

## CASE STUDY:

# Resource and Care Coordination at Bexley Health Neighbourhood Care

Appian's solution enables organisations to confirm availability to work for all frontline staff, track the status of PPE supplies, track health and working conditions, and manage incident reporting, as well as streamlines the patient journey for improved patient and care provider outcomes.

## OVERVIEW

BHNC, a division of the National Health Service (NHS), is a community interest company serving general practitioners and doctors in the Borough of Bexley in South East London. BHNC is a not-for-profit organisation working with independent member practices to deliver neighbourhood-based primary care.

### BHNC provides:

- **Patient services** including off-hours appointments, patient education, pharmacy services, home care, and referral management
- **Training and education** for both staff and patients
- **Practitioner support** such as cross-organisational collaboration, patient transfers from the hospital, recruitment, and facilities services

BHNC operates as part of a primary care network and needs to collaborate closely with other care providers in the community, such as the local authority in providing social and community care to NHS trusts.

## THE SITUATION

BHNC coordinates care and services across 600 staff, over 240,000 patients, and multiple care sites, including 25 general practitioner practices, three temporary sites to deal with COVID-19 patients, 11 care homes, and NHS Nightingale Hospital.

This service has been consolidated and managed under Bexley to be able to provide a streamlined, effective and consistent service to patients within the borough. This allows health practitioners to focus on providing the best care they can to their patients.

Like many healthcare organisations, BHNC grappled with several operational challenges with its legacy systems and

paper-based processes for managing service delivery and coordinating across the organisation.

This made it difficult to see the availability of staff, facilities, and critical inventory. Slow and inaccurate reporting magnified these problems, contributing to lagging response times and avoidable service outages. Furthermore, inefficient care coordination, including many manual steps, was impacting outcomes for patients and care providers.

The issues were only exacerbated by the COVID-19 crisis, which strained the entire healthcare system.

## THE APPROACH

BHNC aimed for better visibility across the organisation, improved coordination of its multiple stakeholders, and more effective resource allocation, incident management, and capacity planning, which would enable it to manage demand more effectively.

The solution would need to support continuous monitoring and reporting of demand, supply, and service levels, as well as financial reporting.

Ideally, the user experience would be fully digital, automated, mobile and intuitive.

## THE IMPLEMENTATION

Using Appian's low-code automation platform, BHNC was able to build and deploy a solution within one week, accelerating its response to the COVID-19 pandemic.

The Appian platform also gives BHNC the agility to adapt to changes in NHS guidelines and evolving needs for services, such as the random COVID-19 testing of essential workers. The solution is robust, available 24x7, and scalable to meet increased demand.

### THE SOLUTION

Appian's Resource and Care Coordination solution provides BHNC with a unified dashboard for managing operations across the organisation. For example, it enables daily health check-ins by staff with the option to include COVID-19 status and reporting on incidents related to staffing, facilities, and suppliers. Staff can access digitised patient records from any mobile device, and practice managers can log the status of critical sites and resource levels.

The Central Command hub provides BHNC with greater visibility of supply and demand across sites and real-time data, resulting in more effective resource planning, prioritisation, and allocation for serving patients.

BHNC can also use dashboard reporting and export data for further analysis.

#### With the Resource and Care Coordination solution, practitioners can:

- **Allocate** care pathways, follow-ups, care plans, and assessments as required including COVID-19 status and testing
- **Record** assessment requirements and allocate care
- **Tailor** care plans and set appointments
- **Record** care rendered in the field

Appian streamlines the patient journey from hospital to home with unified patient records and automated task routing for discharge assessment, triage, pathway allocation, and care assessment.

### THE RESULTS

The new solution enables real-time visibility of patient volumes across care providers and resources requirements and more effective coordination and collaboration across the multiple teams involved in patient care.

Practice managers are now able to both localise information to each practice and aggregate data across the regions, for a real-time operational dashboard on the status of critical services. This, in turn, informs operational decision-making and maximises healthcare capacity.

*“Keeping people out of the hospital is essential to lower the immense pressure that our Acute Critical and Intensive Care facilities are currently under,” said Darren Blake, Chief Operating Officer at Bexley Health Neighbourhood Care. “Appian helps us quickly bring data, people, and processes together to ensure patients are receiving the best possible care, that care-givers are safe, and that facilities are available.”*

#### DARREN BLAKE

CHIEF OPERATING OFFICER  
BEXLEY HEALTH NEIGHBOURHOOD CARE

# Appian

Appian provides a low-code automation platform that accelerates the creation of high-impact business applications. Many of the world's largest organisations use Appian applications to improve customer experience, achieve operational excellence, and simplify global risk management and compliance.

For more information, visit [www.appian.com/resource-and-care-coordination](http://www.appian.com/resource-and-care-coordination)