

Transformation with Digital at the Heart



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Digital, Data and Innovation Committee
eFlow & eObservations Update – Carolyn Williams
July 2026

Purpose

To provide the Digital, Data and Innovation Committee with an overview of progress and benefits realised through the Patient Flow and eObservations programmes since go-live, including:

- Functionality deployed to date.
- Early operational impacts.
- The planned roadmap for remaining Flow, eObs implementations.

Patient Flow & eObs – Current Position



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The Patient Flow and eObservations programme is delivering digital capability to improve;

- operational visibility
- patient movement
- clinical handover
- observations recording and escalation across Hywel Dda University Health Board (HDdUHB).

Phase 1A Patient Flow functionality is live, including patient record view, admissions, bed management, occupancy, transfer management and the system pressure dashboard.

Programme is now focused on;

- phased completion of remaining Flow functionality,
- wider deployment of manual-entry eObs and progression towards device-integrated observations.

Manual eObs is live in the beta ward in Glangwili Hospital (GGH), with wider rollout targeted from late July 2026 and completion by October 2026; integrated eObs via Baxter clinical spot monitors is targeted for August 2026.

Patient Flow & eObs – Key Dependencies



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Key dependencies remain around:

- Integrated device delivery
- Remaining eObservations Assessments
- Smart Page
- Test result integrations
- Context launch integrations
- Clinical working group to reach a consensus on the Referrals process and eHandover

Current governance focus is on safe phased deployment, clinical risk management, training, business change and ensuring benefits are realised while managing residual risks through established programme controls.

Patient Flow & eObs Phased Deployment Profile



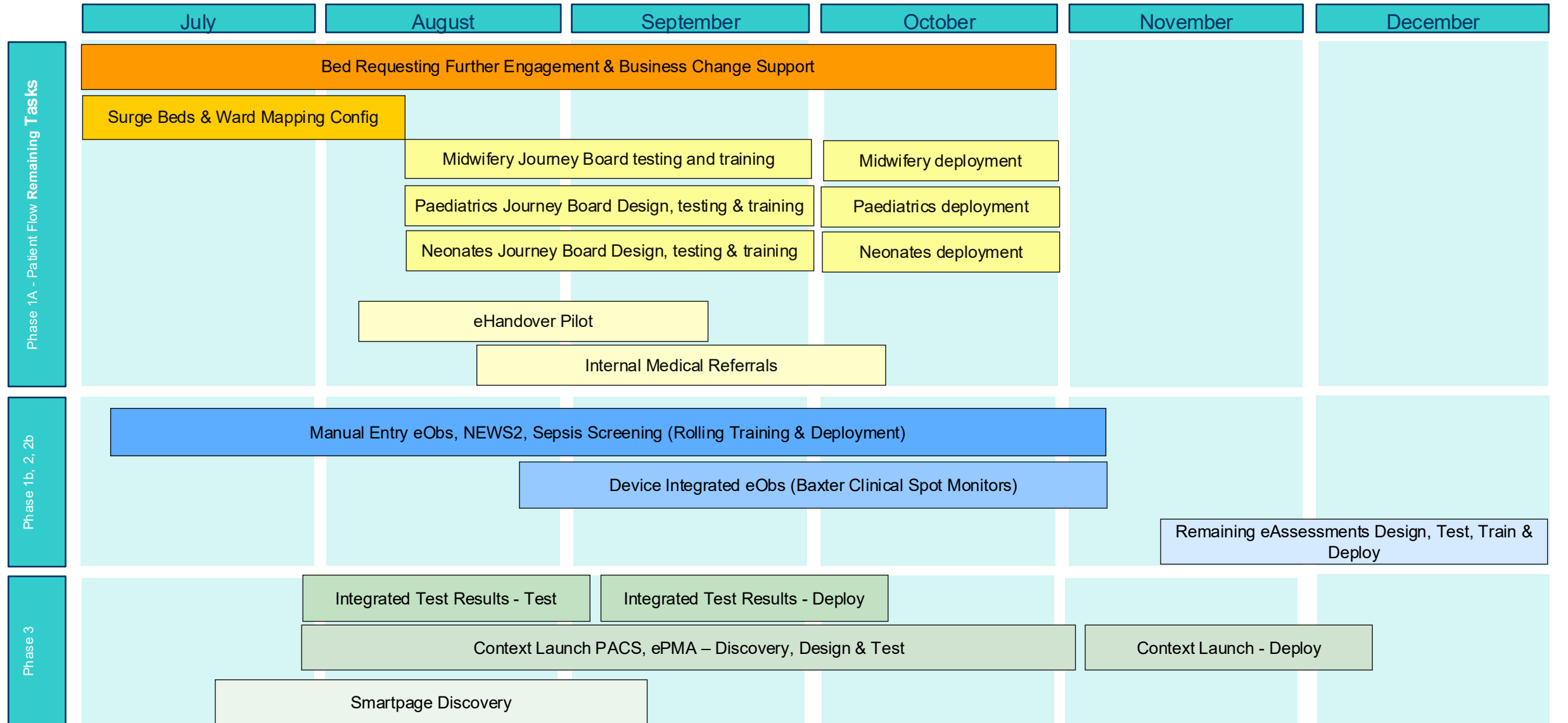
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Phase	Module	Functionality	Live HDUHB
1A	Patient Flow, Access & Command	Patient Record View, Admissions, Bed Mgt & Occupancy, Transfer Mgt, System Pressure Dashboard	Live December 2025
1A	Patient Flow, Access & Command	Remaining Flow service roll outs, Internal Referrals, Handover	Target pilots Aug 2026
1B	Manual Entry eObs	Manual entry eObs, NEWS2, Sepsis Assessments, Soft Alerts	Live in beta ward. Target commence wider delivery w/c 20/07/26 & close out by October 2026
2	Integrated eObs	Device Integrated Obs (Baxter Clinical Spot Monitors)	Target August 2026 and bring delivery in line with manual entry eObs
2B	Other eObs Assessments	PEWS, MEWS, NEWT, Other eObs Assessments	Awaiting outcome of review on WNCr assessments
3	Smart Page	Hard alerting, direct messaging	In discovery phase, TBC
3	Test Results, Context Launches	Pathology, Radiology, ePMA, PACS,	In Test. Target live by end August 2026
4	ED Module		*Note that ED Deployment Planning is in the process of being developed but is subject to the timely delivery of the above phases

