



econsent

by **wellbeing** software

Electronic consent to treatment replacing handwritten consent forms

Proven to generate annual savings
of over 4,000 clinical hours

healthcare:connected

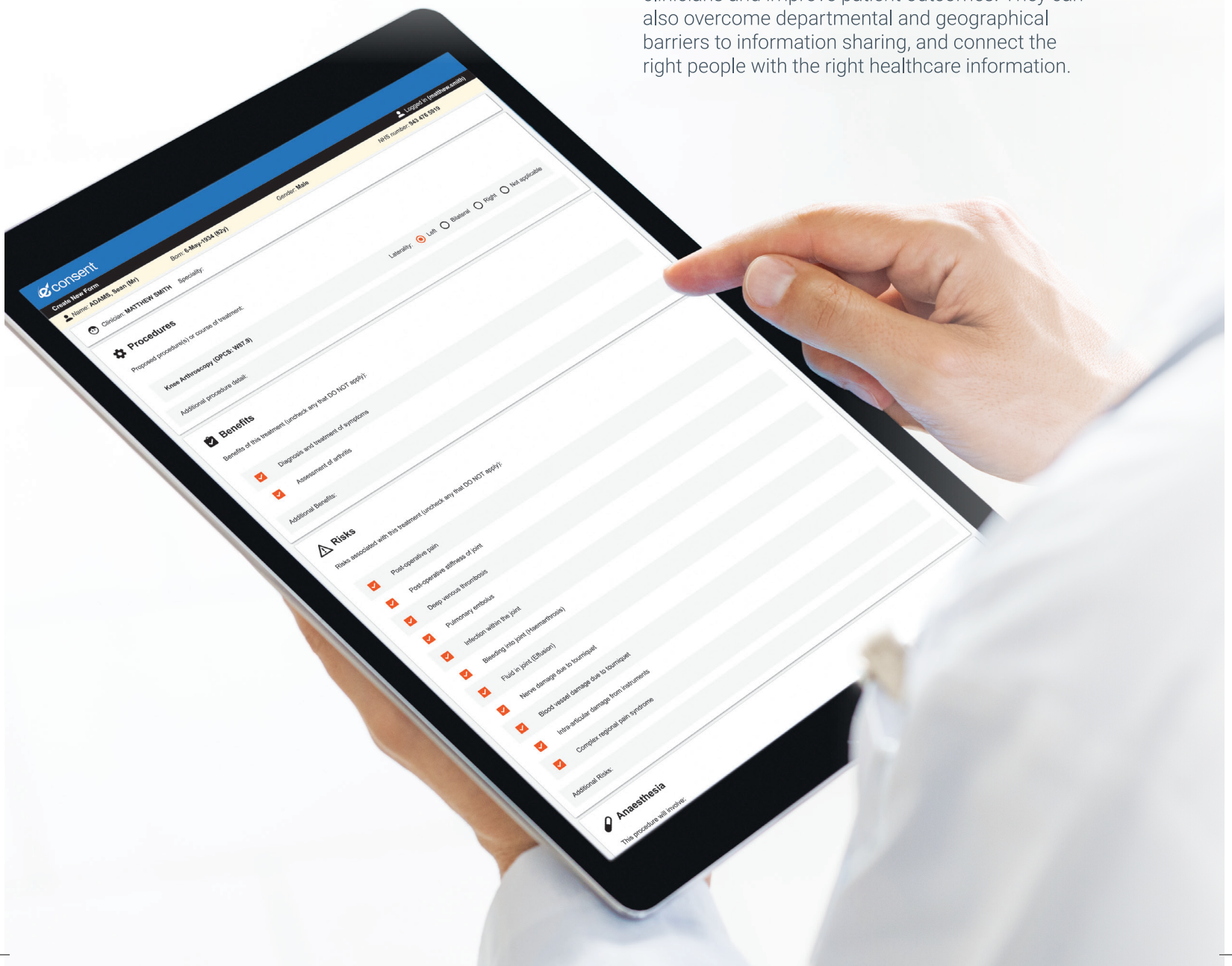


wellbeing
software

Solution overview

eConsent, from Wellbeing Software, is a unique, clinician led, digital solution which individualises and enhances patient consent to treatment.

