

## Digitising the virtual fracture clinic, to support clinicians & patients

### Background

Open Medical is a health technology company led by practicing orthopaedic surgeons. We worked together with Watford's lead trauma consultant, charge nurse, physiotherapy and theatres teams to optimise the virtual fracture clinic (VFC) pathway in order to build an efficient digital solution.

### Challenge

Watford General Hospital had encountered a number of barriers in the traditional VFC process:

- ✓ Inconsistent referral quality with insufficient information transferred between clinicians;
- ✓ Some patients were 'lost' in the system, leading to incidents and complaints;
- ✓ Almost all referred patients were requested to attend again at the face-to-face clinic. Simple sprains and injuries should not require repeat specialist input.

### Solution

- ✓ Referral to virtual fracture clinic is automated by the eTrauma VFC platform made available to all clinical teams.
- ✓ Coordination of care between multidisciplinary teams becomes simple and effective.
- ✓ To guide patients in their recovery, eTrauma VFC auto-generates a validated advice leaflet/video on a digital protocol to the ED
- ✓ eTrauma VFC promotes ongoing audit via coded data, ensuring the department is working effectively with a high-level overview of customised dashboards.

### Results

After a 6 month period, the team analysed impressive statistics from eTrauma VFC platform:

**94.1%** of cases have an average VFC referral to assessment time under 72 hours

**20%** of cases did not require follow-up from T&O team

**20%** reduction in injury to theatre time



I can monitor department activity easily, filtering for chosen points in time, or by diagnosis case type. The reports function shows that our referral to assessment average is 94%- a great result.

**Krisztian Deierl**

Trauma Lead, Watford General Hospital

