

In
Touch

Children's hospices

A specialised system for special requirements

Children's hospices help children and young people who are not expected to reach adulthood and provide support to their families. They are highly specialised and deal with illnesses that can, literally, affect one in a million.

Given the specialised nature of their work, Children's hospices require a computer system to run their charity that can cater for their particularly specialised needs, whilst also ensuring the organisation can run effectively and efficiently.

Crosscare has been specifically developed in conjunction with Demelza Hospice Care for Children to address the needs of children's hospices and provide a comprehensive system that includes administration, full clinical functionality and both Rostering and Human Resources.

Managing administration; keeping clinical records

The Administration module is specifically designed to cater for the needs of children's hospices; it contains school information, contact information, flags to say whether the family is in crisis and whether the case is legally complex, a picture of the child and a clinical summary.

Bookings can be made for individual children or the whole family; there are priority lists and a Panel Meeting facility where the waiting list is addressed, with children available for booking at short notice also on hand to make best use of time and space.

Crosscare's core clinical application allows for a full patient record to be held for each child, including care plans, assessments, reviews and progress. The laptop version of Crosscare means that nurses can work out in

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the community with everything they need immediately available to them, and synchronise their updates when they return to base.

Even dietary requirements can be held within the clinical record and access given to the chef and the catering team so they can properly plan and prepare meals. Reports are available to provide Catering with everything they need in order to prepare meals in accordance with both child and family requirements.

Maximising staff resources

When donated funds are being used to run the hospice, it's always vital to make the most of the staff and volunteers. Crosscare has both a comprehensive Human Resources module and Staff Rostering that can either be used independently or together, fully integrated.

Rostering allows management to schedule nurses shift patterns for the future, and fully audits any manual changes that are made. It has a full on-screen view of each week's working and shift times, with facilities to instantly adjust any available resource. The HR module provides electronic sick leave and holiday booking forms, sends an automatic email to the line manager for authorisation and highlights any adjustments that need to be made to the roster.

Reporting is comprehensive, with Crosscare providing standard KPI reports and summary sheets highlighting efficiency. A single screen organisational overview gives management the capability of also seeing exactly what is going on in the hospice at any one time.

For more information

About Advanced Health & Care

Advanced Health & Care is a leading supplier of IT management systems for urgent & unplanned care, homecare, residential care, hospices, mobile information for community carers and back-office management systems for NHS trusts, local authorities and care providers.

Working with partners in the NHS, local government and the private sector, Advanced Health & Care is delivering IT solutions in support of safe, efficient care delivery with integrated management information. Advanced's unique proposition is its range of integrated care solutions offering visibility of information for both the commissioner and care provider.

The Advanced Health & Care suite of products includes: Adastral, iNurse, Crosscare, eFinancials Smart Business Suite, Saturn & StaffPlan.

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