

## Milton Keynes NHS Foundation Trust: Future-Proofing their IT Investment

### Customer Bio



**Milton Keynes  
University Hospital**  
NHS Foundation Trust

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NHS Foundation Trust

Industry: Healthcare  
Product: CyberMed NB24  
HQ: Milton Keynes, UK

*When it comes to Healthcare IT projects, leaders can't just focus on the current problems, they also need to constantly be thinking about future proofing their investment as much as they possibly can. A little more than two years ago the IT team at Milton Keynes University Hospital connected with Cybernet looking to solve an issue they were having.*

### Recap: The Challenge

The hospital was upgrading their EPR (Electronic Patient Records) system and needed to find a computer that could fit their workflow. Doing bedside EPR was a must, and they knew right out of the gate that they would only consider Medical Grade technology.

“So just going back to the start, we looked at a number of different devices and there was a bit of competition in the market as far as what we wanted,” said Oliver Chandler, Head of IT Technical services. “The approach we took was to get samples from all of the main players and really bring them into the organization and let the clinical staff - nurses, doctors, HCAs, etc - all try them out and really see what was going to be the best first for us.”

## Recap: The Solution

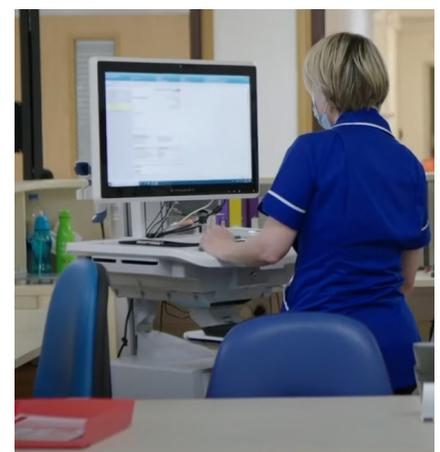
That initial testing period led the team to choose the CyberMed NB24 hot-swap battery powered medical computer. The units would eventually be mounted on non-powered Ergotron carts, and used on all of their adult patient wards for EPR, while some would be used on medication dispensing trolleys.

“From an IT perspective we liked the triple battery. That was quite a nice solution. Obviously it made changing the batteries much easier and smoother,” said Craig York, CTO at Milton Keynes. “The units themselves are fairly compact and disinfectable. Also, there seems to be quite a good relationship with Ergotron. So hand in hand, it all went quite nice.”



## Recap: The Results

Once the CyberMed NB24 units were deployed on the floor they were an immediate hit. The ability to type in notes directly in the EPR system, rather than scribble handwritten notes onto a chart, was immediately met with approval by clinicians. The new units were so popular that it quickly became apparent that clinicians were “borrowing” carts from other wards. In fact, the most common complaint was that there weren't enough WOWs to go around.





## Looking to Today and Tomorrow

Two years ago when Milton Keynes University Hospital first deployed these units there was no way to predict the global COVID-19 pandemic or the advances that their EPR provider, Cerner, would develop. There was no way to predict the importance in the rise of video conferencing and video consultations. The last thing that the team at Milton Keynes wanted to do was to invest in new hardware to meet these challenges - especially after such a significant outlay of resources to deploy the NB24 units throughout their facility.

Thankfully, no new investment was needed, because the IT team has always been forward thinking.

“Part of this is about just being ahead of the game, right? We’ve been buying large widescreen monitors for many years now. And that is a significant investment, buying hundreds of Cybernet computers and the carts,” said York. “You need to plan on not just what you’re bringing then and there, but four, five years ahead. And the large devices we’ve gotten from you are going to do the job for years to come.”

And some of those future uses have already become a reality. The integrated webcam on the NB24 units wasn’t an initial need, but in the time of COVID, doctors and nurses are using them to teleconference with each other and do patient consultations remotely.

Ian Fabbro, who is the Head of IT Application at Milton Keynes, works closely with their EPR provider and hears some of the headaches that other facilities are having by not being as forward thinking.

“A significant number of Cerner clients are super frustrated that they’ve got 17-inch screens on top of workstations that are just not doing the job for them, whereas that’s not even a thought for us,” said Fabbro. “We recently delivered some solutions within our Cerner Millennium EPR that rely heavily on having quite big screen real estate. That’s a term they use.”

While Cerner’s current application doesn’t lend itself to touchscreen interaction, Milton Keynes is already looking towards implementing voice recognition in their EPR. Once that goes live, it is much easier to just tap into a specific field and begin talking, at which point the touchscreen functionality will become another added feature that will be taken advantage of that wasn’t a part of the initial project need.