

Case Study

Project #SERRIS



MULTI-SITE
VENDOR NEUTRAL
SHARING



OFFSITE
REPORTING
AVAILABLE



INTUITIVE
RULES
ENGINE



“What we have seen is the right radiologist reporting the right exams. My ultimate goal is that we never want a radiologist to open Share+ and see that there is nothing there; we wanted, and achieved, a constant throughput of activity.”

Richard Scharff, System Administrator for NHS Fife



Soliton IT and Project SERRIS triumphs in the Radiology Reporting Sharing initiative in Scotland

The contract to provide a radiology reporting management system into the South-East Scotland region has seen huge success as the final site approaches Go-Live and the national contract for Scotland-wide implementation is subsequently awarded to Soliton IT.



The introduction of **SERRIS (the South East Regional Reporting Insourcing Solution)**, is an initiative of inter-Board reporting sharing to include three initial Boards, NHS Fife, NHS Lothian and NHS Borders. Amidst the UK-wide shortage of NHS radiologists, Scotland was seeing an acute shortage with particular challenges in NHS Fife. This site was struggling to meet radiology requirements and were using different methods to meet reporting demands, such as locums and third-party outsourcing companies, proving expensive and difficult to manage when locating and tracking reports.



Graham McKillop, Clinical Lead for the SERRIS project, comments:

“The demand on radiology reporting meant that NHS Fife struggled to meet their targets and there was undue pressure on consultants - their jobs were becoming fractious and critical tasks were a challenge in an environment where they were constantly multi-tasking. Fife needed help from other Boards to meet their clinical reporting demands; we identified that NHS Lothian and Borders had reporting capacity but needed a way of supporting this reporting network with IT.”

FIFE PROMPTS SHARING REQUIREMENT

As Fife was experiencing the most critical challenges, the SERRIS Project Team identified that an application was needed to route reporting tasks from the Board to other NHS sites to maximise the network of reporting resources across the region. On a project level, this initiative had to provide a connectivity solution which integrates with Carestream PACS and varying sites' RIS and allows image reporting on every site – feeding back into the host Board's RIS. Graham identified that they needed a supplier who could offer “vendor-agnostic” sharing functionality to manage the influx of reporting tasks across the participating Boards, whilst supporting the different RIS systems already in place.

Graham comments:

“We had been considering a national share platform for some time and, as a region, Scotland were equipped to adopt this network of sharing due to the Boards all being equipped with a national PACS. The key element that was missing was an application that unified the varying network of RIS within our Boards”.

PROJECT SERRIS AWARDED TO SOLITON IT

In January 2017, after evaluating 5 vendors, Graham and his team awarded the SERRIS contract to Soliton IT with their Share+ application. Share+ is Soliton IT's latest product and has been developed to support healthcare organisations who have multi-site data-sharing requirements and require a sophisticated level of workflow management between hospitals.

Share+ produces statistics on the work shared and performed by any organisation in the group as well as offering a network-wide view of demand and utilisation. For added security and data control, the system's “rules” engine enables originating sites to set sharing rules - sites can opt to share *all* or *some* of their reporting.



SHARE+ BRINGS QUANTITATIVE BENEFITS

The adoption of Share+ across the three sites has tackled capacity variability across South-East Scotland and has been deemed as a triumph in radiology IT sectors. Reporting tasks were covered and enabled maximised resources for even the most under-resourced site. The SERRIS network also saw all GP work and paediatric exams routed through NHS Lothian, with turnaround times reduced to just 1-day in most cases. To maximise staffing resources further, retired radiologists were able to use SERRIS to work from home with the integrated statistics package monitoring their working hours and output. This enabling of after-hours reporting was vital to the operation; SERRIS reported the largest flow of reports between the hours of 5pm and 9am when many radiologists adopted “out-of-hours” reporting work. **Richard Scharff, System Administrator for NHS Fife**, managed activity within the application and quickly saw vast increases in reported exam quantities. He comments:

“Not only has the project significantly reduced the waiting list in NHS Fife, we can now peak 6000 reported exams per month within SERRIS. We also now have access to a pool of specialised radiologists who were previously unreachable, meaning that we benefit from exams being reported by exactly the right person.”

Project members also reported outstanding levels of Voice Recognition (VR) from a robust infrastructure, with seamless reporting, and no downtime during the deployment period. Combined with excellent integration with the national Carestream PACS, Share+ allowed the participating SERRIS Boards pan-regional RIS functionality where a wealth of specialist NHS radiologists could report easily from their base station as if they were in another Board. Where before NHS Fife could take several months to turnaround reporting tasks, the resource sharing with Borders and Lothian now means that most exams are reported within a week and the Board has completely caught up on backlog.



The SERRIS project has since received recognition, on a national level, for its quantitative improvements to radiology reporting methods. Such has the project been deemed successful in the industry, that NHS National Services Scotland recently announced that the **national Radiology IT Connectivity Tender** has also been awarded to Soliton IT for *Scotland-wide* implementation of the Share+ application.



Graham comments on the project and outcome:

"Working with Soliton IT has been a dream. It was a pleasure to work with a British company which performs so well in system development, implementation and service, and it felt like it was designed by people who knew how radiology departments work. We are delighted that the project has resulted in the expansion of a Share+ system to a national model to include all 12 Scotland boards, with SERRIS as the base model."

Bob Watson, Commercial Director for Soliton IT comments on the project:

"We are pleased to announce Soliton IT's award of this contract. This recognition is a result of 6-months of development and hard work from our teams – we were already confident in Share+'s potential within the healthcare communities and the success of SERRIS and receipt of the Award demonstrates the capability and capacity of this application within the NHS."

Bob Childe, National Sales Manager for Soliton IT comments on the national award:

We went to market with a pioneering application which has now become an intuitive and functional system for NHS Boards. Following Fife, Lothian and Border's successes, Soliton IT is confident that the benefits of Share+ will flourish across Scotland to create a truly automated national sharing network of radiology reporting."

SHARE+ - KEY BENEFITS

- Vendor-neutral architecture– will work with most RIS/PACS systems
- Maximises efficiency of limited resources
- Does not require replacement of systems
- Support for large, multi-user environments
- Detailed rules engine to customise routing and manage workflow
- Comprehensive statistics interface to show where work is being done
- Uses standard HL7 and DICOM interfacing – no special interfaces from your existing suppliers
- Optimised for remote reporting



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