



Case Study

Enhancing Data Management for Ashgate Hospice

How collaboration, innovation, and a focus on patient outcomes drive positive change in healthcare organisations

Ashgate Hospice and Central Technology have forged a collaborative partnership since 2019, aiming to **optimise Ashgate's IT infrastructure, enhance data processes and ultimately improve patient care**. To understand the landscape of Ashgate's IT infrastructure, Central Technology carried out a strategic review and recommended solutions to improve legacy processes.

One of Ashgate's **key applications is SystemOne**, and Ashgate Hospice's data team are responsible for ensuring the patient data stored is accurate and reported to clinical teams, senior leadership and trustees to make informed decisions.

The challenge

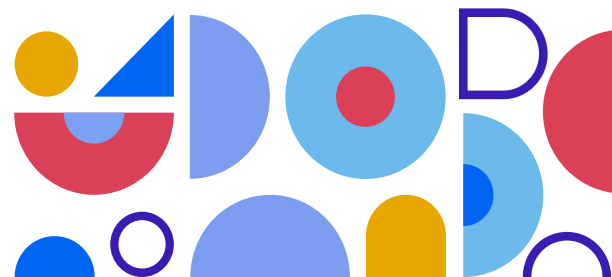
The team was concerned by the **manual process** of extracting data from SystemOne and the data manipulation was **heavily reliant on the use of Microsoft Excel**.

The preparation of the monthly management reports involved manual data gathering by the team, processing and presenting the report in Microsoft Excel. The reports were retrospective showing information relating to the previous month, due to the **amount of work involved to prepare the reports** a new system would be required to provide information from current data.



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The solution

Support from Central Technology

The Ashgate team reported having **seen the use of strategic reporting and SQL** at St Helena's hospice where they were able to produce reports in minutes. Recognising the importance of accurate and real-time data for patient care, Central Technology supported the proposal of **leveraging Microsoft SQL as a robust data source**. The goal was to streamline data extraction and reporting processes from an online internal database.

SQL Integration and SystemOne Strategic Reporting Module

Ashgate's IT Manager explored industry recommendations and discovered a solution where all the SQL integration was available at the Rotherham NHS Foundation Trust Health Informatics Department. The SystemOne clinical software provider (TPP), facilitated the integration by adding the SystemOne Strategic Reporting module to Ashgate Hospice's SystemOne tenancy. This module allowed **seamless data downloads from SystemOne into a dedicated SQL database within the Hospice's environment**.

Deployment and Industry Collaboration

Ashgate obtained the SystemOne SQL integration tool from the Rotherham NHS Foundation Trust Informatics Department. Central Technology provided **essential assistance during deployment, ensuring a smooth transition**. Data could now be automatically exported using the SystemOne SQL integration tool.

Proven results

Timeliness & insights

Reports provide easy access to more data, improving decision-making. Ashgate Hospice and Leadership Team can receive data over longer time periods enhancing year on year data contributing to population analysis and strategic planning.

Efficiency gains

The new process removed the need for manual data extraction, saving valuable time and effort. The time freed up is allowing the data team to generate more reporting and current reports, improving data quality and supporting patient care.

Improved patient care

Accurate, timely reports supports better clinical decisions and personalised care.



Ashgate Hospice Team

"Thanks to Central Technology's expertise and the SQL integration, our data management has vastly improved."

