



Wye Valley NHS Trust, Hereford, England

Capsa Healthcare M38e Mobile Computing Carts provide a platform for a new EPR system and improved clinical documentation.



"Our mission is to provide a quality of care we would want for ourselves, our families and friends".

The Challenge

Wye Valley NHS Trust is a provider of healthcare services at Hereford County Hospital, based in the city of Hereford, along with a number of community services for Herefordshire and its borders. In addition, the Trust provides healthcare services at community hospitals in the market towns of Ross-on-Wye, Leominster and Bromyard, and delivers a rehabilitation service from Hillside, a city centre site.

With a workforce of approximately 3,000, Wye Valley provides a range of specialist and generalist functions and has strong clinical network connections with trusts in Birmingham, Worcester, Gloucester and Cardiff.

Serving a population of 180,000, the Trust is one of the smallest rural District General Hospitals in England, working hard to deliver across traditional boundaries to provide a high standard of care. The key principles of Wye Valley NHS Trust are to improve the health and well-being of the people they serve.

In 2017, as the Trust began rolling out a new EPR system, they defined a two phase program. The first phase was to provide a replacement to the existing PAS (Patient Information System) and theater systems. They needed to ensure that there were enough trolley platforms and computing power in the right places for everyone to use, including in

wards and in theaters. Many of the existing trolleys had lead acid batteries that no longer worked, many becoming stationary and some no longer usable.

The second phase was to achieve more clinical functionality, and more involvement from clinicians documenting a much richer set of data. This required equipment with the flexibility to configure for multiple tasks including ward rounds, pathology, sample collection and testing, and for patient observation and assessment.

The Trust looked at multiple trolley offerings, considering devices that were durable, clinician-friendly, and most importantly, flexible. They received demo equipment for evaluation, including the M38e mobile computing trolley from Capsa Healthcare. The demos were pushed out to the hospital, rotating through multiple departments for evaluation.

Some of the key metrics considered during the evaluation process included:

- Reliable battery life allowing clinicians to continue working throughout the day
- Ease of use, adjustability, and the trolley weight and size for clinicians
- Ability to support all-in-one computers
- Ease of cleaning to clinical standards
- Flexibility to configure for multiple tasks

Continued other side



The M38e provides superior ergonomics, enhanced ease-of-use, and expanded storage flexibility, to maximize clinical efficiency and elevate the performance of your health IT program.

Following the testing of multiple platforms, and evaluating the results and feedback from clinicians, the Trust concluded the best fit, and right solution, was the M38e mobile computing trolley from Capsa Healthcare.

Implementation & Deployment

The Wye Valley Trust has a small county hospital with a number of satellite hospitals. All of the M38e trolleys were delivered to the county hospital where they were configured, fully charged, and then rolled out to all of the satellite hospitals.

To ensure proper training, a quick user guide was developed to educate clinicians about the basic operation of the trolleys. The implementation and deployment of the M38e trolleys was a “painless process”, said Mark Francis, Inform Programme Director.

The Benefit

Flexible and stable platform

The deployment of the M38e trolleys has enabled the Wye Valley Trust to complete phase one of their program by providing durable and reliable computing capability around the Trust. The Capsa M38e has provided the flexibility to configure for specific departments or workflows and has given Wye Valley a “very stable platform in order to deliver care”, said Mr. Francis.

Additional benefits from the trolleys are anticipated with the ongoing implementation of the new EPR system in phase two of the program, providing a platform for improved clinical documentation.

The trolleys have provided clinicians with an easy to use, reliable platform and has helped bring them closer to the patient at the bedside.

Clinician-friendly

One of the key metrics for Wye Valley Trust during the evaluation process was to ensure the platform chosen was easy for clinicians to use and suitable for a clinical environment. It was important for the devices to adjust to a comfortable height for the clinician, and be lighter in weight and easy to maneuver. A slim profile was necessary to allow the use of the trolleys at the bedside or point-of-care. Feedback from the evaluations confirmed that the M38e from Capsa was a “much better fit for our intended use” than other platforms tested.

Service and Support

“Service has been outstanding, responsive, intelligent, and has solved any issue on the first visit”, said Mr. Francis. Capsa Healthcare products are engineered and tested to perform in a 24/7 clinical environment. However, should support be required for any service issues, Capsa provides a comprehensive service program focused on rapid resolution to keep trolley fleets operational and facilities and clinicians supported. Capsa continues to provide support following implementation and deployment offering onsite service to the county and satellite hospitals of Wye Valley Trust.