

# 40. OXYGEN HOME-DELIVERY AND REMOTE SURVEILLANCE IN THE UK

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## BACKGROUND:

A change in UK health policy resulted in the management of the National Health Service (NHS) being devolved to each part of the country: England, Northern Ireland, Scotland and Wales. New processes therefore needed to be developed to support the transition from paper-based services and documentation to electronic ones, and to manage medical records electronically.

## OBJECTIVES:

- Introduce digitalisation and a Web-based prescribing process
- Improve patient management of the home oxygen service
- Store and consult information on the provision of oxygen for many stakeholders (prescribers, contract managers, clinicians)

## METHODS:

Vivisol supported the NHS's digital transition by developing local teams, interacting with local customers and understanding the specific needs of key stakeholders.

The method used was based on the following three pillars:

- Modularity of the system – for activating just the features needed
- Simplicity – removal of constraints with no added value
- Advanced technology



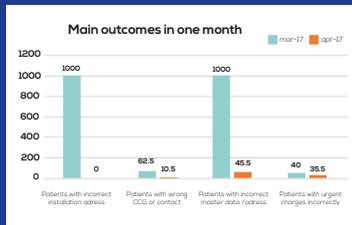
These pillars were selected in order to achieve the following outcomes:

- Functional coverage of the business scenarios
- Better user experience
- Defined process ownership
- Clear needs and priorities

## RESULTS:

### What has been achieved?

- ✓ In UK, 90% of our patients are managed with Vivimedical
- ✓ Clinical time saved completing HOOFS – from 15 to 5 minutes (-67%)
- ✓ Clinical time saved by having easy access to patients' oxygen order history – from 10 to 3 minutes (-70%)
- ✓ Cost savings – from GBP 300K up to GBP 1 ML
- ✓ Winning two prestigious UK awards:
  - 'Building better healthcare award 2017'
  - 'Breathing Matters', a charity associated with University College London Hospital's NHS Foundation Trust



Graph showing main outcomes achieved from March-April 2017.  
Source: Vivisol

## TAKE-AWAYS:

### What worked well?

- ✓ **Originality** – designing new processes based on customers' requirements and a user-friendly Web-based platform that meets prescribers' needs
- ✓ **Change management** – having a structured team with a solid professional background in change management
- ✓ **Best practice** – providing dedicated training and support to key stakeholders to explain new processes
- ✓ **Feedback** – obtaining feedback from stakeholders and endorsement from trusted organisations
- ✓ **Replication** – ensuring model can be replicated (requested in tenders)



Endorsement received from prestigious UK organisations.  
Source: Vivisol