It has been designed by surgeons to enable trusts to improve patient experience, save consultant time and standardise the information delivered during the consent to treatment process. By digitising forms, healthcare organisations can begin to build complete electronic patient records that support clinicians and improve patient outcomes. They can also overcome departmental and geographical barriers to information sharing, and connect the right people with the right healthcare information.



"Unless changes are made to the processes currently used to gain consent ahead of surgery, they could face a dramatic increase in the number of expensive litigation cases and compensation payouts."

RCS England

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The solution enables nationally recognised procedure consent forms to be created dynamically, pre-populated with individual patient demographics and presented to the patient in the context of the proposed procedure, along with the associated information leaflet(s) during the individual patient discussion.

Clinical risks and benefits are automatically populated from a comprehensive clinically approved and NHS managed database to provide agreed, standardised and relevant procedure information. Procedures, risks and benefits are categorised using SNOMED clinical codes to ensure that data is recorded according to the most recent NHS standards. This enables consistency and accuracy, ensuring the patient is fully and comprehensively consulted, with readily accessible evidence should it ever be required. Users can tailor the forms on a case by case basis, choosing to omit or add additional detail as appropriate.

The solution has a simple and intuitive user interface, designed to aid the completion of the form, quickly and efficiently so that time can be spent on the discussion with the patient. eConsent utilises Google material design, meaning that the solution is very responsive and dynamically adapts when the screen size changes, for example when using on an iPad or other tablet device. The solution also utilises device accessibility options to support sight or hearing issues.

eConsent comes complete with a comprehensive administration module to support the local revision of any procedures, risk and benefits as needed, update linked information leaflets or to add any new procedures the trust may require.

All information within the solution is fully auditable should the trust need to produce information and statistics on their consent forms or should information be required for litigation purposes.

eConsent can also leverage the power of the blockchain to create an irrefutable record of a consent forms' existence and integrity.

Optional blockchain-based hashing and time stamping provides enhanced data security by extracting a cryptographic identifier – which is used as a document fingerprint. This is then published to the blockchain, ensuring forms can then be independently verified where required.

The solution is designed to integrate with clinical systems, PASs and EPRs and utilises Windows Active Directory user authentication (where available) for a seamless user experience. When integrated, eConsent can be simply launched from the host system, without requiring any further user credentials and in patient context. In addition, a PDF copy of the consent form can be saved back to the clinical system as well as being stored within eConsent.

The completed form and patient information leaflets can be shared with the patient in a number of ways, supporting patient preference and access:

- **A secure link to the consent form can be shared with the patient via email**
- **A hybrid mail service, such as DocMail, can be used to produce and deliver the documents to the patients home; and/or**
- **The consent form and associated information leaflets can be printed locally**

Once produced, the form is held awaiting confirmation of the procedure. When the patient returns another clinician can electronically record the confirmation, digitally capturing any missing signatures as required. Alternatively if the patient decides not to go ahead with the procedure this is recorded along with the cancellation reason. In emergencies the confirmation step can be applied immediately.

Features



Comprehensive clinical database managed by NHS clinicians



Forms can be individualised for every patient



Clinically coded risks and benefits mapped to procedures and automatically populated



Information leaflets linked to procedures which can be easily updated via the admin app



Full patient demographic details fed directly from trust administration system



Option to share form via e-mail, hybrid mail or local print



Integration with existing clinical systems for a seamless user experience



Electronic signature confirmation securely captured and stored



Complete workflow for the consent process



Fully auditable

econsent Patient Forms

Logged in (matthew.smith)

Name: ADAMS, Sean (Mr) Born: 6-May-1934 (82y) Gender: Male NHS number: 943 476 5919

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Date	Treatment	Clinician	Status		
11-Apr-2017	Hand assisted laparoscopic donor nephrectomy	- MATTHEW SMITH	CANCELLED example		Show details
7-Apr-2017	Knee Arthroscopy	- MATTHEW SMITH	CANCELLED		Show details
7-Apr-2017	Knee Arthroscopy and 1 other procedures	- MATTHEW SMITH	CONFIRMED		Show details
6-Apr-2017	Knee Replacement	- MATTHEW SMITH	CONFIRMED		Show details
3-Apr-2017	Knee Arthroscopy	- MATTHEW SMITH	CANCELLED Changed their mind		Show details
31-Mar-2017	Other caesarean delivery	- MATTHEW SMITH	Awaiting confirmation		Show details

Benefits

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Patient Experience

- eConsent generates forms that are easy to read, contain no abbreviations and are complete with all the information from the consent discussion; vastly improving the patient experience.



