



Case Study

Maidstone and Tunbridge Wells NHS Trust

Optimised patient flow, electronic bed management, and improved staffing workflows.

Challenge

Maidstone and Tunbridge Wells NHS Trust (MTW) was managing bed capacity with pen and paper, while nurses ran up and down stairs to check bed availability. MTW also faced a shortage of available beds in recovery that was forcing theatres to close. The manual processes and lack of visibility limited MTW's ability to serve demand and to understand, with available data, where bottlenecks existed and how they could be alleviated.

Solution

- The Trust implemented a Care Co-ordination Centre powered by TeleTracking's Operations Platform and electronic Bed Management solution. The Centre includes:
 - Centralised bed management with logistics and allocations teams co-located with clinical support on hand
 - Dashboards visible on large screens to enable real-time, comprehensive data to be shared and discussed live
 - Clear visibility of full patient discharge pathways
- Redirected incoming ambulances between hospitals to minimise handover delays and waiting times.
- Redesigned workflows on porter allocation to theatres to ensure patients were transferred to wards as soon as they were ready to move.
- Introduced a 24-hour dedicated Bed Turnaround Team.
- Integrated TeleTracking's Real-Time Locating System (RTLS) solution to support automated, real-time bed discharge.
- Leveraged TeleTracking's Data and Analytics solution to deliver reports and dashboards.

Results

Since implementing TeleTracking in 2020, MTW is repeatedly amongst the top-performing A&E departments in England with results as follows:

- Reduced list of patients waiting more than 52-weeks for treatment from over 1,000 to 0 patients within 15 months.

£ 2.1m

of cost avoidance per year from freeing up an average of 15 beds per day since go-live

2,300 hours

of ward staff released each month, equating to an estimate of £ 620K of savings per year

86%

decrease in A&E bed allocation time

64%

reduction in time between confirmed to discharge and actual discharge

Lessons Learned

from the MTW Executive Team



Technology is an enabler, but you must invest in the cultural change needed to support adoption.



Use the data from TeleTracking to have proactive conversations with your teams and highlight wins and areas for improvement.



Emphasise the role of technology in supporting staff with their workflows and how it can enable more time to care.

MTW Overview

Maidstone and Tunbridge Wells NHS Trust is a large acute hospital Trust in the South East of England. The Trust operates from two main clinical sites: Maidstone Hospital and Tunbridge Wells Hospital and manages patient flow for an 80-bed community hospital and 2 hospices. The Trust provides a full range of general hospital services and some areas of specialist complex care to around 560,000 people in South of West Kent and North of East Sussex.

Operational Platform: TeleTracking

EMR: AllScripts

Total Beds: 820 general and acute care beds

TeleTracking Partner Since: 2020

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The benefits that an Operational Platform and electronic bed management software provides extend to both patients and staff across the entire hospital – from improved bed turnaround time; reduced ED waiting times and length of stay and improved bed capacity.

Director of Operations, Patient Flow
Maidstone and Tunbridge Wells NHS Trust

