

**Product  
Information**  
November 2011

## Crosscare for Hospices

### Purpose

Given the specialised nature of their work, hospices require a software system that can cater for their specialised needs, whilst also ensuring the organisation can run effectively and efficiently.

Crosscare has been developed over a number of years to address the administrative and clinical needs of hospices, allowing them to move from paper based systems to paperless or paper-lite ways of working and is now the most widely used clinical system in the hospice market.

### Features

- Full hospice administration module - catering for incoming referrals and multiple, concurrent episodes of care
- Covers inpatients, outpatients, day care patients, home-based patients, hospital-based patients and those that require bereavement counselling
- Caters for referral details, carers, friends and family members together with clinical requirements, special alerts and reminders
- Full Rostering and Hospice at Home module allows nurses shift patterns to be scheduled, for both the in-patient and homecare teams
- Full on-screen view showing the working week, with facilities to instantly adjust any available resource
- Visits can be booked for the homecare team and cases automatically despatched to the nurse's smartphone
- Annual and sick leave can be entered highlighting any adjustments that need to be made to the roster
- Comprehensive reporting function, with Crosscare providing standard KPI reports and summary sheets and analysis against previous years figures, together with breakdowns by number of data elements
- Single screen organisational overview gives management the capability of seeing what is going on in the hospice at any one time



### Benefits

From entry of the initial referral, Crosscare manages the patient journey from beginning to end. Annual statistics are derived naturally from the data, and both the English MDS and the Scottish SMR returns are available from a single mouse click.

In-patient and day centre bookings can be made for individual patients or the whole family, there are priority lists and a panel meeting facility where the waiting list is addressed to make best use of time and space. Referrals can be triaged and passed electronically to the appropriate clinical teams.

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Crosscare's core clinical application allows for a full patient record to be held and can include care plans, assessments, reviews and progress. A Genogram facility shows the patients immediate support network as a family tree. Assessments can automatically calculate risk scores, numeric data such as results can be graphed and incoming letters can be scanned and viewed as part of the overall patient history. Security settings ensure that staff members only see the data appropriate to them.

A mobile version of Crosscare means that nurses can work out in the community with everything they need immediately available, synchronising their updates when they return to base. If a laptop is inappropriate, caseloads can be sent to a wide range of smartphones and assessment data can be entered and sent back to the central server.

## Core modules include:

- Clinicians desktop
- Medication management
- Audits and reports
- Security
- Document management
- MDS Returns
- Pharmacy and stock control
- Patient and referral administration
- Language support
- Lymphoedema
- In-patient bookings
- Rostering

## Children's hospices



Following the success of Crosscare in Adult hospices, Crosscare 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.

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.

## 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: Adastra, CareSys, Crosscare, eFinancials Smart Business Suite, iConnect, iNurse, Saturn & StaffPlan.

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### Legal information

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