

Using TrakCare to improve access to Spiritual Care

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1. Background

Spiritual and pastoral care is an important aspect of the overall care of our patients and their families. Attending to a patient's spiritual needs can influence their health, recovery and overall wellbeing.

"At its best, our National Health Service is there when we need it, at the most profound moments in our lives. At the birth of our children. At the deaths of our loved ones. And at every stage in between - as we grapple with hope, fear, loneliness, compassion - some of the most fundamental elements of the human spirit."

Simon Stevens, Chief Executive, NHS England 2015

The GHNHSFT Department of Spiritual Care needs information regarding patients within our care in order to visit them in a timely manner. They used a report to identify regarding patients requiring a spiritual care visit. However, the report was based on data created more than 24 hours earlier. Due to the nature of admissions, transfers and discharges, inevitably they would attempt to visit patients who moved wards, in theatre, undergoing tests or were discharged. The lack of contemporaneous data resulted in patients being missed by the chaplaincy team.

2. Analysing Team Needs

An TrakCare/EPR Configuration and Business Analyst met with the chaplain's team to understand the team's needs and potentially how these could be met using the TrakCare system. They considered all appropriate options, exploring available functionality within TrakCare to meet these requirements. It was important for the Chaplaincy team to identify which patients they were required to visit and the patient's ward location, making best use of time and resources.

3. Method

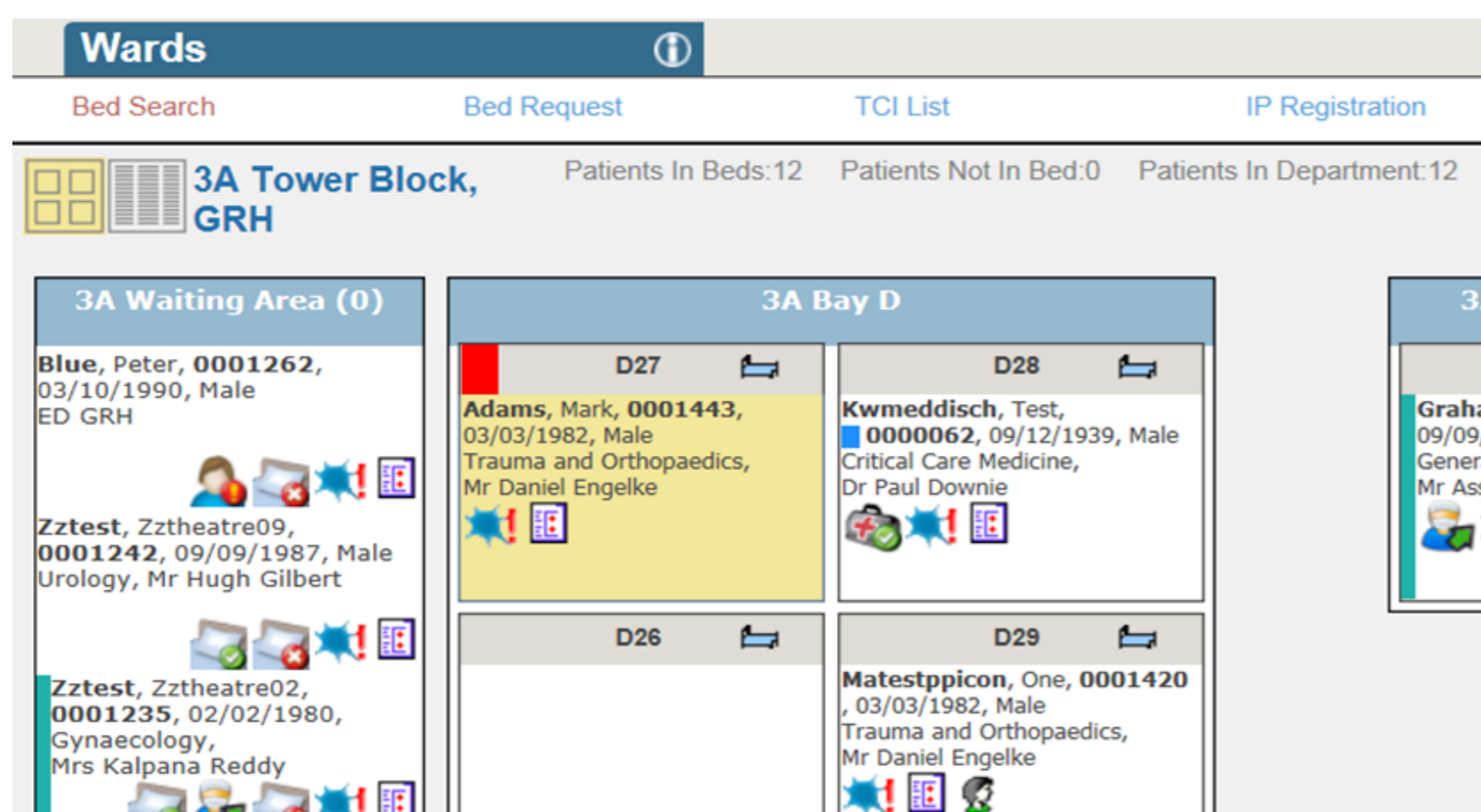
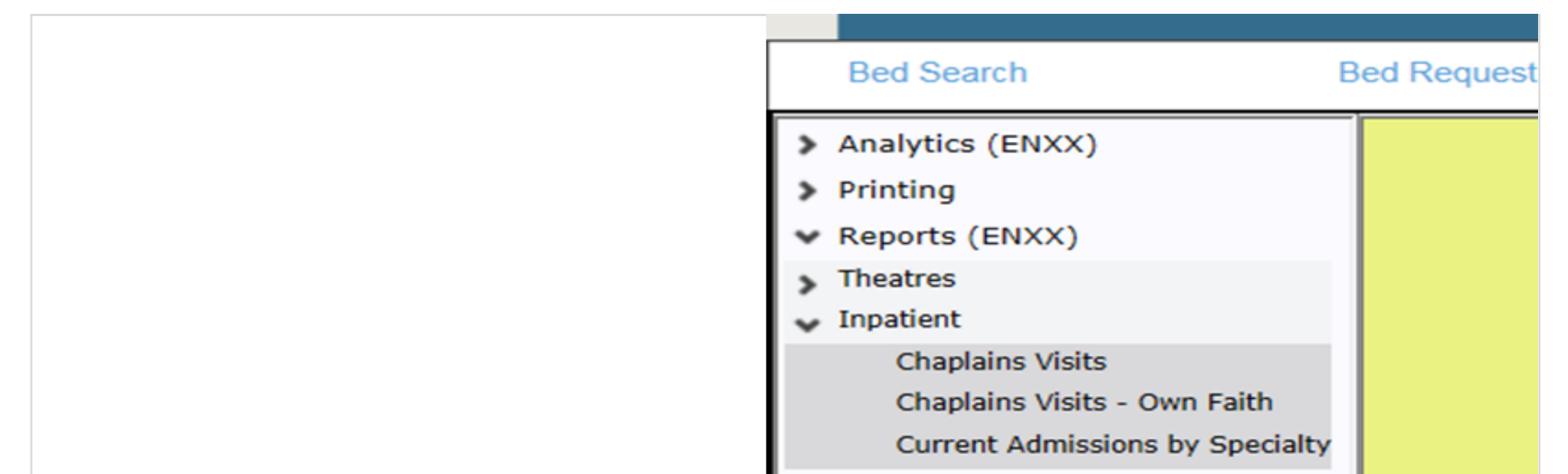
Suitable ENXX roles within the TrakCare system were found for the chaplaincy team and in liaison with the Smartcard Team, associated Smartcard roles were defined. Using the reporting functionality, a report was configured in TrakCare to enable the chaplaincy team to utilise on a daily basis. The reporting functionality was configured according to the team's needs.

