

# HULL UNIVERSITY TEACHING HOSPITALS NHS TRUST



“ MyPorter gives us great insight into porter availability, and how long they have been waiting or on task, ensuring tasks can be allocated effectively across the team to improve productivity and the patient experience. The data and insight MyPorter gives us enables us to make the right decisions at the right time. ”

**Mark Edwards, Portering Officer**

## THE CHALLENGE

Hull University Teaching Hospitals NHS Trust (HUTH) is a large Acute Trust and one of 27 Major Trauma Centres. HUTH treats around a million patients every year. Based across two hospital sites approximately five miles apart, the portering service underpins the effectiveness of the clinical services throughout the hospitals, affecting every aspect and fundamental to providing the very best patient care. With over 20,000 portering tasks carried out each month, if just one in 10 of these were delayed for 15 minutes, this would equate to 500 hours in lost portering time each month.

## THE SOLUTION

HUTH aims to continuously improve its care and clinical services, and so was keen to examine how new technology could help them to utilise its portering resource more efficiently. HUTH worked in partnership with GlobalView Systems to help to develop their unique MyPorter software.

MyPorter is a unique task management system, designed specifically for the porter service. Tasks are created using the dashboard at ward level, and the 24 hour help desk then allocates tasks to the portering team. Full task detail is sent to the individual porter's two way radio as a text message. Job progression is monitored, with porters able to update tasks using their radios which automatically updates status on the helpdesk.

MyPorter software is compatible with a range of hardware, and HUTH opted to utilise their existing radio handsets, improving cost effectiveness, along with accelerating the speed of implementation and adoption, by using devices already familiar to the portering team. The handsets are also used as part of the hospital's emergency response system, so this prevented porters having to carry additional devices. The system is robust and resilient, providing an independent communications system purpose-built for critical services. It can also be used to highlight any relevant infection control information for patients before porters arrive on the ward, ensuring they can deploy appropriate precautions if needed. Management reports are quickly and readily available, reducing the demand on management time and providing objective information to help plan future service delivery.

**RESULTS** MyPorter has been designed specifically to suit the reactive, high volume and time critical nature of the tasks carried out by the portering service.

The process for service requests has been streamlined, reducing the burden on helpdesk, and increasing its productivity as fewer calls to porters means greater availability for other tasks such as ward calls. Any service queries can be swiftly resolved, with access to real time data. The system is proactive; the helpdesk receives notifications ahead of the start time before a task is missed, ensuring reliability of service and alerts to help meet SLAs. Data capture enables paused events, the reason, their duration and their location to be recorded. This makes it easy to identify the causes of delays, and to work with relevant departments to reduce time lost. The system collates the data required for effective service and trend analysis, as well as providing a full audit trail too, if required to support investigation and complaint resolution.

MyPorter has also improved the patient experience. There is a smoother flow throughout the patient journey, with porters arriving when needed, resulting in fewer delayed or missed appointments, more effective use of essential equipment, and reducing demand on nursing and clinical staff for patient movements. As tasks are sent via message, no sensitive information is heard over the radio, improving patient privacy, and reducing hospital noise levels. MyPorter also enables the effective prioritisation of patients requiring urgent and rapid care, and identifies time sensitive movements. MyPorter also helps to support more integrated care, with some departments able to view each others' portering load. This makes it possible to coordinate diagnostic appointments to avoid patients having to return to the ward between appointments, saving time and reducing patient stress.

## RESOURCE MANAGEMENT EXAMPLE

Portering is a finite resource, and effective planning is key to ensuring the right levels of resource are in place at the right time. Not doing so could impact adversely upon patient flow; potentially delaying treatment and transfers of care, and reducing clinical effectiveness. MyPorter uses data insight and effective reporting to clearly identify when peaks in demand are occurring, and enable resource to be planned accordingly. HUTH porters work shifts of different lengths with staggered start and finish times, and using MyPorter has provided HUTH with the evidence to be able to adjust shift patterns to align more closely to daily periods of increased activity. Further investigation of the trends revealed by MyPorter showed peaks by day of the week, providing data to enable staff levels to be adjusted according to predicted demand. More is now achievable with existing portering staff, and the new approach has enabled less reliance on casual worker staffing and over-time.

“ Having a task management system that can quickly and easily identify the nearest available porter in relation to the next task, location and priority is key. It helps to improve the service we deliver to our patients by ensuring they arrive to and from their appointments safely and in good time. It also ensures the team workload is more efficiently managed across our sites. Our team have full visibility of all portering activity across our hospital sites including within the Emergency Dept, enabling our service to plan, respond and coordinate resources more effectively. ”

**David May, Porter, Postal and Switchboard Service Manager**

