



Mid Essex Hospital Services NHS Trust uses Blue Prism as a strategic integration and process automation component in enterprise architecture

About the customer

Mid Essex Hospital Services NHS Trust provides a comprehensive range of acute and community-based services. It also hosts regional plastics, head and neck upper gastrointestinal (upper GI) surgical services and a supra-regional burns service to a population of 9.8 million.

The Trust, based in the heart of Essex, employs over 3,800 staff and provides services from five sites in and around Chelmsford, Maldon and Braintree. The main site is Broomfield Hospital in Chelmsford, which had been redeveloped as part of a £148 million Private Finance Initiative (PFI).

The Trust enjoys a strong clinical reputation and provides a wide range of services including A&E, emergency medical and surgery, elective surgery in most specialities, and maternity and paediatric services.

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Kate Thompson
ICT Director, Mid Essex
Hospital Services NHS Trust

About the project

In late 2010, the Mid Essex Hospital Services NHS Trust was looking into new and innovative ways to enhance patients’ experience when arriving at the Hospital. After evaluating a number of approaches, the Trust decided to implement an enhanced patient flow and self-service kiosk solution.

“We already have integration technologies available to us, but we didn’t have 100% coverage of all applications and we didn’t have the capability to write back data into our Patient Administration Systems” - **Kate Thompson**, ICT Director, Mid Essex Hospital Services NHS Trust.

Role and value of Blue Prism

The Trust chose Intouch with Health a Blue Prism partner, to provide the self-service kiosk. As part of the overall solution, they needed to integrate and connect the self-service kiosks to the Trust’s existing Patient Administration System (PAS).

Blue Prism provided the proven capability and then Kate Thompson and her team began a process of evaluating other potential benefits over and beyond the ability to integrate with the self-service kiosks.

“I wanted to develop best practice systems architecture and reduce the reliance on the PAS by having an effective integration strategy to connect between Trust data sets and local clinical systems,” said **Kate Thompson**

Kate and her team were so impressed with the Blue Prism solution that they elected for a Trust-wide licence that enables them to cover unlimited integration and process automation opportunities throughout the Trust. In the near future, the Trust is looking at new clinical and procedural applications including enhancing 18-week RFT reporting.

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“Blue Prism allows us to include older applications into our enterprise integration architecture and this means we can ‘sweat the asset’ with Blue Prism – keep our assets longer and make public money go further, which is very important to us.

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“We are reviewing all our IT systems, and are looking to see where we can rationalise and consolidate applications and there will be a greater need to use patient-centre systems,” added **Kate Thompson**.

In addition to Blue Prism providing a comprehensive integration capability, it was also recognised that they can help save public money.

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Blue Prism Delivers:

- A powerful software platform supported by a knowledgeable and experienced professional team
- Many years of deep understanding of process and its applications in business
- A proven track record of deploying the platform in large and complex organisations
- Experience of working successfully with both business users and IT functions
- A knowledge transfer programme to train and empower business users on Blue Prism



“The service from Blue Prism has been excellent, and we have learned about the capabilities of the software. Because we can understand how it works and because of our Blue Prism training, we will be able to self-serve after we complete our accreditation process”.

Kate Thompson
ICT Director, Mid Essex
Hospital Services NHS Trust



Summary of the benefits that Blue Prism brought to this NHS project

During the implementation of the first project with Blue Prism, the Mid Essex Hospital Services NHS Trust recognised the following benefits for the Blue Prism solution:

- Blue Prism was a very quick and adaptive way to integrate, which made it cost-effective
- The software provides full attendance tracking rather than auditing – it allows the Trust to monitor how efficiently its patient care processes are operating
- Blue Prism is an Enterprise Platform – delivering robustness, scalability, audit and management information (MI)
- Blue Prism complements existing integration technology to cover 100% of integration needs
- The whole project took between eight and ten weeks to complete
- Advanced error tracking enables the Trust to identify any problems quickly
- Management reporting has been very valuable with supporting MI from the hospital and the clinic

For further information please contact us at info@blueprism.com or www.blueprism.com