

Encompass

SOUTH EASTERN TRUST 6 MONTHS POST GO LIVE

Lessons Learnt- Preparations

- ▶ Schedule appointments 6-8 weeks in advance
- ▶ Clinic Templates
- ▶ Make the most of your 'Go- Live' Team- patient letters, standardised notes prepared in advance, reporting
- ▶ Ensure equipment is compatible for electronic transfer/storage

Advantages of Encompass- Clinical

- ▶ Online Triage
- ▶ Referrals accessible
- ▶ View relevant medical notes/ scans etc
- ▶ Audiograms loaded electronically
- ▶ Shared professional information

Advantages of Encompass- Admin

- ▶ DAR- Function to see all patients attending the unit
- ▶ Overview of referrals including DAC & ENT
- ▶ Patient letters can be individualised
- ▶ Centralised booking- calendar clashes identified prior to booking
- ▶ MyCare App
- ▶ Demographics maintained more frequently

Challenges

- ▶ Inadequate Training
- ▶ Interface issues between AB and Encompass
- ▶ Additional layers of complexity maintaining dual systems
- ▶ Placing Orders (WQs & Admin)
- ▶ Work Queue's (WQ's)
- ▶ Ongoing Monitoring/ Validation/ Governance
- ▶ Staff Morale