



iBox Healthcare

Emergency Department Module

Executive summary

iBox is a clinically led and patient-centric solution provider. The team is driven by a design-focused, agile approach. Harnessing our expertise in AI, automation, data, and strategy, we leverage real-world experience to deliver solutions impactful on patient flow, patient care and patient safety.

The ED Module supports the senior management team with the decision-making process as the Live Status real-time dashboard showcases core metrics in an easy-to-read format. Data Saves Lives.

The Live Status Dashboards address capacity and operational issues head-on, with a tool curated in collaboration with ED operational teams across busy NHS Emergency Departments and Executives that need assurance and visibility while on-call.

Our breach validation tool can detect and validate more than 78% of contraventions, freeing up time for team members to complete other tasks, therefore creating a positive effect on workforce productivity and a significant reduction in costs.



Who are iBox?

iBox are a team of healthcare informatics experts that help NHS Healthcare Providers deliver command centre solutions, optimising patient flow and operational efficiency.

We have worked with clinicians in the NHS and we understand the difficulties executives and operational teams face daily. We have created a unique technology that enables real-time information to be shared securely without expensive per-user licence models, and can be easily incorporated into the Trusts' intranet.

Our extensive knowledge of data management and clinical software tools has enabled us to work as a trusted advisor on data visibility which helps manage patient flow and improves patient experience and outcomes.

We have already helped assist over two million A&E patients across the NHS Trusts we work with, Northampton, Kettering, George Elliot Hospitals and The Whittington.

We have a strong focus on digital health and data usability, building an acute health platform for the digital age that meets the demanding expectations of executives and operational staff. This helps improve the patient flow, their experience and ultimately their outcomes.



Introducing the ED Module

The Emergency Department Module helps visualise and manage the capacity of patients within the emergency department and alerts staff of capacity issues and potential breaches.

When emergency departments exceed capacity, patients wait for hours longer than necessary before seeing a medical professional and sometimes even longer before being admitted and transferred to an Inpatient department ward. This often leads to poor bed management and overcrowding, which contributes to a reduced quality of care, frustration for patients and families, and decreased morale for staff.

iBOX's ED Module provides live status visualisation that brings together the core metrics required to manage patient flow. It helps understand ambulance attendances and delays, whilst helping cut hours off the breach validation by automation. This solution has been commended by the HSJ at their Patient Safety Awards.

This module has a dashboard for the waiting room to help manage patient expectations with a patient facing welcome screen to ensure updated information of current waiting-to-be-seen times. Healthcare professionals and management are presented with real-time access to the data they need to make informed decisions effectively with easy visualisations.

The module also allows Hospital Executives to gain quick visibility and transparency over A&E operations, report critical data to public health agencies in a secure and standardised format, while maintaining ownership and control over their sensitive data and preserving the privacy of their patients.



What impacts will the module have on A&E departments?

Our award-winning module has been proven to increase productivity and efficiency within A&E departments.

By supplying operational teams with detailed insights and automatic processes, there has been a significant reduction in the administrative burden to provide assurances and reporting. Our breach validation tool automatically detects more than 75% of contraventions, freeing up time for team members to complete other tasks, therefore creating a positive effect on workforce productivity and a significant reduction in costs.

Furthermore, through the implementation of predictive analysis, staff have more scope to be proactive in decision-making, contributing to an increase in bed capacity by 20%, and reduction in length of stay for patients by 18%.



Implement in less than six weeks

We link to the data you already hold and use our tools to transform and combine data from systems that do not always join together.

Our data mapping is simple and can be quickly implemented. The on-prem servers bypass the need for complex networking arrangements making the process as simple as possible. We limit the disturbances within current systems, and with our extensive experience of NHS datasets we can deploy the iBox ED Module within two weeks once approvals have been achieved. Data will be pulled from internal servers and reside on the Trusts' IT infrastructure, making this a very safe information solution.

Due to the intuitive nature of the dashboards and toolset, the module training for staff is delivered virtually, and can be completed within one hour. Additional support will be provided once the iBox ED module is up and running, ensuring a smooth adoption for the new system that compliments your existing network, and helps guarantee it is used effectively, because real-time data is now being pulled and displayed in crucial working areas.



