CASE STUDY - MEDICINE

University Hospitals of Leicester NHS Trust

COVID-19:

Post admission Triage

University Hospitals of Leicester (UHL) treat over 1 million people a year across three hospital sites in Leicester. They are one of the largest and busiest academic medical centres in the UK. UHL are a leading centre for the Post COVID Hospitalisation Study (PHOSP).

UHL use Ufonia to contact all patients who were admitted with a diagnosis of COVID-19 but who did not have radiological changes on their admission image. Ufonia establishes whether the patient has ongoing symptoms and whether they would like a nurse-led call back. This means that patients with post COVID symptoms can be identified at 12 weeks and managed by the expert team, without placing additional burden on primary care.

Challenge

At UHL it became unsustainable for the post-COVID nurses to contact every patient after their COVID-19 admission, many of whom were not answering their telephone call (DNA). The team considered moving to a patient initiated follow up (PIFU) model, but were concerned that this would further widen the inequality in care delivery that COVID-19 had already exacerbated. They wanted a way to rapidly identify those patients with ongoing symptoms who would really benefit from their expert input.

Solution

Developed by Ufonia, *Dora* is an A.I. clinical assistant that autonomously telephones patients and has a routine clinical conversation, providing a scalable, high quality and efficient patient experience.

Research, led by a UHL clinician in the PHOSP study showed that patient reported recovery from COVID-19 correlated strongly with other measures of disease severity. *Dora* was designed to contact all patients who were discharged with a normal admission chest x-ray after their COVID-19 admission. Dora elicits patient symptoms at 8-12 weeks post admission, and establishes those patients with ongoing symptoms who the healthcare team believe would benefit from expert clinician input. This can be considered as a **modified PIFU** model of care.

By using Dora, UHL have **reduced the nurse-led calls by 60%**. These calls are now able to focus on those patients with multiple ongoing post COVID-19 symptoms. The staff are no longer needing to do additional clinics at the weekend to manage the workload and **staff wellbeing has improved**. The reduction in clinician time now needed for these calls has meant that the **nursing staff have up-skilled** to manage more complex patients. In turn this has **reduced the outpatient consultant clinic wait time from 6 months to just 2 months**. This has increased the clinical capacity, and timeliness of care.

Impact

46 hrs
staff time released per month

100%
Nursing staff upskilled

60%
Avoided clinician review

About Ufonia

Ufonia is an Oxford-based digital health company on a mission to transform healthcare. Together as a diverse team of clinicians, designers, researchers, engineers and customer success managers we are using technology to redefine and reimagine healthcare delivery. Ufonia has developed Dora a medically regulated autonomous clinical assistant that can call any number of patients, and have a natural voice conversation, covering a wide range of clinical consultations.

Ufonia have built next-generation technology, and conducted rigorous clinical studies to ensure high quality care is delivered safely with an excellent patient experience. Ufonia's aim is to increase clinical activity for providers, reduce cost for payers, and improve quality for patients. Dora's flexible scalability allows you to call as many patients as you need at anytime, without changing your current care pathway. Ufonia is deployed across multiple high volume care pathways and are growing everyday.

Contact us:

We'd love to talk to you about using *Dora* to call your patients.

Please contact **info@ufonia.com** and we'll get back in touch.