Paperless Working

- Supports the NHS goal of moving to a paperless model. Forms are electronically generated and digitally stored, removing the need for paper at the trust.



Legal & Compliance

- eConsent enables simple compliance with mandated standards from CQC, NHS Resolution (formerly NHSLA) and Royal Colleges.
- Removes the risk of providing out of date information leaflets by ensuring that the most recently released versions are associated with the relevant procedures.
- Helps to prevent time consuming and costly litigation challenges, while protecting clinicians.
- Consent Audits take seconds.
- Irrefutable evidence of existence and integrity of consent forms through optional blockchain-based hashing and time stamping



Business Efficiency

- eConsent reduces clinician administration time, resulting in significant consent process improvements whilst enabling clinicians to see more patients.



Cost Savings

- Consent reduces the cost of running clinics and limits costly cancelled operations due to missing paper forms.
- Removes the need for dedicated consent clinics.
- Removes the cost of pre-printed blank consent forms and information leaflets.
- Facilitates immediate updates to information leaflets, eliminating the need to dispose of outdated, pre-printed stock.
- Eliminates the need for scanning of paper forms into the EDM solution.



Quality Improvements

Significant improvements can be made to the medical records. Worcestershire Acute Hospitals NHS Trust analysed their paper consent forms prior to the introduction of eConsent. Their audit showed the following:

- 51% of medical notes did not have documented evidence that the benefits and risks of a procedure had been discussed with the patient.
- 31% of consent forms did not have the date that the consent was obtained recorded.
- 37% of forms did not have the patient's NHS number recorded.
- 25% of hand-written forms were found to contain illegible items such as the name of the procedure to be performed.
- 21% of forms were completed by a non-competent healthcare professional.

After the introduction of eConsent all of the indicators listed above were corrected to zero errors.

Benefits realisation (based on 50,000 procedures per year)

cost assumptions

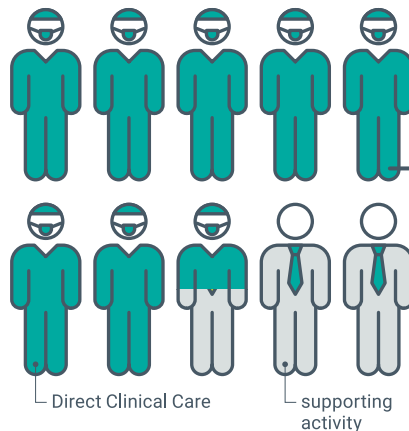
Consultant cost
to the trust per
annum:

£100k

inc. National Insurance
and Pension



Number of Programmed Activities (PA):



Cost to trust of income
generating sessions (PA):

£13,333
per annum

10 PAs (each of 4 hours) of which
7.5 are **Direct Clinical Care** and 2.5
Supporting Activity (non-income
generating).

Number of weeks
worked per year:



