

Moorfields Eye Hospital

Prepare for Major Patient Record System Upgrade with Knowledge Solutions



“Ensuring that all of our staff are completely up to speed on our upgraded Patient Administration System is obviously vital to ensuring the highest possible levels of patient care. Using Knowledge Solutions’ software has enabled us to deliver flexible, online training, management and ongoing support to users, tailored to their individual roles. This will mean minimal disruption when we go live with this critical update.”

Ian Mercer, Training Manager, Moorfields Eye Hospital NHS Foundation Trust.

Moorfields Eye Hospital NHS Foundation Trust, the UK’s leading centre for ophthalmic treatment, teaching and research, is supporting the major upgrade of its Patient Administration System (PAS) by deploying knowledge transfer software and consultancy from Knowledge Solutions

Knowledge Solutions’ technology has been used by Moorfields to quickly create interactive, online training materials that are tailored to specific roles and functions on the new system. Its built-in management system tracks the progress of individual students using Knowledge Solutions to ensure that all staff complete and pass mandatory refresher training on the PAS software.

The advantage of Knowledge Solutions’ technology is that content created for training will be re-used as context sensitive, in-process support for those using the new PAS system, maximising Moorfields’ investment. Additionally, any alterations to the PAS system can be easily flagged to users through this support function, eliminating the time and cost overheads of retraining 500 staff on minor system changes.

Moorfields chose Knowledge Solutions due to its extensive range of capabilities, ease of use and the fact that it is not specific to individual applications or packages. This means it can be used to create content across multiple systems, providing continuity for users and maximising the return on software investment.