THE LIST – A Sustainable Tool for Safe and Efficient Healthcare

Faisal Mohammed, Orthopaedic Registrar, Welsh Deanery | Contact: Faisal.mohammed@wales.nhs.uk

Context and Approach:

- The Microsoft Word tables or paper lists for patient management/handover used across the country are not compliant with General Data Protection Regulation (GDPR)/Freedom of Information Act (FOIA).
- Handovers are the most vulnerable link in care of any patient and compliance remains patchy despite strong guidance from the General Medical Council. Coroners actively look for robust documentation, communication and handover in any inquests.
- Costly third party software doesn't combine patient management and inpatient handover or allow for wider collaboration, and risk of data leaks persists.
- Objective: To create a free tool that allows health care professionals to provide efficient health care.
- Solution: "The LIST"- indigenous design based on prudent health care principles by Bevan Commission, using Microsoft 365 SharePoint, secured by local IT Policy, to solve this problem.
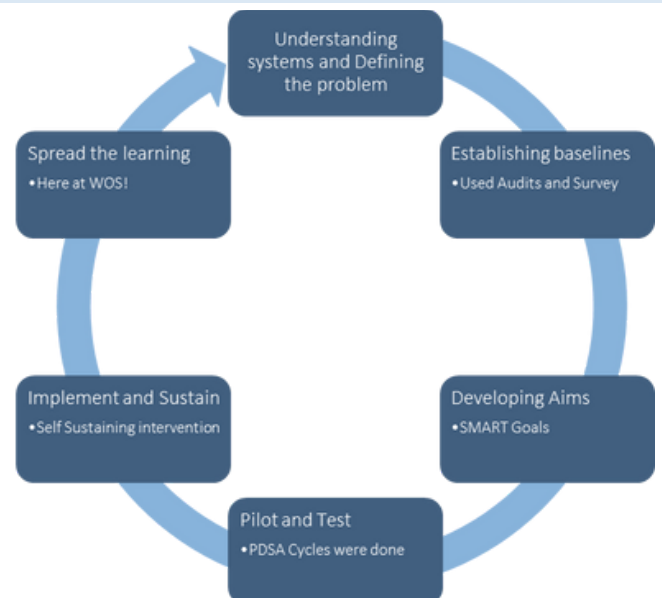
Progress to date:

Research:

- THE LIST- A free tool for orthopaedic trauma management, collaboration and handover- Presented at Welsh Orthopaedic Society conference 2024, Betsi Cadwaladr Orthopaedic NCSOS Meet 2024. –Plans for publication.
- Productivity with THE LIST – time and cost savings- Research in progress.

Education/teaching:

- Trained IT MS 365 Team colleagues in Power Automate and SharePoint.
- GDPR, Data Protection training for all doctors in T&O across three hospitals.
- Educated importance of handover.
- QIP and Audit teaching to residents and colleagues.

Leadership:

- Created THE LIST- sustainable, cost neutral , effective, indigenous and safe tool.
- THE LIST launched across all three DGHs for T&O in North Wales.
- Savings of >200,000/annum/hospital.
- Lead five patient management audits and QIPs across BCUHB.
- Lead creation of Website for T&O across West, Central and East.
- Data Protection and Risk Assessment completed and approved for THE LIST program.
- Excellent reviews by colleagues, consultants- Has completely changed how the team works!
- Saves >1 hr of a doctors time, never miss a patient, easily assess and manage trauma load, free of cost, collaborate with other teams, safe handover and THE LIST goes on....

ED Experience

Long waiting time

Triaged to lower category

Home waiting Experience

Why am I waiting?!

Fasting many days

No knowledge of when surgery

No contact to reach T&O

Cancelled many times

Delays in Surgery

No data what our delays are like

Do we come close to BOAST time-lines at all?

Future activity:

- Copyright the designs.
- Approach Digital Health and Care Wales to take over the designs and apply.
- Publish what we have achieved.
- Present at SICOT International Conference Sep 2025- Selected out of 3000 abstracts.
- Interest from hospitals in England and other hospitals in Wales – Deliver THE LIST to them with help of Bevan Commission.
- Interest from other specialties- Work with them to deliver the LIST to them, remove barriers.
- Improve the ambulatory trauma care using THE LIST.

Reflections:

- Approaching a change using prudent health care principles is the best way to improve the NHS.
- Clinicians need to have clear grasp of Data laws, patient confidentiality and Freedom on Information in current times.
- Not all effective changes have to be costly- we don't have to pay the corporates when we have the talent!
- The best product for a clinician is one that is co-produced with them and their patients; and
- When in a position of responsibility: have the right priorities- efficient and safe care first, listen to people, be open to change, easy to drift into "unconscious incompetence."
- Diversity brings a lot to the table.