4. Training

A bespoke training package was created for the chaplaincy team, including an introduction to TrakCare, use of the spiritual care visit icon, ward floorplan and use of the reporting tools to run their reports.

5. TrakCare Reports

- **Chaplains Visits:** This shows all current patients that have the 'Chaplain Visit Required' option selected against their inpatient episode.
- **Chaplains Visits - Own Faith:** This report can also be filtered by specific religion.
- **Current Admissions by Speciality:** This shows current admissions for either a specific ward or a compiled report for all wards for a specific hospital location.



ENXXIM003 - Chaplain Visits (including Own Faith)

ENXXIM003 - Chaplain Visits (including Own Faith)
Hospital: Gloucestershire Royal Hospital
Ward: All
Religion: All
Group Header: Religion

Religion: Calvinist	Religion: Christian
Patient's Name	Patient's Name
Title	Title
Sex	Sex
Room	Room
Bed	Bed
Ward	Ward
Admission Date/Time	Admission Date/Time
Expected Discharge Date	Expected Discharge Date
Visit Requested	Visit Requested
Faith Contact	Faith Contact
Postcode	Postcode
GREEN, Tommy	KWDO, Two
M	F
T2ASR3	T2ASR2
SR 03	SR 02
2A Tower Block, GRH	2A Tower Block, GRH
16/01/2019	31/10/2018
17/01/2019	03/11/2018
Chaplain	Chaplain
EH8 8AS	GL1 3NN
Total number of patients for Calvinist = 1	
Total number of patients for Christian = 1	

Created on 21 Jun

• 'Really helpful at weekends when ward clerks are not all on duty'

• 'No longer waste time visiting discharged patients'

• 'Helped us to give patients the care they deserve'

• easy to 'flow' patients around the hospital'

6. Project Outcomes:

The chaplaincy team have fully utilised the TrakCare reporting tools, enabling them to fulfil their job role. Outcomes include:

- Reduction of time required to locate patients.
- Eliminated chaplaincy teams reliance on clerical staff to locate patients
- Enables allocation of the most appropriate team member to visit a patient using the 'Own Faith' report.

The chaplaincy teams' comments are extremely positive:

• It has saved us so much time when we need to find a patient'

• "Saved us hours every week"

• So easy to find patients now'

7. Conclusion:

This was a worthwhile project, resulting in exceptionally positive impact to a team caring for our patients spiritual needs. Engagement with the specialty team to analyse problems, needs and workflow enabled the EPR/TrakCare team to use existing TrakCare functionality to provide a bespoke solution, transforming the team's working pattern. The skills of the TrakCare / EPR Configuration and Business Analyst realised the successful outcome, along with providing bespoke training package to the Chaplaincy Team.