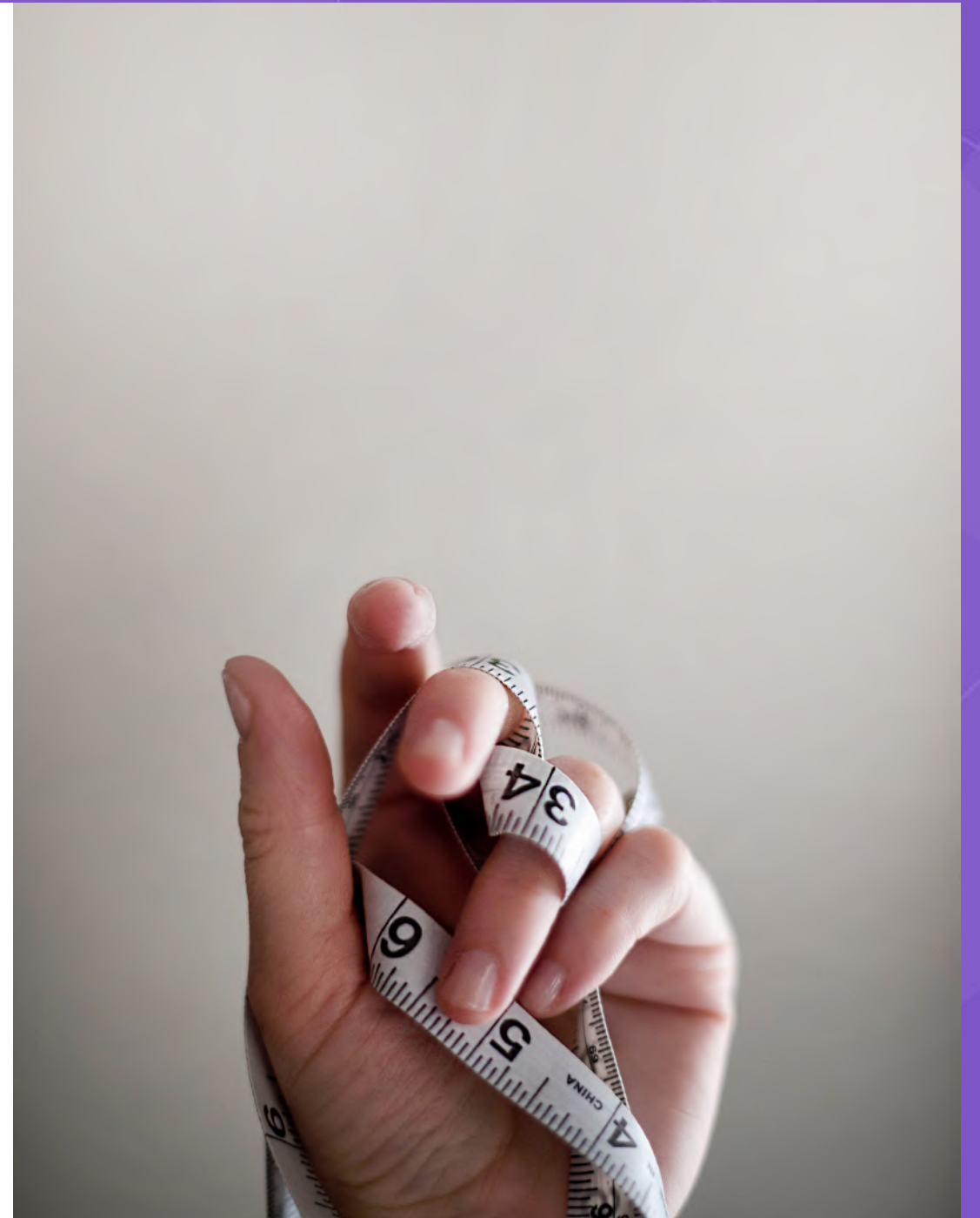




Case Study: Oxford University Hospitals (OUH) NHS Foundation Trust


OUH Prescribes Eggplant to Help Improve Patient Care



Profile

As one of the largest National Health Service (NHS) teaching Trusts in the UK, Oxford University Hospitals NHS Foundation Trust (OUH) is world renowned for its excellence in healthcare, training and research thanks in part to its collaboration with the University of Oxford. Through its 12,000 employees who serve patients at four hospitals and over 40 other locations across the region, the OUH (www.ouh.nhs.uk) provides a wide range of clinical services, specialist services (including Cardiac, Cancer, Musculoskeletal and Neurological Rehabilitation) and Medical Education.

Digital transformation is at the top of the Trust's agenda and the OUH is leading the way in health technology, and sees investment in IT systems and processes as key to improving the delivery of its services and patient care. The Trust implemented Cerner Millennium (Electronic Patient Record) software in 2011 to store and manage Patient data. The EPR solution provides a wide range of administrative and clinical functions including patient registration, outpatient appointments, in-patient activity, emergency care, prescribing, diagnostics and clinical coding.

