition, the hospitals achieve significant cost savings with the EMC Documentum platform.

- Improved collaboration and ensured informed care through rapid access to patient data
- Increased efficiency and time-to-treatment with anywhere/any device access to complete patient information
- Provided scalability to handle growing volume of digital content
- Enabled secure patient records and auditable access

Medical Image Sharing and Management is the first in a family of Solutions for Collaborative Healthcare (CHC) delivered by EMC to provide caregivers with a 'single patient view' supporting healthcare standards-based access to and sharing of patient information. Collaborative Healthcare is a framework stack utilizing EMC's broad portfolio of products to link PACS, EPR, and other unstructured content and support it with a virtualized, secure, federated, and archived EMC information infrastructure.

"A vendor-neutral archive sits independent of any software solution—multiple systems can link into it and use a common registry," explains the Trust's CIO, James Norman. "We have to retain some of our data for 30 or 40 years and we don't have time to constantly convert data from one legacy system to another. We wanted all of our data systems to be brought into one repository that can manage that data as it grows."

The EMC solutions enabled the Trust to create a secure clinical portal that pulls data from multiple systems in multiple formats. The portal is accessible from a simple web interface, so clinicians can view patient information anywhere, on any device. When new medical images are generated by radiology and other departments, they go directly into the vendor-neutral archive. As a result, images can be accessed within three to four seconds, a significant improvement over the old process.

**"As we moved to fully digital patient records, I wanted something that was absolutely guaranteed to work, provided the performance levels we were after, and wouldn't crash four or five times a year. I can't afford any downtime, so I wanted the best."**

James Norman  
CIO at Royal Liverpool and Broadgreen University Hospitals NHS Trust

## SUMMARY

The EMC solutions have produced extensive benefits for the Trust. Single-click, mobile access has increased productivity and staff morale, and improved information access has optimized patient care decision making. The system is scalable so performance doesn't suffer as data volumes grow. And, the system is more secure.

The solutions met the clinical and business needs of the Trust. "As we moved to fully digital patient records, I wanted something that was absolutely guaranteed to work, provided the performance levels we were after, and wouldn't crash four or five times a year," Norman concluded. "I can't afford any downtime, so I wanted the best."

## CONTACT US

To learn more about how EMC products, services, and solutions can help solve your business and IT challenges, [contact](#) your local representative or authorized reseller—or visit us at [www.EMC.com](http://www.EMC.com).

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