

Why BEDBORD Is Relevant

The Bedside Whiteboard Problem

Traditional bedside whiteboards are ubiquitous but outdated. While they help with communication between patients, families, and staff, evidence shows their success depends on manual accuracy and upkeep. Common issues include:

- Inconsistent updates and illegible handwriting.
- No integration with digital hospital systems.
- Accessibility and language barriers for some patients.
- Shared markers posing infection risks.
- Environmental waste from frequent replacements.

Evidence base:

- Sehgal NL et al. *Patient whiteboards as a communication tool in the hospital setting: a survey of practices and recommendations*. J Hosp Med. 2010;5(4):234–239.
- Chen J et al. *The use of whiteboards in medical wards: a cross-sectional study of practice and patient perspectives*. BMJ Open Qual. 2021;10(2): e001256.
- NHS England. *Improving patient and family communication on wards*. (2019).

Bridging Human Connection and Digital Innovation

BEDBORD is a **20-inch smart digital bedside display** that replaces traditional whiteboards. It enhances safety, efficiency, and compassion through connected data and personalised interaction.

Key Features

1. “What Matters to You” Section

- Patients or relatives can upload photos and personal notes, reinforcing identity, preferences, and emotional connection.
- Supports *What Matters to You?* - a global initiative in over 40 countries encouraging staff to focus on what matters most to patients.

Helps staff deliver compassionate, person-centred care aligned with NHS and WHO standards.

References:

- NHS England. *What Matters to You?* (2022).

- Institute for Healthcare Improvement (IHI). *What Matters to You – A Global Movement*. (2023).
- Coulter A, Entwistle V. *Person-centred care: What it is and how to get there*. BMJ. 2021;374:n1430.

2. ICAN Chart (Promoting Mobility and Independence)

- Visualises patient mobility goals (“I can sit up,” “I can walk to the toilet,” etc.), supporting rehabilitation and recovery.
- Reinforces NHS *End PJ Paralysis* and *Reconditioning the Nation* campaigns to prevent deconditioning.
- Encourages joint working between nursing, physiotherapy, and occupational therapy teams.

References:

- NHS England. *Reconditioning the Nation: Restoring Strength After Hospital Stay*. (2023).
- Oliver D. *Fighting pyjama paralysis in hospital wards*. BMJ. 2017;357: j2096.
- British Geriatrics Society. *Deconditioning in Hospital: Why It Matters*. (2022).

3. Connected, Configurable Display

- Auto-syncs from hospital systems for accurate real-time updates.
- Ensures clarity, consistency, and accessibility (multi-language support, adjustable fonts).
- Improves handover safety and reduces nurse workload.

References:

- NHS Digital. *The Future of Hospital Communication*. (2022).
- The King’s Fund. *Digital Transformation in the NHS*. (2022).

4. Sustainable Digital Infrastructure

- Reduces single-use plastics (markers, wipes, paper labels).
- Long life cycle, remote updates, and recyclable components support Net Zero NHS targets.

References:

- NHS England. *Delivering a Net Zero NHS*. (2020).
- NHS Confederation. *Digital Innovation for a Greener NHS*. (2022).

Why These Features Matter

A. Personalised Care Improves Outcomes

- Embedding “What Matters to You” conversations in daily care increases patient satisfaction, trust, and adherence.
- Personal photos and preferences improve orientation and reduce distress for patients with dementia or delirium.

References:

- NHS England. *Universal Personalised Care: Implementing the Comprehensive Model*. (2019).
 - IHI. *Conversation Guide to Support What Matters to You*. (2023).
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B. Mobility and Rehabilitation Reduce Length of Stay

- Deconditioning contributes to longer hospital stays and poorer outcomes.
- ICAN visual goals keep patients motivated and families engaged in recovery.

References:

- NHS Improvement. *Reducing Deconditioning in Hospital*. (2021).
 - British Geriatrics Society. *Reconditioning the Nation*. (2023).
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C. Digital Communication Improves Safety and Consistency

- Studies show electronic whiteboards improve coordination and reduce handover errors.
- Automated, legible displays enhance safety compared with manual boards.

References:

- Taylor SP et al. *Using electronic whiteboards in hospitals to improve teamwork and patient safety*. *BMJ Qual Saf*.2019;28(6):467–474.
 - O’Hara JK et al. *Patient involvement and communication in safety*. *Health Expect*. 2018;21(3):878–886.
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Alignment with NHS “Fit for the Future”

NHS Fit for the Future Priority	BEDBORD Contribution
Digitally Connected Care	Integrates live updates from hospital systems, reducing duplication.
Human-Centred Design	“What Matters to You” embeds compassion into digital transformation.
Health Promotion & Mobility	ICAN section supports NHS reconditioning campaigns.
Sustainability (Net Zero NHS)	Long-life, low-waste device replaces consumables.
Staff and Patient Wellbeing	Reduces nurse workload; enhances patient agency and understanding.