A person with blonde hair is seen from the back, sitting at a desk. They are looking at a computer monitor. On the desk, there is a white keyboard, a calendar showing the month of October, and a small red object. The computer monitor displays a software interface with a sidebar menu and a main content area. The sidebar menu has various icons and labels, including 'Home', 'Users', 'Groups', 'Applications', 'Cloud Drive', 'Downloads', 'Creative Cloud Files', 'Recent', 'All', 'Star', 'Share', 'More', 'Book', 'Pickup', and 'All Top'. The main content area shows a list of items with columns for name, size, and date. The text 'Seeking a Cure for Manual Testing Inefficiencies' is overlaid on the left side of the image in a large, white, sans-serif font.

Seeking a Cure for Manual Testing Inefficiencies

As with any public-funded healthcare organisation that provides care free of charge, OUH faces constant financial pressure and resource constraints. Anything that can save staff time and improve efficiency will help save costs. At the same time, OUH recognises the value in dedicated IT and resources and as such, boasts one of the largest IT departments in the UK for a hospital Trust.

The EPR solution has been manually tested to provide technical assurance and due to its complexity and size it was recognised that any way of automating certain testing activities would be advantageous. EPR Technical Application Analyst cites one example. "Setting up a new training domain for users [on Millennium] would require a large amount of data input to get patient records set up to enable staff to learn how to use the system. Doing that manually would be extremely labour intensive."

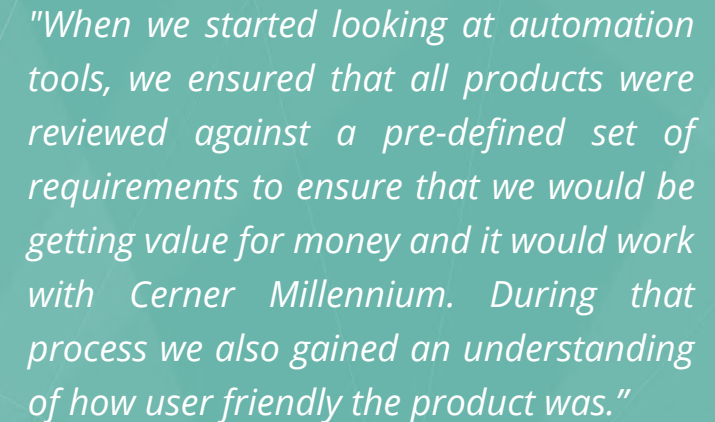
Additionally, there are significant resourcing challenges with performing end to end system regression testing across multiple Millennium core modules and associated configuration. We need to ensure that the system is not adversely impacted by a planned upgrade. The EPR Technical Application Test Manager adds "But if we could run tests quickly with automation, we could cover more ground." The fact that OUH would be relying more on electronic systems to advance its digital initiative was an excellent business case for a test automation solution.

Selecting Eggplant as the preferred automation tool

During the selection process the Trust evaluated 10 potential test automation products and of those, Eggplant and T-Plan products had the most potential and demonstrated greater compatibility with Cerner Millennium and the Trust's requirements.

"When we started looking at automation tools, we ensured that all products were reviewed against a pre-defined set of requirements to ensure that we would be getting value for money and it would work with Cerner Millennium. During that process we also gained an understanding of how user friendly the product was."

Specific evaluation criteria was determined including cost, flexibility, scalability, quality of support, how easy the solution was to learn and how well it worked with OUH's system under test conditions. We required an automated test tool that utilised image recognition technology to be able to test on the Citrix user interface. Eggplant has the potential to fulfil these criteria.



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Providing Better Healthcare

Currently, Eggplant is being used to automate activities including:

- account preferences setup
- specific regression testing
- form completion
- population of our training domain such as patient registration
- appointment scheduling and adding patient observations.

The reliability, predictability, and consistency of automation with Eggplant will help the OUH to increase testing capacity and save significant time.

It will also provide an addition level of testing assurance which is important. "When monitoring our live system, if we can pick up anything that inadvertently gets changed and fix it before users are impacted, that's a big bonus. It's not just about improving the number of tests you can run in a certain time period but about increasing capacity to identify and resolve live issues faster."

Eggplant has the potential to enhance solution assurance at the OUH, which would benefit from improved productivity, resource efficiency, and faster time to complete standard regression testing. "All this is just the beginning of what we can do with Eggplant. There are many more opportunities that will arise as people realise the benefits of automation."





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About Eggplant

Eggplant exists to rid the world of bad software. We achieve our quest with AI powered, automated software testing and real user intelligence.

Clients love Eggplant because of our focus on speed, usability, and world-class quality.

- We save lives, ensuring continuous care in our work with healthcare organizations delivering useable electronic patient records
- We secure space exploration to Mars, testing the software systems on the Orion space shuttle
- We help deliver financial independence to millions of smartphone users who have never had a bank account

Thorough Software Testing and Application Monitoring shrinks DevOps cycles, uncovers inefficiencies and fosters smarter executive decisions.

Try Eggplant to see for yourself.

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