What Really Matters - Electronic Master Patient Index (eMPI)

The eMPI is a patient focused scheduling tool developed by District Nurses to enhance patient experience & patient safety in Stockport

Aim **To improve the experience of housebound patients receiving District Nurse (DN) care in Stockport by:**

1. Increase patient choice of time of DN visit
2. Improve patient safety by reducing the number of missed visits & medication errors due to allocation errors
3. Using 'lean' principles to develop an efficient IT based patient allocation system in conjunction with frontline DNs

Average Number of Quarterly Missed Visits / Medication Errors

eMPI Go Live

5
4
3
2
1
0

2009 Q1 | 2009 Q2 | 2009 Q3 | 2009 Q4 | 2010 Q1 | 2010 Q2 | 2010 Q3 | 2010 Q4 | 2011 Q1 | 2011 Q2 | 2011 Q3

Patient Involvement

Service user input into development of visit time band
92% of patient now have a scheduled visit time slot
Working with local LINk to gain impartial feedback

Outcomes

Since eMPI 'go live' :

✓ 5800 episodes of care have been scheduled & delivered
✓ NO MISSED VISITS!
✓ On average nurses save 2.5 hours of admin time per week
✓ The pilot is set to be rolled out across 19 DN teams

I am NEVER going back to paper!

'It saves so much time, stops missed visits and helps us plan patient care in a much better way'

'I feel like a dark cloud has been lifted, now I can get on with patient care'

DN Staff Feedback