Task Management. **Delivered.**

Transforming the Out of Hours service through hospital task management

Liaison Assist
Automating manual tasks

NHS
Somerset
NHS Foundation Trust

An average of **91 minutes saved** per user, per shift

Improved task allocation reported by **85.4% of users**

Non-emergency bleeps reduced by **13,400 per year**

Reduced risk of error reported by **62.5%**

Because tasks are triaged before being assigned to me, I am only allocated the most appropriate ones and can use my time much more efficiently as a result."

Dr Cary Tang
FY2 Doctor

The Challenge

Somerset NHS Foundation Trust had some concerns during the out of hours service, running from 9pm to 9am every day.

Staff bleeped junior doctors during out of hours shifts, who then had to find a phone to call back to find out more information, before making notes by hand on paper and attending the patient if necessary.

The Solution

Following implementation of Liaison Assist, ward staff now phone requests to the Coordinator, who logs and allocates them on Liaison Assist's digital "to-do" list. Staff from the out of hours team log on and easily see the tasks they have been allocated in their own task list, and in what location, removing the need to respond to bleeps which can be time consuming.

Staff can also mark tasks as "accepted", "in progress", or "complete" in real-time during their shift., so ward staff can keep up to date on the status of tasks, and don't need to spend time chasing colleagues.

The Outcomes

- **91 minutes saved** per user, per shift

- **13,400 fewer non-emergency bleeps** per year

- **85.4% of users** reported improved task allocation

- **62.5% of users** reported reduced risk of error

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