

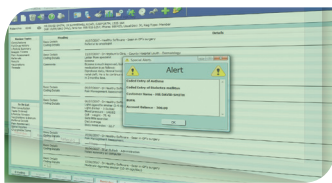
Product Information

November 2011

Crosscare hospice core modules

Clinicians desktop

The core of Crosscare's consulting system is its clinical desktop. Users can have their own tailored views of medical records and data entry windows, allowing the system to work in a way that is suited to the clinician.



The system reacts dynamically to the patient record being viewed. Special alerts pertaining to the patient are displayed

centre screen and un-avoidable. Customisable triggers highlight in a more subtle way, further important information displayed as icons down the right hand side of the screen.

The clinician can review any part of the patients' historical medical record, choosing separate discrete pieces of data for analysis alongside each other, monitoring result levels or changes over a period of time. From the Crosscare Analysis tool, any numerical data item can be graphed.

Data views can include the patients' entire history, drug issues, test results, lifestyle factors, vital signs, plus scanned documents, hospital letters and photographs. Particularly sensitive entries can be marked as confidential, with the data being scrambled on ordinary viewing.

A choice of clinical coding systems are available, with support for Read Codes CTV3 as well as Snomed CT, the NHS standard coding system.

Medication management

Crosscare's drug database of over 20,000 drugs, preparations and appliances is updated monthly,

ensuring systems always have the very latest drug information. Whenever a drug is prescribed or added to a patients' regime, automatic checks are performed for drug interactions, drug doubling, contraindications, precautions and warnings, together with sensitivity and allergy checking. Whenever an allergy is identified, the user has to enter their password to proceed, ensuring messages are read.

To further minimise prescribing errors, individual formularies can be created, minimising stock requirements and maximising value for money. If generics are preferred, there is a generic default, or a single key switch from a generic to a proprietary brand and vice versa. Review dates and/or a finite number of issues for each drug make sure that re-authorisation takes place at the appropriate time.

As always, flexibility and integration are key parts of the Crosscare solution. If, for example, a patient is going on holiday, multiple issues can be pre-printed and dated appropriately. There is full integration with the Dispensing module, including the automatic display and handling of stock levels.

Audits and reports

A unique wizard based reporting system provides the data analysis elements of Crosscare, with a comprehensive library of standard reports. The powerful yet simple reports builder allows users to create their own reports, with any data item being available for display or filtering. Queries can be created which filter by clinical codes at the highest levels, with further, more detailed, analysis added later on.

Once the core report data has been identified, columns can be added or removed without the need to start again and re-run the query. A special

Pivot facility, similar to the Microsoft Excel Pivot Table function, allows the data to be analysed in many different ways. Once the report is complete, the user can choose to output either to the printer, to a mail-merge file, or to an export file and the report can be saved and added to the standard report library. The Variable Dates facility means that date ranges never need to be updated or amended.

The Crosscare reporter also has a scheduler, allowing batches of reports to be created and run unattended at preset dates and times, with the printed data being ready on the printer for collection the following morning.

Security

Security in modern healthcare systems is of paramount importance. Crosscare therefore has two in-built methods of maintaining security in the system.

Firstly, the full system Audit Trail monitors all user activity within the system, recording when a user logs in or out and when they view a patient record, even if no edits are made. It also records the date, time and user for any change made in the system. The Audit Trail can report on a range of activity, including the activity of a particular system user, activity on a particular patients' record and also has the ability to recover a patient record back to any given point in the past.

Secondly, the setting of access rights for users, or groups of users, is equally comprehensive. Each user profile contains details of exactly what the user can see and do, ranging from views of a patients' record, to data entry windows and individual menu options and buttons within the system. Security can be set on an individual user basis, or on a group level, allowing changes to be made across a number of users easily and efficiently.

Pharmacy and stock control

Crosscare's pharmacy and stock control modules are fully integrated with the systems prescribing and medicine management modules. When prescribing, stock levels and locations are displayed on screen to aid the clinician. If a particular drug is out of

stock, Crosscare will offer alternatives from the same BNF grouping. Labels containing full warning messages for patients can be printed automatically, or stored for printing later at the convenience of the dispenser.

The stock system allows all products to be set up with wholesalers and suppliers, to specify minimum order levels and associated re-order quantities. When an item falls below its re-order level, a new order is automatically created to the supplier for the item and its re-order quantity. Should other items bought from the same supplier also fall below their re-order levels, they will also be added, creating one single new order ready for dispatch to that supplier. At the end of each day, these pending orders are finalised and placed with the appropriate providers.

Document management

Despite being in a digital age, paper is often the communication method of choice for hospitals, doctors and consultants. This results in an influx of documents that would ordinarily still require distribution around the building. Managing paper, filing letters, copying and distributing circulars can easily become a full time job for one or more members of staff, proving to be time consuming and costly.

Crosscare has been designed to help organisations become paper-lite or paper-free. The document management system uses a workflow approach, is quick and easy to use and is of particular benefit to multi-location organisations. It allows the bulk scanning of the incoming mail at the beginning of each day. If a document is patient related, it is instantly added to the patient's medical record and can also be emailed to a clinician for reading and action at the same time. As a result, all letters and documents regarding an individual patient will be immediately found within their medical record.

