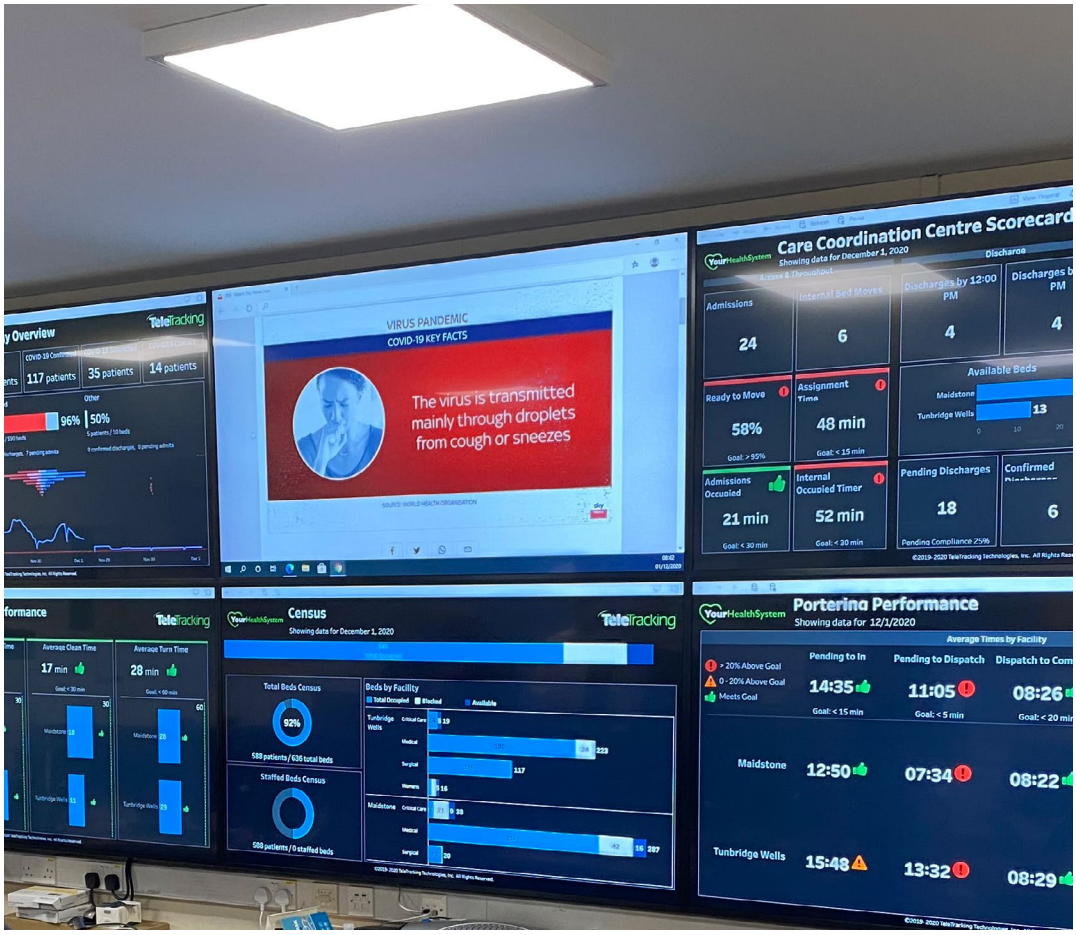
OVERVIEW

CLIENT QUOTE

OUTCOMES



MAIDSTONE AND TUNBRIDGE WELLS NHS TRUST

Royal Tunbridge Wells, England

Established in February 2000, Maidstone and Tunbridge Wells NHS Trust (MTW) is a large acute hospital Trust in the south east of England. The Trust operates from two main clinical sites: Maidstone Hospital and Tunbridge Wells Hospital. The Trust provides a full range of general hospital services — and some areas of specialist complex care — to around 560,000 people in south of West Kent and north of East Sussex.

OVERVIEW

The Trust employs more than 5,000 full and part-time staff and delivers specialist cancer services to around 1.8 million people across Kent, Hastings and Rother. The Trust also provides outpatient clinics across various locations in Kent and East Sussex.

In 2020, the Trust partnered with TeleTracking to build a Care Command Centre to centralise Trust operations, capacity and bed management across the collective 740 general and acute care beds.

CLIENT QUOTE

"Operational staff can instantly see that by doing what we're doing with TeleTracking, it will improve their ability to care for patients, which is our ultimate aim."

Nick Sinclair, Director of Operations Patient Flow, Maidstone and Tunbridge Wells NHS Trust

"Centralising our bed management will not only help us manage our capacity but also support us to get the right patient to the right place first time and improve quality outcomes for our patients."

Sally Foy, Divisional Director of Nursing, Maidstone and Tunbridge Wells NHS Trust

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OUTCOMES

- Powered by TeleTracking's software, Maidstone and Tunbridge Wells NHS Trust (MTW) Care Command Centre has real time visibility of **740** beds and manages over **4,000** patient transfers per month
- In just 3 months, MTW have reduced the time it takes to transfer a patient (with a decision to admit) from ED to an inpatient bed by **26%** from **69 minutes** to **51 minutes** on average per transfer. This equates to over **1,167 hours of bed capacity released** every month
- In January 2021 alone, MTW's dedicated bed cleaning team have completed over **4,100** bed cleans taking 67 minutes on average per bed turn and releasing **2,740 hours** of time **back to Nurses and Ward Staff**
- MTW's Portering Teams have **completed over 12,000 jobs** per month and on average **complete jobs in 23 minutes** from when the job was requested on the system
- From MTW's use of auto discharge, an average of **970 hours, 40 days of capacity** has been **released** earlier over a period of just 4 weeks
- The system has provided MTW with the visibility of oxygen usage throughout the hospitals, enabling MTW to report on current usage to ensure they have efficient quantities of oxygen in stock
- The Trust now has real time visibility of over **2,000** patients who had tested positive for COVID-19 or suspected to have it, since go-live in November 2020. This visibility has allowed the hospital to minimise the spread of the virus, protecting patients and allowing staff work safely.

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