SMI

South Bucks Hospice is based in High Wycombe providing services to the surrounding areas. The hospice, being a registered charity, opened its doors 20 years ago, providing care to adults with cancer or other life limiting illnesses, their families and their carers. With around 50 staff members, the hospice supplies numerous services which include counselling, physiotherapy, day therapy, bereavement, support for carers, a Lymphoedema Clinic plus many complementary therapies.

South Bucks Hospice
at Butterfly House
Outpatient care enhancing quality of life

The Business Challenge

The hospice became aware that they were outgrowing their existing out-dated patient recording systems and needed a software solution which would aid all the services they provided. The hospice was expanding which meant more statistics and data needed to be readily available when reporting to various authorities.

After fully investigating the marketplace, iCare from SMI proved to provide all the key requirements. Smart forms, custom reports, quick data extraction and the MDS reporting were the main areas that attracted the hospice to iCare. Plus (and most importantly) the software was a very 'user friendly' system. "We knew some staff would be nervous about introducing a new software system, but iCare provided all the functionality to cover our needs".

"iCare enhances our reputation as a well run, professional, organisation"

iCare Multiple Service Implementation

The iCare implementation started in November 2012. The database was configured to suit the hospice's exact recording and data requirements. The current patient information was imported into the multiple service database to quicken up the implementation process. The initial implementation went very smoothly and the benefits were quickly realised. "The staff at SMI were all helpful and friendly. All the SMI staff understood our requirements from the implementation consultant to the in-house support team. The response to queries was immediate" says Serena Soong-Pocock, Head of Admin &

HR Admin Support. iCare now provides all the hospice data recording requirements including patient notes, providing major time and cost saving. Extracting the data for the MDS report is now instant and has literally saved hours of administration time and iCare ensures all data collection is accurate with measures in place to ensure conformity across the hospice. "iCare is a big asset to the hospice, literally hours have been saved due to the automatic generation of reporting. We aim to further utilise iCare to its full potential now that staff are confident in using iCare and the accuracy it brings" says Serena.

Helen McCurdy, Head of Professional Services says :

"The most beneficial aspect of iCare has been the MDS annual reporting, which used to take forever before we had iCare. It is also able to capture all our service users and accurately reflect all the services they are using. It is also extremely helpful when we are having team meetings to sit at a desk and look up patient information and also telephone calls to have all the information at hand on patients"