THE ROYAL HOSPITAL
DONNYBROOK

At a Glance

Benefits

- ✓ User-Friendly & Easy to Train
- ✓ Centralised & Accessible Records
- ✓ Improved Reporting & Auditing
- ✓ Seamless Integration

Challenges

- ✓ Inefficient Paper-Based System
- ✓ Limited Accessibility and Sharing
- ✓ Cumbersome Audits and Reporting
- ✓ Complex and Inefficient Software

The Royal Hospital Donnybrook

The Royal Hospital Donnybrook offers specialised rehabilitation services for elderly patients aged 65 and over, including stroke, neuro, and orthogeriatric rehabilitation.

Committed to patient-centered care, the hospital continues to expand its services to meet increasing demand. It also provides respite care in one unit for short-term support. Currently, the hospital accommodates 64 residents across its facility.

Executive Summary

Previously, day-to-day care records at the Royal Hospital Donnybrook were entirely paper-based, while a separate system was used for administrative functions.

Recognising that this approach could no longer meet the hospital's ever-expanding needs, Romona Michis, Patient Services Manager, alongside Conor Leonard, former CEO, identified the need for a more effective system. This led to the transition to VCare in December 2022, implementing a solution better suited to their growing requirements.

Challenges

Before implementing VCare at the Royal Hospital Donnybrook, day-to-day records were entirely paper-based, while administrative functions were managed through a separate system. However, the Patient Services Manager and former CEO were not satisfied with its effectiveness. Romona Michis, Patient Services Manager, explains: "*To be honest, we weren't satisfied with the previous system, which led us to explore a better solution.*"

One of the key challenges faced at the Royal Hospital Donnybrook before implementing VCare was the complexity of the previous system. Staff found it difficult to navigate, with an overcomplicated structure and excessive use of codes. This made training new users more challenging and slowed down daily operations. Ensuring that all staff, regardless of their IT skills, could efficiently use the system was a priority. Reflecting on this, Ramona shared: "*From my perspective, the previous system was overly complicated, with too many codes and unnecessary complexity. In contrast, VCare is straightforward and easy to use—clear and accessible, which is exactly what's needed when training staff.*

Before VCare, accessing and sharing patient information in real time was difficult. Lost documents, illegible handwriting, and time-consuming searches disrupted workflows, while retrieving data for audits was cumbersome.Stephen Adamson, Operations Manager, described these challenges: "*Paper-based healthcare records come with several inherent challenges. Illegible handwriting can make notes difficult to read, care plans can go missing—a common issue in healthcare settings—and patient documents can end up in the wrong files, leading to lost records and time-consuming searches. If notes are unclear, staff must follow up for clarification, causing unnecessary delays. These seemingly small, day-to-day issues add up, resulting in significant time lost that could otherwise be dedicated to patient care.*"

The Solution

After exploring multiple options, the Royal Hospital Donnybrook selected VCare as the most user-friendly and comprehensive solution for their needs. The decision followed extensive research and site visits to see the system in practice. Romona Michis, Patient Services Manager, described the selection process: "*We considered three other options, but after visiting a hospital already using VCare with the former CEO, I was immediately impressed by the system. We chose VCare because it was the most user-friendly while also offering the most comprehensive information. From a financial standpoint, it was also a viable option, making it the best fit for our needs.*"

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Romona Michis

Patient Services Manager,

Seeing VCare in action played a key role in the decision-making process, as it provided a clear understanding of how the system could integrate seamlessly into the hospital's operations.

"VCare was already in use at Beaumont Lodge, so we visited the facility to see it in action. We had discussions with the CEO and Director of Nursing, who demonstrated how the system worked and answered all our questions."

The Results

The transition to VCare has brought significant improvements in how patient records are managed at the Royal Hospital Donnybrook. Staff now have instant access to records, improving workflow efficiency and reducing administrative burdens. Stephen Shares, "VCare has significantly improved efficiency in managing patient records. Staff can enter and access records instantly via tablet or remotely, eliminating the need to visit the ward. Whether in my office, Ramona's office, or elsewhere, we can retrieve patient files quickly.

Ramona highlighted how VCare has improved reporting efficiency, allowing for seamless tracking of key data and ensuring compliance: "VCare makes it easy to generate reports for various timeframes—three months, six months, or a year—whenever needed. It allows for quick access to key data, such as admissions, discharges, and infection rates. This streamlined reporting is invaluable for internal records and meeting HSE requirements."

The level of support provided by the VCare team has been exceptional, ensuring a smooth transition and continued assistance whenever needed. "They are truly one in a million. Often, when you invest in a system, the support fades once it's implemented. But that's not the case with Eoin, Mairead, and VCare. No matter the issue, even the simplest question, they always take the time to help with patience and professionalism. For that, I'm incredibly grateful, and I can't speak highly enough of them."

Contact us today to discuss how VCare can help your nursing home or to request a demo

Phone: +353 91 336 565

Visit: www.vcare.ie

Email: info@vcare.ie