

# Digital Transformation with ProgressNotes™

How Ireland's **Wexford General Hospital** delivered digital clinical noting in an acute unscheduled care environment -And saw a threefold return on their investment.

The Acute Medical Assessment Unit (AMAU) is a 10-bed unscheduled care service at **Wexford General Hospital (WGH)**. The unit formerly operated on non-standardized, paper-based medical records and processes which did not aid efficient communication, were time consuming, and impacted a clinician's ability to provide timely, quality care.



## Finding the right tool for the job

AMAU's leadership sought an electronic clinical noting and decision support tool to digitize its paper-based operations, streamline clinical note-taking, and free up healthcare providers to attend to patients. Ideally, the tool would enable tracking and measuring of care decisions and key performance indicators associated with the National Acute Medicines Programme of the Health Service Executive. The AMAU service also faced an increasing number of attendances, creating pressure to improve patient flow and generate efficiencies.

WGH was not in a position to make a large capital investment in a full service EHR. They needed a configurable and flexible tool that could be easily and quickly deployed within the AMAU to relieve pressure on acute services. In the unit's paper-based environment, the solution needed to be light and user-friendly, requiring minimal training.

The AMAU team secured funding under eHealth Ireland's Quality Innovation Corridor Programme to conduct a pilot implementation and evaluation of a novel digital health product. WGH engaged Think Research to deliver this transformative project, deploying ProgressNotes™ and eForms™ applications via their cloud-based platform, EntryPoint™.

## Delivering key benefits

The pilot demonstrated:

- Improved delivery of healthcare for patients through electronic clinical noting and digitization of care workflows in the AMAU care setting.
- Increased adherence to evidence-based best practices in the AMAU.
- Improved efficiency in the AMAU workflow.
- Improvement in inter-professional knowledge, communication, and collaboration.

97% uptake

94% compliance with clinical handover

27% more physician-patient attendance time

5,540+ patients treated w/ 13,700+ notes submitted

Over €83,000 saved in the first year (est.)

Over 2,050 person-hours saved

## Success, expansion, and ongoing results

The success of the pilot led WGH to expand ProgressNotes to adjacent clinical areas on the acute floor under similar pressure to deliver quality care with finite resources. The tool's transparency and accessibility were seen as key factors supporting this expansion, as was the expected network effect as more clinical units adopted ProgressNotes. With ProgressNotes, **WGH hopes to be a leader in providing a scalable, cost-effective digital health tool that meets the needs of clinicians on the ground.**