HDUHB Patient Flow & eObs Deployment Plan

2026



Time Saving

- Efficiency: across the health board we will continue to approximately save **23 hours** per day by not duplicating information onto Frontier. Information can be captured live during board rounds (EFLOW-IPE-001)

Emerging Benefits

- Withybush Hospital (WGH) average time from bed request to admission reduced from **17 hours to 13 hours**
- WGH Acute Medical Assessment Unit (AMAU) bed requests are only taking **13 seconds**

“Nice having a snapshot having the wards in one place” – Discharge Liaison Team

“User friendly” – Discharge Liaison Team

“The boards are good because we can see if the patient has had a referral to OT at a click of a button. We don’t have to find a desktop and then log into WPAS” - Physiotherapy

“don’t have to use WPAS as much anymore...everything I need is in Miya” – Discharge Liaison Team

Ref:	Benefit:	Functionality Required:	Timeline:	Progress to date:
EFLOW-IPE-001	Increased time to care for patients	Admissions; Bed Management; Transfers; Discharge Planning; Command; Access	From April 2026 Full realisation: 4-5 years	Efficiency: across the health board we will continue to approximately save 23 hours per day by not duplicating information onto Frontier. Information can be captured live during board rounds.
EFLOW-ISE-002	Reduced stress levels	Admissions; Bed Management; Transfers; Discharge Planning; Command; Access	From April 2026 Full realisation: 4-5 years	Not yet assessed, allowing sufficient time for new processes to embed before evaluating
EFLOW-ISE-003	Improved communication between staff members and across departments	Admissions; Bed Management; Transfers; Discharge Planning; Command; Access; Referrals; SmartPage; Handovers	Subject to additional functionalities Full realisation: 4-5 years	
EFLOW-IE-004	Improved handovers and quicker discharges / Reduced handover time	Admissions; Bed Management; Transfers; Discharge Planning; Command; Access; Referrals; SmartPage; Handovers	Subject to additional functionalities Full realisation: 4-5 years	
EFLOW-IE-005	Reduced avg. time until seen by doctor in A&E	Admissions; Bed Management; Transfers; Discharge Planning; Command; Access; Referrals; SmartPage; Handovers; eObservations; ED Module	Subject to additional functionalities Full realisation: 5 years	
EFLOW-IE-006	Reduced time an ambulance waits outside of the hospital	Admissions; Bed Management; Transfers; Discharge Planning; Command; Access; Referrals; SmartPage; Handovers; eObservations; ED Module	Subject to additional functionalities Full realisation: 5 years	
EFLOW-IE-007	Quicker response times for ambulances	Admissions; Bed Management; Transfers; Discharge Planning; Command; Access; Referrals; SmartPage; Handovers; eObservations; ED Module	Subject to additional functionalities Full realisation: 5 years	
EFLOW-IE-008	Reduction in staff time wasted due to not being able to access real time patient information or bed state information	Admissions; Bed Management; Transfers; Discharge Planning; Command; Access	From April 2026 Full realisation: 4-5 years	WGH Bed Meeting attendees are stating that Miya is not reducing the time needed to prepare for bed meetings.
EFLOW-IE-009	Reduced avg. length of hospital stay per patient	Admissions; Bed Management; Transfers; Discharge Planning; Command; Access; Referrals; SmartPage; Handovers; eObservations	Subject to additional functionalities Full realisation: 4-5 years	
EFLOW-IE-010	Reduced cancelled surgeries due to better bed management	Admissions; Bed Management; Transfers; Discharge Planning; Command; Access	From April 2026 Full realisation: 4-5 years	No impact to date



Ref:	Benefit:	Functionality Required:	Timeline:
EOBS-IPO-002	Reduced risk of errors (e.g. due to more regular, accurate observations)	Admissions; Bed Management; Transfers; Discharge Planning; Command; Access; Referrals; SmartPage; Handovers; eObservations	Following full roll-out of eObservations Full realisation: 4-5 years
EOBS-IPO-003	Reduced unplanned admissions to critical care units from eOBS-equipped wards	Admissions; Bed Management; Transfers; Discharge Planning; Command; Access; Referrals; SmartPage; Handovers; eObservations	Following full roll-out of eObservations Full realisation: 4-5 years
EOBS-IPO-004	Increased # of observations completed on time	Admissions; Bed Management; Transfers; Discharge Planning; Command; Access; Referrals; SmartPage; Handovers; eObservations	Following full roll-out of eObservations Full realisation: 4-5 years
EOBS-ISE-005	Increased confidence resulting in improved decision making	Admissions; Bed Management; Transfers; Discharge Planning; Command; Access; Referrals; SmartPage; Handovers; eObservations	Following full roll-out of eObservations Full realisation: 4-5 years
EOBS-IE-006	Reduced manual admin work and removal of duplication of effort	Admissions; Bed Management; Transfers; Discharge Planning; Command; Access; Referrals; SmartPage; Handovers; eObservations	Following full roll-out of eObservations Full realisation: 4-5 years
EOBS-PE-007	Reduced complaints and improved brand image due to better patient care	Admissions; Bed Management; Transfers; Discharge Planning; Command; Access; Referrals; SmartPage; Handovers; eObservations	Following full roll-out of eObservations Full realisation: 4-5 years
EOBS-PE-007	Reduced complaints and improved brand image due to better patient care	Admissions; Bed Management; Transfers; Discharge Planning; Command; Access; Referrals; SmartPage; Handovers; eObservations	Following full roll-out of eObservations Full realisation: 4-5 years
EOBS-OB-008	Reduced litigation	Admissions; Bed Management; Transfers; Discharge Planning; Command; Access; Referrals; SmartPage; Handovers; eObservations	Following full roll-out of eObservations Full realisation: 7-10 years

Recommendation

The Committee is asked to receive assurance from the progress achieved and the arrangements in place to deliver the remaining phases of the Patient Flow and eObservations programme.



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