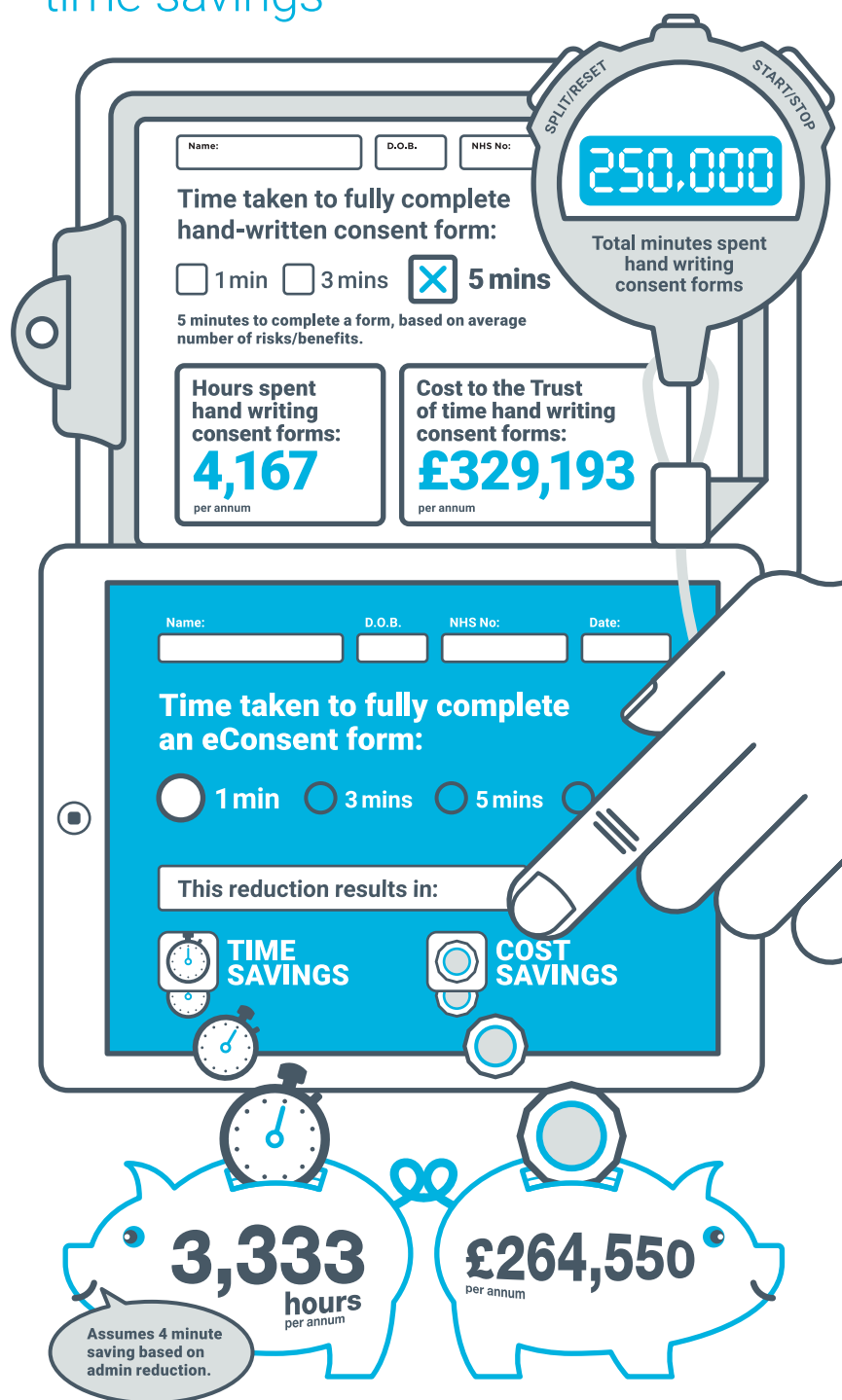
Cost to the Trust
per hour for the
Consultant:

Session rate / 4 hours
/ 42 weeks



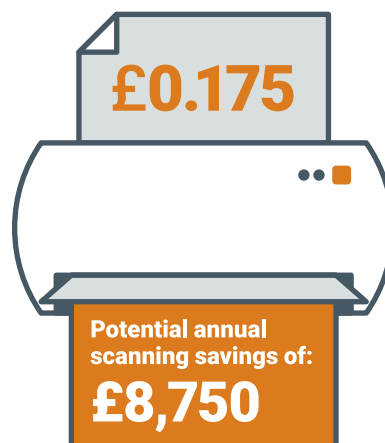
This infographic represents the first hand benefits a trust can expect
to see based on 50,000 surgical procedures.

