

eHospital (Issue 11)

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eHospital Times - keeping you up to date with what's going on

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Keeping you up to date with what's going on in the eHospital programme

12 December 2013



What is Operational Readiness?

Operational Readiness is the process by which we'll make sure that: every individual clinician / manager / administrator etc in every specialty / discipline / professional group... everywhere in our hospitals is ready to go-live. [More...](#)

Online Info

New to the [factsheet library](#) this week:

- Operational Readiness
- Training & IT skills

Share the factsheets with your team!



Season's Greetings

It looks like Ernie is urging all of us who are taking time off over the festive period to enjoy ourselves. Be sure to come back rested, ready for a big 2014!

Risk of network disruptions this weekend

The Trust's core network switches are due to be replaced this weekend (14 & 15 Dec) as part of the network upgrade programme. It is anticipated that replacing these switches will have no impact on network availability but the Trust is dusting off action cards just in case an unforeseen problem occurs. Operations managers and on-call teams have been briefed and [information is on Connect](#) so all staff can familiarise themselves with what to do if critical IT systems become unavailable at any time over this weekend.

New IT Service Desk email address

The email address for logging calls with the IT Service Desk has changed. Please don't send any patient



IT Service Desk
Ext 2757

cuh.itservicedesk@hp.com
'IT Service Desk'
in Outlook address book

with your teams/ colleagues to keep them informed with what's going on.



eHospital staff are reminded to adhere to the [Trust's professional dress code](#) - no jeans to be worn at work please as they don't promote a professional image.

Key dates

12 Dec

eHospital team Christmas party

14 & 15 Dec

Core network switch upgrade (was previously planned for 7&8 Dec)

16 Dec

eHospital team briefing, 12pm, Stonecross

20 Dec

50% of training lesson plans due to be completed

31 Dec

75% of patient record core build to be completed

31 Jan

75% of training lesson plans due to be completed

14 Mar

100% of training lesson plans due to

identifiable data to this new address. [More...](#)

Service update: Since the Service Desk went live on 9 October there has been in the region of 4,000 calls a month, 4% of them abandoned (hung-up before being answered) and around 50% of enquiries resolved in the first call. As a comparison, last year there were around 5,000 calls a month, average 12% abandon rate and around 50% first call resolution. So whilst there's been some improvement we appreciate that Trust staff have experienced frustrations with call answering staff's lack of local knowledge. All calls and concerns are being monitored. Following staff feedback a service improvement plan and formal escalation process have been defined to address the issues raised.

From April next year we can look forward to a new dedicated portal giving us online access to many aspects of the HP service, including: logging support calls; resetting forgotten passwords; and the service catalogue (through which we will be able to order new equipment and services).

Calling all 'Trainers'!

Know of anyone interested in joining the eHospital team as a trainer? In early January we'll be starting the process of recruiting our 'credentialed trainers'. This is the team that will deliver training in the use of our new electronic patient record to our clinical and patient administrative colleagues.

Ideally sourced from within the hospitals (Addenbrooke's, the Rosie and Papworth), the trainers will assist in preparing staff for go-live using the curriculum, lessons and training materials created by the eHospital Instructional Designers. So if you do know anyone who would suit these roles, please ask them to contact [Karen Sandwell](#) to register their interest. We are keen to hear from all grades of staff/professions. Trainers need to be in place by June. Trust roles will be backfilled.

Transforming information management

Q. When is information not information?

A. When you don't know it's there



be completed

31 Mar

100% of patient record core build to be completed



First flu jab prize awarded

Salim Siddiqi was the lucky winner of the first of the HP Slate 7 tablet computers donated by HP. Pictured here receiving his prize from HP's Jim Sutherland.



Why did Santa come to Cambridge?

Because he'd heard about our great elf-care.

Talking of elves, if you are missing our Movember moustachios you'll enjoy seeing the gang on [Elf Yourself](#)

FYI - they've raised over £2,500 for men's health - specifically, prostate and testicular cancer and mental health. Last minute [donations](#) still very welcome.

or you can't find it.

The eHospital electronic patient record will provide us with quick and easy access to information relating to individual patients.

With the new tools available in our latest office applications (part of next year's new computer and desktop rollout) we'll also be able to structure and share information that would have traditionally been 'filed' on shared drives or in emails.

eHospital will provide us with 'SharePoint' - an immensely powerful information sharing system. In the first instance we will be using SharePoint to replace shared drives and to provide structure to information sent to us by email. The intended result is that information will be easier to find and easier to share with others - and we'll also free ourselves from the need for ever expanding mail boxes! Further details about SharePoint will be available early next year.

A Christmas cracker of a cake!

Move over Andy Staples, Hazeley Pascoe has just stolen your star baker crown! His amazing festive themed madeira cake was voted the best in the eHospital Christmas bake-off.



'Christmas cracker' hats off to all the competitors, including the runners-up Claire Sleator with her hazelnut meringue roulade and Corrina Hulkes with her traditional mince pies. We all know where we're heading for our Christmas cakes this year!!!

Next issue (9 January)... if you have content for inclusion please send it to [Katie Webb](#)

Previous eHospital Times editions can be [found here](#)



Connect intranet



eHospital website

Some of the links in this new sletter direct to secure servers (Connect and Huddle). If you are unable to access these servers but would like to see the content please contact the [eHospital Programme Office](#)

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