

Establishing a new Intensive Treatment Unit (ITU) Transfer Bank to combat COVID-19 with Imperial College Health Partners

The Challenge

With COVID-19 admissions on the rise, the North West London Critical Care Network (NWL CCN) was struggling to keep up with demand as critical care beds were running out across a number of hospitals - starting with one of their London sites, Northwick Park. In response, NWL CCN enlisted the expertise of Imperial College Health Partners and Patchwork Health to set up a new Intensive Treatment Unit (ITU) Transfer Project, and expand across multiple Trusts in North West London in just a few days.

The ITU Transfer Project was established to facilitate the rapid transfer of patients to sites with greater critical care capacity, ensuring safe and efficient care was maintained across the region during the peak of the pandemic.



Key Aims

- Identify volunteer availability and coordinate processes efficiently
- Establish a simple process for recruiting and onboarding new clinicians
- Implement a system to reliably track hours, timesheets and process payments

Highlights



More timely transfers and improved patient safety



£30,000 savings per organisation



Digitisation of processes creating a much more efficient workforce



Access to a wider pool of clinicians, increasing the number of filled shifts



Reduced admin burden - allowing staff to focus on other priorities



The Solution

Within just 4 days from NWL CCN's first point of contact, Patchwork implemented a bespoke staff bank solution. The ability to book shifts within the app ensured all users had a simple way to efficiently book shifts, with management having oversight every step of the way. It also relieved a mass of administrative burden for the CCN - owing to a large amount of tasks being made digital and automated, clinicians digitally tracking their own shifts and timesheets, and real-time digital broadcasting of vacant shifts to workers. Processes were standardised and volunteer workers had all of the information they needed before working a shift.

The Results

- ✓ More timely transfer, improved patient safety and reduced patient mortality
- ✓ Improved coordination with better matching of clinician's skills to patient demand
- ✓ Relieved pressure on ITUs across London; alleviating regional discrepancies in quality of care due to transfer delays
- ✓ Reduced delays in patient transfer, estimated to cost £21.5k per unit/per week
- ✓ Estimated net cost-benefit of £30k per organisation based on 15% reduced reliance on agency staff

Contact

 **hello@patchwork.health** **020 3983 1470** **Patchwork.health** **@heypatchwork**

Testimonial

"Patchwork took the time to really understand our problem and were incredibly flexible, patient and responsive to our changing requirements; constantly iterating their solution to fit our needs.

All of our clinicians were provided with bespoke comms and activated within 24 hours of joining the digital bank via the app." Hear more from Dr Leung [here](#).

**Dr Hai Lin Leung, Innovation Advisor at
Imperial College Health Partners**