References:

- NHS England. *Fit for the Future: Digital, Sustainable, Human*. (2023).
- NHS Providers. *Digital Boards: Leading NHS Digital Transformation*. (2022).

Alignment with CQC Vision

CQC Strategy (2021–2026): “Smarter Regulation for a Safer, Compassionate System”

The Care Quality Commission (CQC) sets the national framework for quality and safety in care delivery. Its 2021 strategy identifies four key themes — **People and Communities, Smarter Regulation, Safety through Learning, and Accelerating Improvement** — all areas BEDBORD supports.

CQC Strategic Theme	BEDBORD Alignment
People and Communities	“What Matters to You” feature embeds patient voice and choice in daily care communication.
Safety through Learning	Real-time updates reduce errors and promote transparent, consistent communication.
Smarter Regulation	Digital audit trails and configurable displays support traceability and compliance evidence.
Accelerating Improvement	Demonstrates visible innovation that improves patient and staff experience across wards.

References:

- Care Quality Commission. *Our Strategy: Smarter Regulation for a Safer, Compassionate System (2021–2026)*. (2021).
- CQC. *Quality Statements: Person-Centred Care, Effective Leadership, Safe and Sustainable Services*. (2023).

BEDBORD enables hospitals to evidence CQC domains of “Responsive”, “Caring”, and “Well-Led” through measurable improvements in communication, engagement, and digital readiness.

Alignment with International Health Visions

WHO (World Health Organization) and OECD (Organisation for Economic Co-operation and Development) Priorities

BEDBORD aligns with global health agendas promoting person-centred, data-driven, and sustainable care systems.

International Framework	BEDBORD Connection
WHO Global Strategy on Digital Health 2020–2025	Supports the goal of “strengthening health systems through digital transformation that empowers patients.”
OECD Person-Centred Health Systems Framework (2021)	BEDBORD operationalises patient partnership, engagement, and transparency at the bedside.
WHO “Ageing and Health” & Rehabilitation 2030 Initiatives	ICAN chart reinforces activity and independence as integral to healthy recovery.
IHI/Global “What Matters to You?” Movement	BEDBORD digitises and sustains this practice daily, not only during campaign days.

References:

- World Health Organization. *Global Strategy on Digital Health 2020–2025*. (2021).
- Organisation for Economic Co-operation and Development (OECD). *Person-Centred Health Systems Framework*. (2021).
- WHO. *Rehabilitation 2030: A Call for Action*. (2017).
- Institute for Healthcare Improvement. *What Matters to You? Global Resources*. (2023).

Why BEDBORD Is Timely

Value Area	Description
Patient Dignity & Engagement	Holistic care through personalisation and photos — especially impactful for dementia and long-stay patients.
Clinical Efficiency	Reduces administrative duplication and improves shift handovers.

Safety & Governance	Ensures accuracy, accountability, and privacy compliance.
Sustainability	Aligns with NHS and global net zero strategies.
Regulatory Readiness	Supports hospitals in meeting CQC quality statements and NHS digital standards.

In Summary

BEDBORD is a **smart, compassionate, and sustainable innovation** that transforms bedside communication in alignment with:

- NHS “Fit for the Future” and Universal Personalised Care strategies.
- CQC’s vision for smarter, safer, people-centred regulation.
- WHO’s Global Digital Health and Person-Centred Care frameworks.

It brings together **humanity and technology** - empowering patients, easing staff workloads, improving safety, and advancing sustainability.

BEDBORD represents a practical, evidence-based step toward the truly connected, compassionate hospital of the future.

References

1. Sehgal NL et al. *J Hosp Med*. 2010;5(4):234–239.
2. Chen J et al. *BMJ Open Qual*. 2021;10(2):e001256.
3. NHS England. *Improving Patient and Family Communication on Wards*. 2019.
4. NHS England. *What Matters to You?* 2022.
5. Institute for Healthcare Improvement. *What Matters to You – Global Movement*. 2023.
6. NHS England. *Universal Personalised Care*. 2019.
7. Oliver D. *BMJ*. 2017;357:j2096.
8. British Geriatrics Society. *Deconditioning in Hospital*. 2022.
9. NHS England. *Reconditioning the Nation*. 2023.
10. NHS England. *Delivering a Net Zero NHS*. 2020.
11. NHS Providers. *Digital Boards*. 2022.
12. NHS England. *Fit for the Future*. 2023.
13. Care Quality Commission. *Our Strategy 2021–2026*. 2021.
14. CQC. *Quality Statements (2023)*.
15. WHO. *Global Strategy on Digital Health 2020–2025*. 2021.
16. OECD. *Person-Centred Health Systems Framework*. 2021.
17. WHO. *Rehabilitation 2030: A Call for Action*. 2017.
18. The King’s Fund. *Digital Transformation of the NHS*. 2022.