



Case study: Newham NHS Trust

RECORD DELIVERY

East London's Newham NHS Trust was among the NHS's first to launch an Electronic Patient Record (EPR) system. Working with PC Coaching, an effective, smooth-running roll-out was assured

Need

"As with all NHS Trusts undergoing similar EPR programmes, the scale of our project meant it touched most parts of the organisation. Complex logistics support was essential for successful implementation." (Sue Mifsud, EPR project manager, Newham NHS Trust)

- Project team recognised EPR system's effective implementation was how users responded/used it. Training was vital.
- Delegates' initial system experience would be in the training environment, shaping attitudes/expectations.
- Training support had to be 'spot on', avoiding launch being compromised by user error.
- Limited appropriate training space pinpointed as crucial factor in ensuring effective training (and ultimately system) roll-out.
- Most training was at Newham General Hospital - largest hospital within the Trust - but where training space was severely compromised (large-scale building/expansion).

Solution

- Two training rooms short - 40% of capacity for completing training on time - off-site training was not viable (connectivity to NHS network needed to run application). Assessing possible alternatives, a solution was found - mobile IT classrooms provided by PC Coaching.
- Two, 10 delegate, mobile training rooms were provided. Onboard PCs replicated desktop environment users faced with new system.
- Many users had little/no PC experience. To engender positive feel for ERP-related learning, PC familiarisation courses were run across different hospital sites.
- 'Train the trainer' programme familiarised trainers with variety of learning aids onboard the mobile training rooms, health/safety issues.
- Phased system implementation meant 50 delegates daily required training, so everyone had necessary skills before respective departments went live.
- Required over two months, two weatherproof power supplies were installed, plus an external network point (accessing NHS network, new system's training region).
- Carefully selected parking location provided delegates with convenient access to facilities (toilets, refreshments).

Result

- Delegate response from first day training onwards was extremely positive.
- Initial amusement at being trained on a 'bus' soon disappeared on experiencing the comfort and facilities of the mobile training environment.
- Courses were conducted successfully - to deadline and budget.