Tackling the Productivity Challenge

Liaison Assist

Automating manual tasks

Liaison Assist is a clinician's tool that is transforming the way health and care staff log, share and coordinate daily care tasks.

It is a digital platform that provides an ability to link clinical tasks between the disparate clinical systems orchestrating the activity more effectively, solving communications issues that arise with verbal and paper-based processes and supporting the NHS to operate more efficiently.

Organisations using Liaison Assist are experiencing:

- Increased productivity
- Increased staff engagement and morale
- Workforce optimisation and redesign
- Safer and more effective care delivery
- Increased capacity to tackle waiting lists
- Improved patient experience

The opportunities to digitise and give intelligent oversight of task driven activities with Liaison Assist are unlimited. Here are just some of the ways it is being 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.

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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.

Success Story: Using Liaison Assist to release clinical capacity

Liaison Assist has been rolled out across 47 specialties at Norfolk and Norwich University Hospitals NHS Foundation Trust (NNUH), to support with enhanced Patient Initiated Follow-Up (PIFU) and long-term conditions management, covering digital pathways for up to 5 years or more. Instead of routine follow-up appointments being automatically booked, patients decide if they would like an appointment and request it themselves.

Since its launch in May 2022, the project has removed **over 50,000 unnecessary appointments** and placed **56,000 patients on digital clinical pathways,** freeing up clinical time for those in most need.

"Our Digital Health team has successfully integrated new digital platforms so that specialities can now send online assessment forms to patients to help monitor outpatients with longer-term follow up needs. This helps to free up clinician time for new appointments, procedures and for outpatients who need us the most."

CEO, NNUH

NHS
Norfolk and Norwich University Hospitals
NHS Foundation Trust

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