A Better Way to Manage Health and Care Tasks

Liaison Assist

Automating manual tasks

Liaison Assist is a clinician's tool, which provides an ability to link clinical tasks between disparate clinical systems orchestrating the activity more effectively.

It is a digital platform on which health and care staff can log, share and coordinate their daily care tasks in real-time, solving communications issues that arise with verbal and paper-based processes.

Liaison Assist provides a more workforce-supportive, safer, efficient way to manage health and care tasks, and there are endless ways in which it can be used for more effective task management. Here are just a few ways that the platform can be used…

Enabling outpatient transformation and providing clinical pathway automation for digitising and managing long-term conditions, including removal of DNA's and unnecessary outpatient appointments, releasing capacity that can be used to tackle waiting lists.

Aiding case management of electives; giving managers clear visibility of bed availability, helping them to make data-driven decisions to better manage patient flow.

Supports discharge procedures, including early or to other care settings, Hospital at Home and Virtual wards. The platform removes the reliance on slower communication methods that can lead to delays in the discharge process, and can be shared between primary, secondary, social and community care.

Supporting portering, by allowing staff to submit requests from anywhere, prioritising urgent tasks, and allowing porters to easily and securely access and update tasks, so that clinical staff can track the request in real time. This helps to reduce cancellations of portering requests by over 80%, which in one Trust has resulted in a sustained reduction of six minutes per porter request – a saving of more than 10,000 staff hours each year, equivalent to five FTEs.

09:42

9:42
Wednesday, 13 September

Liaison Assist   now
You have been added to a task

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Assisting the hospital at night; with real-time dashboards, managers and coordinators can easily track, allocate and prioritise their team's activity, leading to more efficient workflows and safer hospitals at night. The data from the real-time activity log can be assessed and used to optimise resource allocation, and allow for better communication, allowing staff to seamlessly collaborate and coordinate safe care.

Ensuring that real time data and insights drive decisions in real time, with an accurate audit trail enabling service performance monitoring, and the ability to feed in to Rostering to review shift patterns based on real task volumes.

Automating and coordinating clinical assessments; improving accuracy through the use of digital assessment forms, which can be completed at the point of care to avoid missing critical information, and improving clinical governance and monitoring.

Helps Community teams; the platform allows for better coordination of care, which can be achieved remotely across multiple settings, and without paper or verbal processes. This includes the ability to provide visibility to community teams and GPs of the patient status, through to operation of a virtual ward at home, with better information sharing and increased collaboration.

Liaison Assist has many applications to improving task management across a healthcare setting. These are aided by the following features:

- Secure user authentication - single sign-on, supported via technical integration
- Add patients/encounters - API and HL7 ADT interface to support technical integration with PAS/EHR
- Add tasks from templates and create custom tasks
- Assign tasks to roles and/or individuals who are automatically notified
- Prioritise tasks e.g. by start time, location or urgency
- Track the status of tasks
- Facilitate handover of outstanding and completed or cancelled tasks
- Log and archive all activity

To discuss how Liaison Assist can be used to achieve greater productivity, or digitise any manual clinical process in your organisation, get in touch at **info@liaisongroup.com**