

MediHome Patient Care

Home care

Patient care at home is a growing trend within both the public and private sectors. Evidence indicates that patients at home recover faster thanks to the preferable diet, more sleep and familiar surroundings. The risk of hospital infection is also minimised and home care also frees hospital beds for other patients who do need to be in hospital.

In 2002 Dr Mark Lomax recognised this trend and founded MediHome to address the growing market. MediHome provides high quality, high impact and short-term nursing care for patients in their own homes following an acute hospital admission.

Vital information

However, one crucial element had previously been impossible in this area: the ability to share real-time patient data between nurses with the patient and doctors in the hospital. This information is vital to successful patient care and Electronic Patient Records (EPR) have been seen as essential.

MediHome has a proven track record in innovative healthcare - the company featured in a case study for the 2004 NHS Modernisation Board Report – and saw that mobile technology could help deliver even better healthcare services.

Previously, nurses visiting patients in their homes completed paper forms to record their medical status. This was an obstacle to sharing the information with the patients' doctors off-site, either in the hospital, at MediHome or with their GPs.

Feeling much better

O2 was able to demonstrate to MediHome that the O2 network was completely reliable with an initial trial of five Xda Exec devices.

MediHome settled on the proposed solution using MACIC (Mobile Autonomous Clinical Information Capture) from Evaware, O2's extensive UK-wide network, and O2 Xda Exec devices. MACIC is a web-based mobile application, which enables healthcare professionals to collect and update patients' electronic records at the point of delivery and, in this case, patients' home.

Mark Lomax, MediHome's Managing Director, explains: "O2 and MACIC provide us with the ability to deliver the highest standard of care for patients recovering at home. We are equipping all our nurses with O2 Xda Exec devices, which in turn are connected to MACIC's extensive EPR database. This means that we can record vital signs, medication administered, observations and where required, capture wound images. This information is inputted on-site in patients' home and is immediately available to the hospital and medical consultants."

The system also enhances MediHome's Clinical Governance (essentially Quality Control) by cutting down on errors as a result of uploading the records digitally.

"The O2 /MACIC solution is a really elegant application of technology. It enables us to truly differentiate our service whilst making our field staff more effective. Furthermore, it allows us and our clients to provide a better standard of care than previously possible. It has truly opened up new ways of doing business."

Mark Lomax, Managing Director, MediHome

Primary business
Healthcare

Secondary business
Public Sector

Business need

- Second by second data streaming over GPRS network
- Competitive pricing solution

The solution

- O2 Xda Execs
- MACIC from Evaware
- O2's GPRS network

Business benefits

- Improved patient care
- Enhanced communications between nurses in the field and doctors
- Business differentiation





Fully compliant

Crucially, Evaware's solution is based on SNOMED (Systematised Nomenclature of Medicine), a joint development between the NHS and the College of American Pathologists, to improve and safeguard patient care by using an agreed terminology. It has greater depth and coverage of healthcare than the versions of Clinical Terms (Read Codes) that it replaces. It will enable clinicians, researchers and patients to share and exchange healthcare and clinical knowledge worldwide.

This ensures that it will be fully compliant with NHS computers and future databases, facilitating communications between healthcare professionals in clear and unambiguous terms.

Safe and secure

Security is obviously a concern, so the Xda devices are password-protected and no data is stored locally. This ensures that even if the Xda is misplaced, confidential data cannot fall into the wrong hands.

Nurses need to be in constant communication with consultants and doctors to get advice, update them on pressing issues, or report their whereabouts and availability. Previously, nurses relied on their personal mobiles to remain in touch. Now they can use the Xda, saving them unnecessary personal costs related to mobile phone use.



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