Problems within the NHS

Solution through iBox

Battling Overcrowded Emergency Departments and Long Waiting Times

More than 250 patients a week could be dying unnecessarily, due to long waits in A&E in England, according to analysis of NHS data.



Our Dashboard provides Real-time Patient Updates, offering insights into patient admissions in hourly blocks from midnight.

With real-time data, patient flow can be managed more efficiently, thereby reducing waiting times.

By using Instant DTA & Emergency Status, staff can see patients awaiting transfer or in emergencies, enabling prompt action and patient handling.

Addressing the Crisis of Staffing Issues

A shortage of skilled personnel, especially during peak hours, hampers the care delivery process.



Live staffing records on our dashboard guide management in making immediate decisions regarding staff deployment, ensuring optimal patient care and support.

The Hurdle of Bed Blocking

Discharging patients can be delayed due to the unavailability of suitable places, leading to further congestion.



Real-time visibility into bed availability on our dashboard ensures faster patient transfers and discharges, effectively combating the bed-blocking issue.

Meeting the Rising Patient Expectations

Large numbers of patients in Emergency Departments have dynamic needs.



Our dashboard's promptness in providing key information ensures patients receive faster services, enhancing the patient experience and meeting their evolving expectations.

Integration with Existing Systems

Most of the A&E departments grapple with disjointed IT systems that hinder seamless patient data flow.



Designed for seamless integration, the A&E Live Status Dashboard complements your current IT infrastructure, paving the way for improved operations.

Managing Patient Expectations with Transparent Updates

One of the most frequent complaints from patients in the ED is the lack of information and transparency about waiting times and department congestion. This can increase anxiety and dissatisfaction resulting in potential conflict with the medical staff.



Our Patient-Facing Screen in the ED aims to bring transparency into the system. By actively displaying the current number of patients in the ED and providing a dynamic waiting time estimation, patients are kept informed and can adjust their expectations. This proactive communication reduces patient anxiety, fosters trust in the care process, and enhances the overall patient experience in the Emergency Department.

Staying Updated On-The-Go

In crucial moments, being away from the workstation can mean missing out on vital data.



With our mobile-friendly version, healthcare professionals can get live updates on the move, ensuring decisions are made with the latest information in hand.

Ensuring Effective Department Management

Determining the state of the ED is often based on scattered data points, making management decisions tough.



Management teams utilise our tool 24/7 to determine the OPEL status, allowing informed, consolidated data-driven decisions. This is shared across the Trust ensuring everyone is able to understand the operational pressures.

One Size Doesn't Fit All

Each A&E department faces unique challenges and operating conditions.



Our dashboard is customisable, aligning with local needs and requirements, making it adaptable and efficient.

Looking to illuminate your clinical pathways further?

Improve patient flow and ward and bed management through our RTLS-IoT tagging module. Combined with the iBox dashboards, our tagging module provides greater visibility of patients, workforce and assets. Click [HERE](#) to learn more.



iBox Healthcare

Our Awards

Transforming healthcare with cutting-edge, user-friendly award-winning technology

HSJ
PATIENT SAFETY
AWARDS 2022

Finalist 2022
*Early-Stage Patient Safety
Innovation of the Year*

HSJ
PATIENT SAFETY
AWARDS 2022

Finalist 2022
*Deteriorating Patient and Rapid
Response Initiative of the Year*

HSJ
PATIENT SAFETY
AWARDS 2016

HSJ Patient Safety Award 2016
*Technology and IT to improve
patient safety*



HTN Award 2019
Best use of Data



What compliance certifications does iBox have?

The iBox solution conforms to DTAC, UKCA, GDPR, Data Security and Protection Toolkit & Cyber Essentials requirements.

Trusting Us

They trust us, work with us, and believe in iBox



Great Western
Hospital
NHS Trust



Portsmouth
Hospitals University
NHS Trust



Whittington Health
NHS Trust



Northampton
General Hospital
NHS Trust



Kettering General
Hospital
NHS Trust



George Elliot
Hospital
NHS Trust



UK Health
Security
Agency

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