

## DETECTION, SURVEILLANCE AND FASTER ACTION

Fiona Livesey, Lead Infection Control Nurse at the The Hillingdon Hospital NHS Trust, explains how implementing Healthcare Associated Infection (HCAI) case management and surveillance software from ICNet enabled the Trust to step up infection control efforts while allowing frontline staff to spend more time on the ward with patients.

As the Lead Infection Control Nurse, I have a key strategic and operational role in supporting the patient safety, governance and quality agenda. I am responsible for the development, implementation and ongoing compliance monitoring of clinical standards of care related directly to the prevention and control of infection. This includes leading policy making, driving audit programmes and sharing findings to further improve practices.

Reporting progress both internally and externally is a key function of my role. Prior to the introduction of ICNet, the Infection Control Team (ICT) reporting was paper based. Printed results were collected daily from the lab, which were then taken out onto the ward. Relying on the lab to print results meant that there was the potential to miss results, and the vast amounts of printed and paper data created other difficulties. Each patient's progress was documented in a book, which threw up a challenge if specific information needed to be found quickly in the patient's history. We were also unable to analyse trends or data without using other databases.

We wanted to know when MRSA patients were admitted to the Trust, but did not have a robust system in place.

In 2004, we researched the market and found ICNet. It's a software package that allows real time collaboration of patient and laboratory data to enable proactive infection control case management. ICNet also allows the surveillance of HCAs and can analyse and

manipulate the data so that reports can be generated quickly. To my knowledge no other system provides the same data analysis and infection control case management. We visited another trust to see the software in action, then put forward our business case. Installation commenced in 2008.

The ICNet team worked closely with our project management team to ensure that the software interfaced with our current systems effectively. Prior to the system's launch, all designated administrators in the Trust were given training on what the system can do and how to give other members of the team access. Training was also given on how to manage the laboratory interface, PAS interface, labsift feature and the use of PDAs to capture data.

**“ICNet software captures all the results from the lab and allows us to create alerts that trigger when previous MRSA, CDT or ESBL patients are re-admitted”**

ICNet has visited the Trust a number of times since to aid us with case management, advanced case management and report generating. Support has been excellent.

The system has cut the need for paper notes and decreased the time spent searching for information, allowing easy navigation of a patient's notes to view any previous actions or treatments they have received. This allows the Trust's ICT

to spend more time on the ward treating patients, rather than sifting through reams of paperwork.

