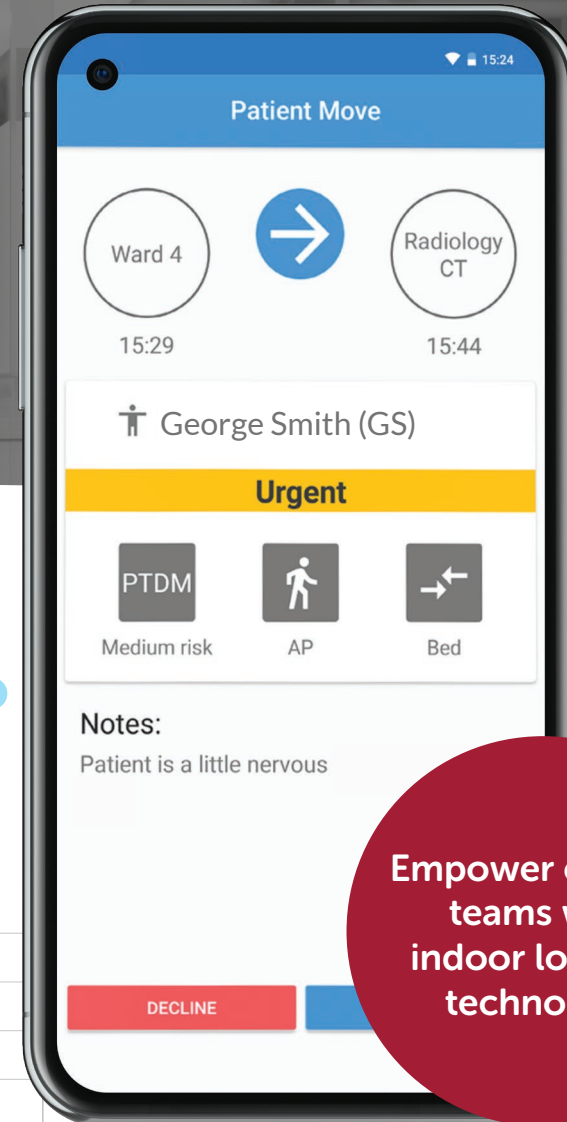navenio

> **Navenio will optimise facilities across the Trust and improve the level of care patients receive at this critical time.**
>
> **Ian Nicholls, eHealth Transformation Manager**

Helping NHS trusts navigate complex workflows to ensure more agility within patient services is core to our business. Navenio's Intelligent Workforce Solution's (IWS) infrastructure-free technology provides 'right person, right time, right place' localisation services indoors, where GPS doesn't work.

We were keen to work with the Royal Cornwall Hospitals NHS Trust, the main provider of acute and specialist care services in Cornwall and the Isles of Scilly, to deliver efficiency benefits for their teams and ultimately improve their patients' experience. This document highlights how the Royal Cornwall Hospitals NHS Trust used Navenio to transform some of their key operations.

Royal Cornwall Hospitals
NHS Trust

Patient Move

Ward 4 → Radiology CT

15:29   15:44

George Smith (GS)

Urgent

PTDM — Medium risk
AP
Bed

Notes:
Patient is a little nervous

DECLINE

Empower existing teams with indoor location technology

Using Navenio to increase the efficiency of teams and improve patients' experience

Royal Cornwall Hospitals NHS Trust chose Navenio's location-based AI platform to support Clinical Imaging Assistants (CIAs) as part of a programme of efficiency improvements within the Diagnostic Imaging department.

The partnership involved supporting the trust in two ways:

- The indoor location-enabling of the Royal Cornwall Hospitals NHS Trust site, with a view of indoor-location technology being integrated with other Trust use cases and applications.

- The implementation of Navenio's Intelligent Workforce Solution for use by radiology CIAs and operational staff, across its 500-bed site at Truro.

The goal of adopting Navenio across the site was to increase the efficiency of teams and improve patient experience by linking patients with an appropriate staff member based on where they are in the hospital.

Smooth implementation process

As with all sites, it was critical that Navenio's planning, implementing, training, and support was well executed. Navenio's Discovery Team discussed with the Trust's team what they needed to optimise the system to the Truro site requirements; Mark Carveth, CIA Manager commented "the planning by the Discovery Team was second to none - everything had been thought through".

Immediate results achieved on improving workflows

Using reporting and analytics from Navenio, within just 2 weeks of go-live the Trust has already been able to align their resources to their demand, and secure more resource due to the evidence provided to support their needs. Daily improvements have been made on task design, with data from Navenio being used to implement changes in practices across multiple departments.

The future

Using Navenio's IWS data and analytics, the Trust's e-transformation team will assess the impact that Navenio has already made to determine its potential application in other use cases such as wider portering, environmental services and patient wayfinding.

As with all our customers, Navenio holds monthly review calls with the Trust to help managers understand and interpret the data so it can be used to improve processes and can be disseminated for onward presentation.

> **It has been a pleasure to work with the Navenio team, they have worked with us every step of the way to ensure the project is a success**
>
> **Jackie Knox, Radiography Service Lead (Project Lead)**

> **I'm delighted to be working with Navenio. Our respective visions for infrastructure-free location tech are well aligned and I'm very pleased to see colleagues are already identifying benefits from its use**
>
> **Kelvyn Hipperson, CIO**

> **Using Navenio's reports we've aligned our resources to our demand and secured more resource as we have evidence to support our needs**
>
> **Mark Carveth, CIA Manager**

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