

# Liaison Assist Product Metrics



**Liaison Assist**

Automating manual tasks



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