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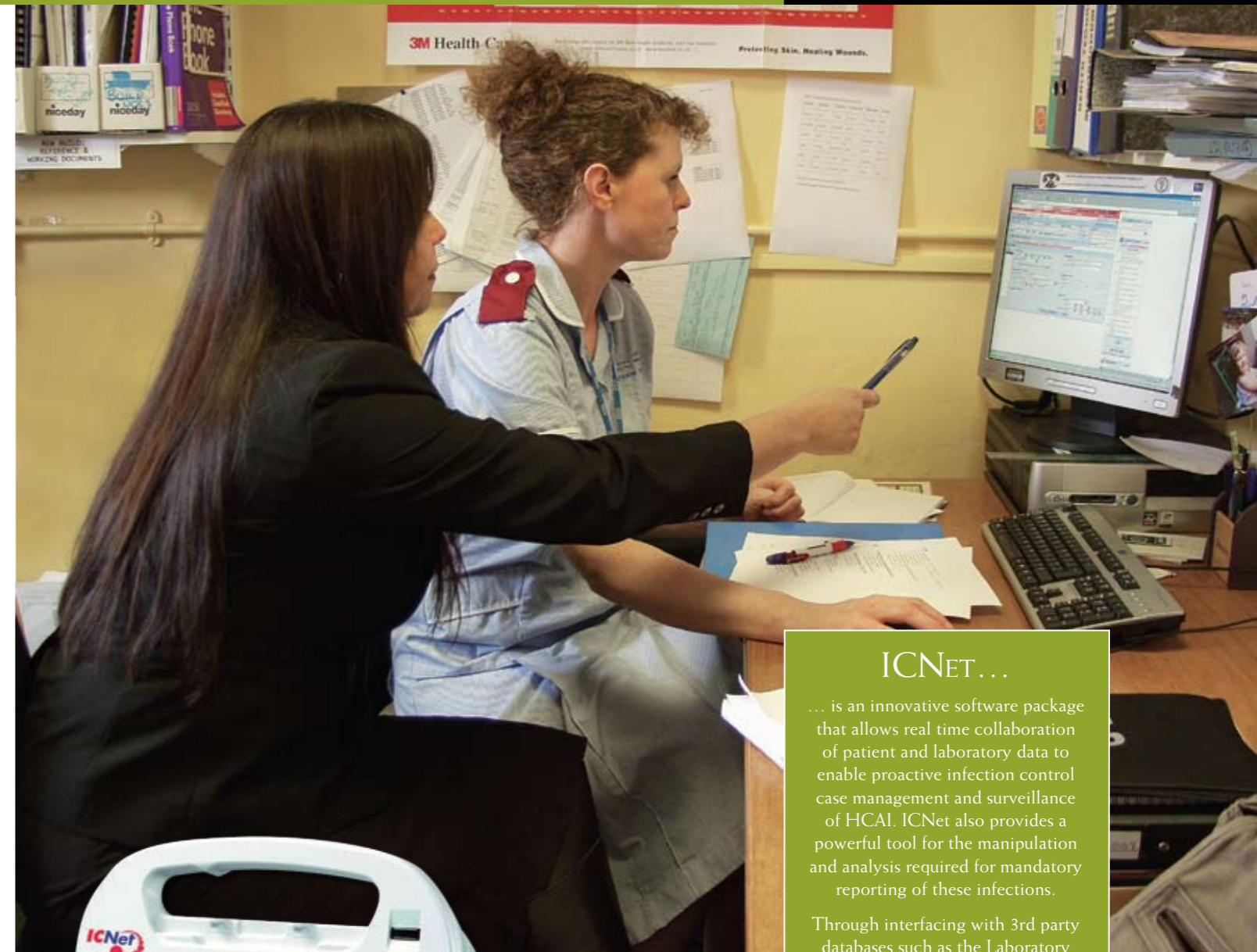
We have used the system to manage D&V outbreaks, entering all symptomatic patients in order to track the progress of the infection and use the data to provide reports.

In recent months we have also used ICNet to enter suspected swine flu patients, producing admission reports, which contribute to accurate surveillance. We are able to set tasks on the system which can be set for a number of activities, one of which is a set reminder when re-screening is required, alerting the team to contact a specific ward.

We use ICNet for enhanced surveillance on a number of organisms, which allows us to produce reports on, for example, antibiotic trends and patient history for *C. diff* patients. We can also manage conditions, such as chicken pox and measles, recording all patients with specific conditions and producing accurate statistics from the data collected.

On top of this, ICNet can produce letters for GPs, which is very helpful for discharged patients. Details from the PAS system are inputted onto a template (designed by us to include all the necessary fields). This feature enables us to share information clearly across the health economy.

The report generating function is



### ICNet...

... is an innovative software package that allows real time collaboration of patient and laboratory data to enable proactive infection control case management and surveillance of HCAI. ICNet also provides a powerful tool for the manipulation and analysis required for mandatory reporting of these infections.

Through interfacing with 3rd party databases such as the Laboratory system, Patient Administration / Hospital Information system, and Surgical systems, ICNet has been designed to automate the collection of data as required by the Infection Control Team (ICT), thus providing real time alerts, reports and analytical tools which saves considerable ICT time and helps to target action more effectively.

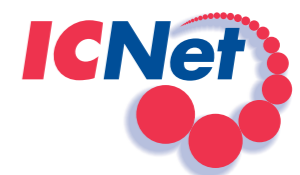
The ICNet team has been very supportive in helping us to make the most of the software. They recognise that there is an incredible amount of information for us to process, and so provide the training in stages.

I have found the company very knowledgeable about the infection control agenda and the management of HCAI. Their expertise has enabled us to implement and use the system confidently and without any problems.

We continue to work with ICNet to identify new ways to extract information and advanced management, and are happy to share our experience with other NHS organisations. ■



exceptional. It can look at resistance trends (which can even be mapped to postcode areas), it can look at wards and reveal potential incidents when cross-infection could have occurred – for example, x amount of CDT patients on a ward reported within x number of days.



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