

In 2022, Birmingham Community Healthcare NHS Foundation Trust (BCHC) introduced ISLA care [1] as a tool for capturing clinical images (by clinicians, carers or patients) Enabling effective triage and management clinical images and videos. The original driver to adopt this innovation was to help our community nurses with early identification and monitoring of pressure ulcers in the community, especially in darker skin tones.

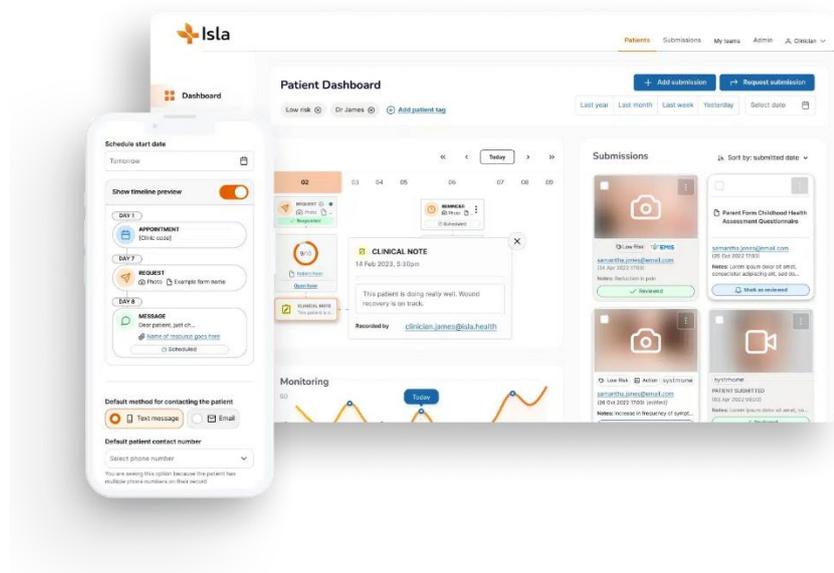


Figure 1 A demo screenshot of the ISLA system [1]

Over the past three years, the tool has also been adopted in other services such as podiatry and lymphoedema for remote monitoring of patients and dietitians for assessment of diet and gastrostomy tube sites. However, the team who have only recently started to use ISLA and have made a significant impact on patient care and system efficiencies across the region is the Care Coordination Centre team who triage our unplanned work in response to incoming calls and referrals.



Figure 2 Care Coordination Centre team

Sandip Samra, Operational Service Manager, and her team have been using ISLA creatively and in innovative ways. The team are using ISLA to enhance the triaging for unplanned care and enabling decision to be made on the best course of action for their patients.

Susie Cockburn, a CAD (Computer Aided Dispatch) nurse, who triages category 3 ambulance service calls, uses ISLA to send links to patients, or their carers/relatives, to receive images of the patient to help with decision making. Susie said: *“I have used ISLA to review a patient’s head bruising which ensured patient safety and that an ambulance conveyance was indeed needed, as the patient was on blood thinners. For another patient who had reported a fall, I saw significant bilateral burns to the side of the knees which needed burns and plastic grafting, so I dispatched a paramedic from the Urgent Community Response (UCR) team. Another patient had called the ambulance service complaining about sticky eyes, so I used ISLA to assess the state of his eyes and advised that he should go see the GP, and as such a nurse visit was avoided.”*

Since the start of the use of ISLA in February by the Care Coordination Centre staff, and after several sessions of training provided by Nazneen Bagdadi, Innovation Facilitator, it can be seen from the graph below that 8 hospital admissions (including ambulance service conveyance) and 5 home visits by the UCR team have been avoided:

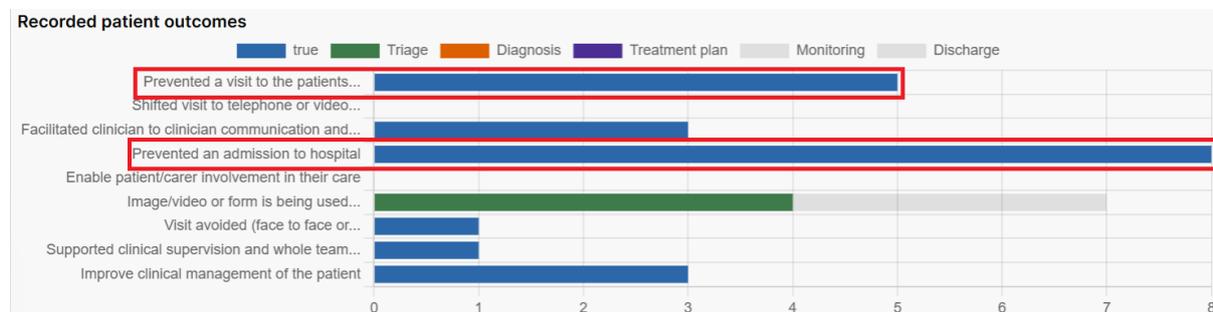


Figure 3 Outcome measures of the use of ISLA by the Care Coordination Centre team

With the cost of each hospital admission at ~£1,335, calculated from a recent case study on the Early Intervention Cate Team (EICT) service at BCHC [2], the annualised figure for the NHS savings from hospital admission avoidance alone, due to the use of ISLA by the Care Coordination team, will be £51,264.

Clinicians report many other benefits realised with ISLA such as enhanced pathways, better management of patients and their conditions, empowering patients, improved Multi-Disciplinary Team (MDT) working, avoidance of litigation, assistance with coroner reviews, better triaging abilities and safer care. The innovative ways of using ISLA are improving care, efficiency and accessibility for all our patients.

- [1] ISLA care system, accessed on 3/5/2025: <https://isla.health/>
- [2] 20,000 plus people avoid hospital admission in Birmingham thanks to new health approach, NHSE Website accessed on 3/5/2025:
<https://www.england.nhs.uk/integratedcare/resources/case-studies/20000-plus-people-avoid-hospital-admission-in-birmingham-thanks-to-new-health-approach/>