



CASE STUDY

CSE Servelec and Somerset Partnership NHS Foundation Trust develop RiO with the Multilex Drug Data File

In 2001, Somerset Partnership NHS Foundation Trust identified a need for a trust-wide electronic records system incorporating prescribing and medicines administration. Unable to find an 'off the shelf' solution they embarked on a development project with CSE Servelec to create RiO, a web-based integrated care record system.

The Multilex Drug Data File (Multilex DDF) from First DataBank Europe (FDBE) was selected to provide drug information and active clinical decision support.

RiO's first go-live was in 2002. It is now rolled out to over 1,000 staff in 40 Somerset locations and is the Trust's sole clinical record.

RiO is now used by over 35,000 NHS clinicians across England.

MENTAL HEALTH

"It was vital that our electronic prescribing component was underpinned with Multilex DDF, the most comprehensive drug knowledge base on the market."

Alistair Eaton,
Group Manager for
Healthcare Systems,
CSE Servelec

Background

The Trust was created in April 2001 and was the first of its kind to combine mental health and social care into a single streamlined organisation. The Trust has four main sites which cover all of Somerset, providing an integrated service to individuals with mental health problems, drug addictions, challenging behaviour and learning difficulties.

The Trust's requirement was for a system which could provide patient specific information across multiple services and disciplines, adapt with changes in practice and meet all necessary reporting and auditing requirements.

CSE Servelec's RiO was adopted and developed to meet these needs.

Development and functionality

CSE Servelec and Somerset Partnership NHS Foundation Trust started to develop RiO in 2002. Working in partnership they gathered requirements and designed the system, combining CSE Servelec's extensive experience in systems integration and development with the Trust's clinical expertise.

The first phase of RiO was rolled out trust wide in 2003. Electronic prescribing followed in phase two in 2005, further to the Prescription Pricing Authority's approval of the Trust's printing of FP10s.

RiO is a totally web-based electronic care record system which is now the Trust's sole clinical record, also providing administration facilities in support of the Mental Health Act requirements, appointment scheduling and reporting.

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First DataBank Europe is the UK's leading provider of drug knowledge bases and active clinical decision support.

Through the effective integration of our products into clinical systems, we enable safer prescribing, dispensing and administration.

NHS Connecting for Health has chosen First DataBank Europe to provide drug-related clinical decision support.

Full patient information is available in RiO allowing users access to patient condition information and historic and current medication records.

The integration of Multilex DDF into RiO provides users with access to clinical and commercial information on more than 75,000 pharmaceutical products and packs as well as patient specific clinical decision support.

When a clinician wishes to prescribe a medication, RiO accesses Multilex DDF's comprehensive drug pick list. Once a drug is selected, Multilex DDF provides the following clinical checks against the patient's electronic medical record: drug-drug interactions; sensitivities; contraindications and precautions; drug-doubling.

Alistair Eaton, Group Manager for Healthcare Systems at CSE Servelec, stated: "It was vital that our electronic prescribing component was underpinned with Multilex DDF, the most comprehensive drug knowledge base on the market."

Benefits

RiO is used across the Trust by all staff, including administrators, therapists, social workers, nursing staff and psychiatrists. The system allows the user suitable security clearance for their role.

RiO provides secure and instant access to all the Trust's clinical records, from anywhere within the Trust. Improved access to real-time patient information allows more time for patient care and improves patient safety.

Electronic prescribing ensures that prescriptions are legible, thus minimising assumptions and reducing the occurrence of errors. The FP10s are produced in a way which supports the complex administration regimes used in substance misuse medication management.

FDBE's clinical decision support provides a consistent source of information across disciplines, helping to reduce the risk of medication errors.

RiO is user friendly and requires no installation on user PCs therefore minimising training and rollout costs.

The future

CSE Servelec has continued to develop RiO in line with Trust requirements, changes in clinical practice and improved technology.

RiO prescribing will be rolled out to sites across London in 2009 and further rollouts of RiO will take place throughout the UK in both mental health and primary care.