time savings

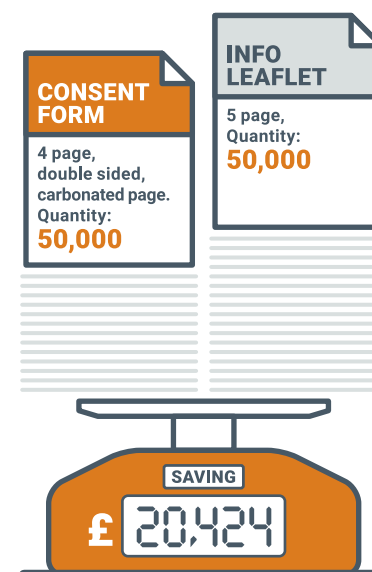


additional cost savings for going digital

Trust scanning costs for handwritten consent forms:



Print cost savings:



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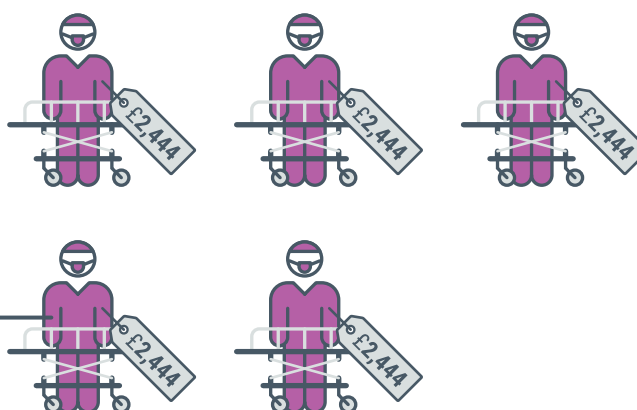
cancelled procedures

If 5 of the 50,000 procedures are cancelled due to missing consent forms...

Total cost:

£12,220

Based on the National Tariff average cost of a Surgical Procedure of £2,444.



FAQs/ Myth Busters

I have an existing eForms solution – can I build consent forms with this?

eConsent is more than a simple electronic form. Its comprehensive clinical database and workflow engine takes users through the consent process ensuring that all mandatory legal information is captured and documented. Procedures are mapped to risks and benefits that automatically pre-populate the consent form to support the clinical discussion with the patient, which means that there is no need for clinicians to remember every risk and benefit for every procedure. The solution ensures that data can be easily amended on each form as appropriate for the patient. The workflow engine ensures that data is captured appropriately and the correct consent form is produced every time.

Can the solution be integrated into other clinical systems?

Yes. As part of Wellbeing Software, we have a wealth of experience of system integrations and have built the solution so that it can be simply launched from clinical systems and will integrate with the local PAS/EPR solution to pull through patient details using a standard HL7 feed. eConsent can be implemented within 12-weeks and requires only two days of Trust IT resource. In addition, eConsent will link to the Trust Windows Active Directory to support single sign on so users don't need to remember additional credentials.

What if the patient wants a paper copy?

eConsent is designed to support all workflows and where required paper forms can be printed or produced and sent using hybrid mail. However we have found that digital consent forms improve the patient experience.

Do I need lots of new devices for the solution?

No. eConsent can be run on any network enabled device running a modern web browser and signatures can be captured on any standard touchscreen (a simple signature pad can be plugged into PCs for signing at a workstation). The service is normally hosted on a virtual machine running within the Trust network.

Do I need to continue to manage paper patient information leaflets for consent?

No. Using eConsent, patient information leaflets are attached to the appropriate consent forms, ensuring that patients are receiving the correct information leaflet every time a form is generated. When leaflets change, the new guidance is simply attached to the procedure in the eConsent administration module and is immediately available for use. Leaflets can also be modular, allowing for a standard section (e.g. anaesthesia information) to be altered once and applied to multiple forms. There is no requirement to print hundreds of leaflets for use which are difficult to track, costly to produce, can be out of date and may not be given to the patients every time.

Can we see if a patient has received the electronic consent form?

Yes, when forms are shared with the patient via the email link, there is a full audit trail to show if the patient has downloaded their form.

To discuss eConsent and your electronic consent form requirements please contact us:
visit wellbeingsoftware.com
email sales@wellbeingsoftware.com
or call **+44 (0)1623 489838**

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Oakham Business Park, Mansfield NG18 5FB

