

Liaison Assist Product Metrics



Liaison Assist

Automating manual tasks



Product	Metrics	Date
e-Portering (LNW)	<ul style="list-style-type: none"> >100,000 requests (transfers) per year Save 6 minutes per request = 10,000 hours per annum (5 FTEs) Reduce cancellations by over 80% 	2019
STARRS (LNW)	<p>Dec 2019 – Oct 2022:</p> <ul style="list-style-type: none"> 66,613 Tasks (42041 Clinical & 24572 Non-clinical) Saves 25,000 bed days / year Average Patients per month: 339 Average Staff: 30 (Average Patients per staff: 11.3) (Average Tasks per Staff per month: 95) 	October 2022
PIFU (NNUH)	<ul style="list-style-type: none"> Patients onboarded: 35,151 (across 174 clinical pathways) Patient onboarded in 1 year: 31862 Follow-up rate 7% (6.7...) Saved Appointments: 29473 → 29022 (post-form review) (1126 assessment forms reviewed... 2.5 forms = 1 Appt) 145 active pathways across 32 specialities 	<p>October 2023</p> <p>(12.2024)</p>
Hospital at Night (Somerset)	<ul style="list-style-type: none"> 91 minutes saved per user per shift (average): Admin Tasks 20-26 mins Allocating and Documenting Tasks 13-21 mins Chasing Results 13-14 mins Calling / Messaging: 12-14 mins Searching for Colleagues: 9-13 mins Handover Meetings: 6-10 mins Updating Patient Records: 2-11 mins Total Time = 74-110 mins 	2021 Evaluation (KSS AHSN/Unity Insights)