

Virtual Wards. Delivered.

Saving over 20,000 bed days in one year with Virtual Wards



Liaison Assist

Automating manual tasks



**London North West
University Healthcare**
NHS Trust



£5million saved in costs associated
with earlier patient discharge



66,000 tasks coordinated over 3 years,
supporting **5,000 discharges**



**Patients able to be discharged an average
of 5 days sooner**



20,000 excess bed days saved



The Challenge

The short-term assessment, rehabilitation and reablement service (STARRS) staff at London North West University Healthcare NHS Trust provide acute-level care in patients' homes.

The Trust were using an outdated and inefficient system, relying on handwritten paper lists and notes to manage their workload. They suffered from duplication of tasks, lost time, and a lack of visibility of team activity.



The Solution

Working in partnership with the Trust, we deployed our task management platform.

Liaison Assist digitises all tasks required to discharge patients, avoiding delays and increasing patient flow. The Trust were able to see in real-time where timescale targets were not being met, allowing them room to be quickly reassigned for completion.



The Outcomes

- **Saved £5 million** in costs and discharging patients sooner.
- Coordinated over **66,000 tasks over 3 years**, supporting earlier discharge for **over 5,000 patients every year**.
- Discharging patients **5 days** sooner from hospital into the virtual ward.
- Saved over **20,000 excess bed days**.
- Reduced readmission and A&E attendance with a **55% increase in activity**.



Liaison Assist has helped us to manage our caseload safely and efficiently and support more patients to recover in their own home.

This helps to free up beds for patients who need to receive treatment in hospital."

Devaneson Robert
Service Manager of STARRS

To find out more about Liaison Group and how we can support your organisation, please get in touch on 0845 603 9000 or email info@liaisongroup.com