



# Case Study

## The Countess of Chester Hospital NHS Foundation Trust

Increasing capacity, reducing wait times and providing time back to staff.

### Challenge

The Countess of Chester Hospital NHS Foundation Trust faces several operational challenges. One of the primary issues is ensuring effective patient flow within a limited ward base, balanced against a set number of available staff. This affects many areas of care – ranging from emergency services through to specialised services – leading to points of pressure along patient pathways. The challenge then becomes about how to balance risk across the organisation. Additionally, the Trust must manage a rise in patient demand – coupled with an ageing population who have more complex health and social care needs. The needs of patients stretches current resources, clinical pathways and bed availability. Ensuring good value for money for the public purse by being efficient with spending is also important, as the Trust operates within set budgets. Innovative solutions are required to meet the complex problems that the team are assailed with.

### Solution

The Trust:

- Implemented a Care Coordination Centre, powered by TeleTracking's Operations IQ Platform and electronic Bed and Capacity Management solution (eBCMs).
- Established a patient flow group to govern the improvements and areas of focus relating to flow. This included identifying key performance indicators (KPIs) and meeting quarterly to review KPI performance.
- Leveraged TeleTracking's data and analytics solution for live and interactive performance dashboards, creating situational awareness and highlighting patient flow barriers.
- Prioritised discharge planning to provide the Care Coordination Centre and Site Team with real-time data on expected discharges with timescales.
- Established a discharge lounge to help improve patient flow and patient experience.
- Automated workflows to improve discharge efficiency and bed turnover time.
- Embedded Real Time Locating Services (RTLs) to support automation for:
  - Real-time bed discharge.
  - Patient walk out alarms at exit points.
  - Asset tracking.

### Results

With focused efforts on patient flow improvements, the Countess of Chester Hospital NHS Foundation Trust has achieved:

- Right Bed, First Time, with 83% of patient transfers occupying the correct bed they have been assigned.
- A reduction in time spent searching for equipment due to visibility of assets through real-time locating software.
- An increase in patient safety with 'Walk Out' alarms for vulnerable patients, including exact locations of patients.

**11 beds**

per day of additional capacity created through automated discharge workflow

**25%**

reduction in patient wait times from A&E to arrival on ward

**700 hours**

of time back to nurses and ward staff per month

**13,000**

portering jobs completed in 22 minutes on average per month

## Characteristics that Drive Success

at the Countess of Chester Hospital NHS Foundation Trust.



Shared visibility of demand and available capacity across the system.



Data driven decision making to drive outcomes and adoption.



Strong governance and leadership with clear accountability, reporting, and escalation measures.



Outcomes and results focus demonstrating positive benefits for patients and staff.

## The Countess of Chester Hospital NHS Foundation Trust Overview

The Countess of Chester Hospital NHS Foundation Trust is a healthcare provider in Chester, England, serving patients primarily from Chester, Ellesmere Port, and surrounding areas in Cheshire and North Wales. Established to deliver a range of acute medical services, the Trust manages the Countess of Chester Hospital, which offers specialised departments in cardiology, emergency medicine, cancer care, and women children's services. The Trust continuously works to improve its facilities and standards through various quality improvement programs, supporting both the health and well-being of the community it serves and its staff when they come to work.

**Operational Platform:** TeleTracking

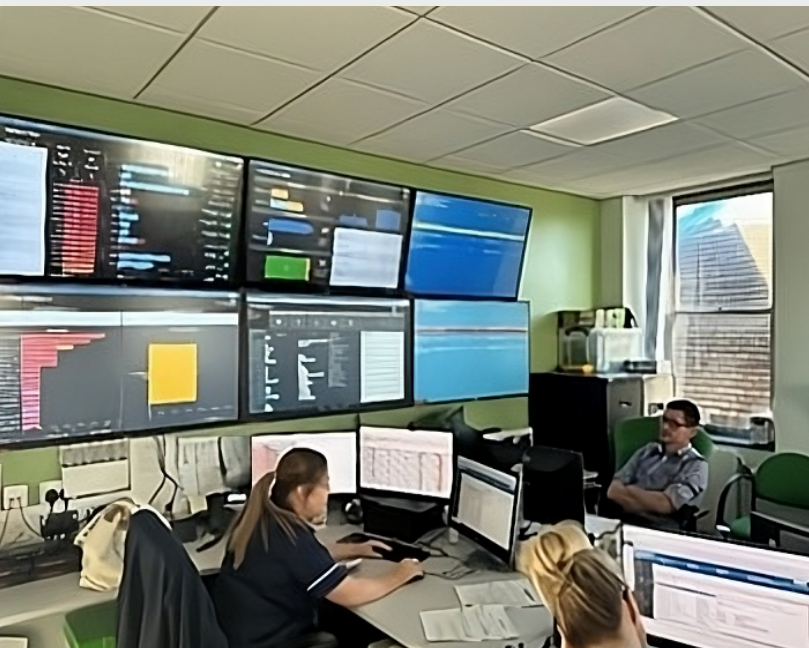
**ERP:** Cerner

**Total Beds:** 550

**TeleTracking Partner Since:** 2016

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I can't even begin to quantify the amount of time TeleTracking saves; There's also the reassurance we can provide to the executive team, as well as the patient and staff safety element."

**Head of Nursing for Infection Prevention and Control at the,**  
Countess of Chester Hospital NHS Foundation Trust