



Strata

Health

Connecting Every Provider to Protect Children within NHS England

**A 2016 Case Study on the impact of Strata Health for
eReferrals into Child Safeguarding**

What We Do

Strata Health improves the flow and transition of patients across the entire spectrum of care. Strata Focuses on matching health and social care resources to patient need and provides full bi-directional electronic referrals between all connected providers. Strata provide a fully managed 'PathWays' technology solution that delivers significant workflow and system efficiencies at the point when patients transition from one care provider to another.

Why Use Strata Pathways for Child Safeguarding?

Today's health and social care services often operate in silos, making it a challenge to efficiently transfer patients between care settings and in engaging allied stakeholder services. Assessments and Referrals are often a manual paper based process. The information captured is not always standardised with data not always captured in a uniform way.

The manual process currently employed to complete and manage these referrals is time and resource intensive for both the referring organisation and the Child Safeguarding teams. The inconsistencies of the data captured and inefficiency of the current referral routes into the Safeguarding teams mean that Child Safeguarding officers frequently work with an incomplete picture. These process challenges then result in further delays in processing information fast enough in what is often a time sensitive process.

This is a critical issue and a massive challenge for child safeguarding teams who have to work in partnership and manage the information flow from a range of organisations that may need to report concerns for a child's welfare.

How Can Strata Help?

Strata PathWays™ is an agile technology solution that can remove all of the above-mentioned inefficiencies in the creation and management of referrals to child safeguarding hubs.

Through the use of bespoke child risk assessment forms in PathWays™, we can standardise data entry and enforce mandatory reporting of critical data through an intuitive workflow that is customised to meet the operational needs of each referring organisation. This ensures that every incoming referral from any provider meets the minimum required dataset for Child Safeguarding referrals, allowing safe guarding teams to asses risk and prioritise incoming cases more efficiently.

Through our systems integration with referring organisations, Strata can pre-populate the safe guarding referral with key demographic and clinical assessment information taken from the referrers data held system at the point of creation. This saves time by removing the need to re-key and duplicate existing data, (held in other systems) for the Child Safeguarding referral.

All referrals made through Strata are bi-directional and underpinned by a managed workflow. This effectively means that each referral is a live, transparent and open document between Child Safeguarding and any organisation making the referral. Strata provide secure and auditable messaging between all organisations so if there are requests for further information or for additional clarity, those requests are made instantly and flagged for follow up in real-time. Through the use of intuitive dashboards Child Safeguarding teams can instantly see the current state of all of their referrals.

Who Can Make Child Safeguarding Referrals using Strata?

Strata Pathways™ is system agnostic and can be seamlessly integrated into any organisation that may need to make referrals into, or request support from, Child Safeguarding teams

Typically a deployment would start with integration with the acute care providers. However, there is no reason why other allied services such as police, The CPS, Local Authority Services, Drugs and Alcohol services, Early Years Services, amongst others, could not be included and integrated onto the Strata Referral platform.



A Proven Solution - Strata in Cumbria County Council.

The Child Safeguarding Hub, operated by Cumbria County Council's Children Services typically receives and co-ordinates almost 600 referrals per year. Strata implemented our Pathways™ Solution for Child Safeguarding referrals on the 21st January 2015, initially making the service available to one of the two main Acute Hospital trusts, University Hospitals of Morecombe Bay NHS Foundation Trust and Community NHS Trust, Cumbria Partnership NHS Foundation Trust.

Heather McFarlane Strategic Lead for child safeguarding and protection at the Cumbria Partnership NHS Foundation Trust said the system has cut the time it takes to fully refer a child who may need social care from two hours to around fifteen minutes.

Benefit Realisation in Cumbria

In the case of Child Safeguarding in Cumbria, Strata Pathways™ has delivered operational benefit in two key areas:

1. **Efficiency savings of 82%** per referral on the time taken for acute staff to complete the assessment, and send referrals to their County Council colleagues. Based on the actual referral volumes made through Strata in the past year this has equated to the equivalent of 843 man hours saved, (or 21 weeks), of administration time.
2. **Significant Reduction of Potential Risk to Child Safety.** Previously the Child Safeguarding Hub was paper based. Since implementing Strata Pathways™, child safeguarding teams can instantly see if a child has previously presented to acute services. This allows the team to quickly establish previous case history and helps prioritise interventions.

“The treatment and patient pathway is tracked, consistent and audited all which improves the outcomes and safety of some of our most vulnerable patients.

“This will allow for the most appropriate course of action to be put in place faster and more efficiently, improving the outcomes for the child and the family involved.”

-Heather McFarlane Strategic Lead for Child Safeguarding & Protection

Strata Deployment Services For Child Safeguarding.

Strata provides much more than the Pathways technology platform. We also provide a fully managed service from experienced Integration experts who understand the Assessment & Referral process, through to in-life account management

We will map all of your local process flows and assessment criteria for you, and we will do so with each and everyone of your partner organisations. We will work with you to rationalise the assessment & referral process before building the workflow solution in Strata Pathways™. This new workflow for Child Safeguarding referrals will be bespoke to your local process and tailored to the workflow of each organisation that needs to refer cases into the Child Safeguarding team.

We provide full project managed deployments. All you need to do is to facilitate the initial conversations with your providers and tell us what your assessment and referral requirements are.

The Strata managed service also means you will have dedicated account management. We will update the workflow as your providers and requirements change. We keep your Strata deployment current and relevant to your operational needs.