General correspondence is also catered for with the documents and circulars being scanned and emailed to the appropriate staff members, ready for reading at the desktop.



Language support

Crosscare has multi-lingual facilities allowing each user to specify the language they prefer to work in and as they are working, any windows that have been translated will be automatically presented to them in that language. The universal coding system ensures that clinical data is held and stored in a uniform way, irrespective of the language used.

The system also allows data entry windows to be swapped into different languages. This can be particularly useful if a clinician encounters a patient that cannot speak the clinician's language, whereby the clinician can type text into a window and then change the language so that the patient can understand. It is used by organisations that work in areas with a high ethnic population, for example and can save considerably on translation and interpretation costs.

Patient and referral administration

Hospices have unique administrative requirements; Patients are referred for specialist treatment, which can then include their family and friends as well. Crosscare has a full hospice administration module that caters for incoming referrals and multiple, concurrent episodes of care. It covers all the main care types such as in-patients, outpatients, day care, home care and bereavement counselling, but hospices can also add their own care types if they offer other services.

The system tracks each patient's referral details, their carer's, friends and family members, together with their clinical requirements, including their historical medical record, special alerts and reminders. Patients can have multiple registration codes, so whilst they may start as another patient's family or friend, they can then receive services in their own right such as bereavement counselling.

Having gathered the referral information and monitored the care of the patient, Crosscare then compiles the annual Minimum Data Set return, and provides a facility for the instant checking of the return, making verification of the figures very simple.

In-patient bookings

Crosscare's Ward Management module provides a comprehensive mechanism for handling in-patient needs, bed bookings and day care facilities. It is used to monitor current bed allocations and to plan for future admissions and occupancy.

The system has three views of a ward, including a full visual representation of it, and a planner that looks up to 28 days into the future and helps with resource planning. Waiting lists can be maintained for each ward and these are used when allocating and booking new beds. Beds can either be booked for a finite length of time or be open ended, when the discharge effectively ends the in-patient stay.

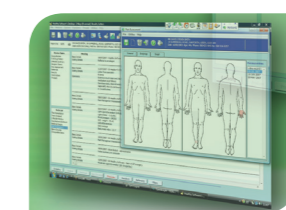
Full access to the patient's clinical record is available with a single click from each bed, as are the patient's drug chart and medication requirements. At the end of each nursing shift, notes can be left in each patient's electronic bed for the incoming nursing staff. The Ward Round facility prompts the correct drugs for each patient at that time of day and reduces prescribing and medication mistakes. A scored clinical assessment can be used to calculate patient dependencies and provide a workload figure for the ward as an aid to resource planning.

Lymphoedema

Crosscare includes a comprehensive Lymphoedema management module for measuring and monitoring volumes of fluid in patients' limbs, and is particularly useful in the treatment of cancer patients.

The system allows for the marking of the affected regions of the body on a pictorial bodymap, plus the recording of other affecting factors. The range of movement for restricted joints can be recorded for the neck, shoulders, elbows, wrist and grip for the upper body, and the hips, knees and ankles in the lower part of the body.

Distal and proximal limb circumference measurements can be recorded for both arms



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and legs at 4cm increments from the first mark. A full body picture can be clicked with the mouse to indicate areas of pain and a pain scale level can be attached to each body part, together with a skin condition if appropriate. The pain window also allows previous historical pain levels to be compared on a split screen and viewed pictorially alongside the current readings.

A results page lets the user compare distal and proximal volume measurements and differences against the first and last visits, and this data can also be graphed over time, with Crosscare providing four different graph types covering measured volumes, excess volumes in either millilitres or as a percentage, and as ratios. To help spot trends, either the weight or BMI history can be overlaid on the graphs, which can also be printed.

MDS Returns

Crosscare can be used effectively to assist in the annual compilation of the National Minimum Data Set Return. Crosscare takes the data directly from the patient's electronic clinical record. It takes bookings and stay lengths from the Ward Management module, and with laptop and PDA versions available, nurses enter the clinical details of their visits, synchronise the data back to the main server and give Crosscare everything it needs to report on activity.

Crosscare presents the figures in a split window, showing the report totals in the top half of the screen and allowing the user to click on a figure to show exactly which patients are included in the bottom half. From here, a single click allows access to the patient record to make sure it is indeed valid.

Rostering

Crosscare's Rostering module allows a hospice to automatically schedule their nursing rota with minimum effort and make amendments to the rota as and when required. The module's main window provides a current weekly overview of all rostered staffing activity, highlighting aspects such as shift supervisors and sick leave.



In order to initially build the rota, setup windows are provided to create and maintain role types, shift types such as days, earlies, lates and nights, the shift teams, the care teams and the rolling rota pattern for each shift team.

Once the parameters are entered into the system, Crosscare will automatically build the rota for up to an eight week period in the future. Once the rota has been built, the Shift Totals window can be used to see a summary of the hours included for each job type, ensuring the correct levels of cover are provided, and highlighting in red any days where there is a shortfall in a particular role for nurses, care assistants, bank nurses and bank care assistants.

At any time, an individual rostered shift can be chosen for amendment and entry of annual leave requests in the HR system will feed through and show where the rota needs to be changed. Actual hours worked are entered against each shift, so at the end of the month the system can automatically print accurate timesheets for the actual time worked by each employee.

For more information

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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.

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