Rapid summary: Hospify

Rapid summaries are designed to provide evidence-based answers to a question about a health technology. They may also highlight gaps and uncertainties in the existing evidence. They aim to provide a balanced overview of the evidence base, but are not underpinned by exhaustive literature searches due to the short timescales in which they are produced.

Question:	What evidence exists on the use of Hospify in the hospital/secondary care setting?
Summary of findings:	Hospify is a messaging app designed specifically for use in clinical scenarios. It is available on the NHS Apps Library. It has also been assessed and approved by the Organisation for the Review of Care and Health Applications. One case study on its use was identified, published on the technology developer's website, reporting on use of Hospify in an English hospital in the trauma setting. A budget impact analysis suggests that Hospify can save costs if it improves efficiency of staff communication. The technology developer also reports that larger scale rollouts are ongoing in NHS England and an impact study is planned for 2020.
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Technology overview

Hospify is a clinical messaging app designed to be used for staff-to-staff and staff-to-patient communication. It is designed to be a GDPR-compliant alternative to commercial instant messaging services. COVID 19 Information Governance Advice from NHSx provides more guidance on the use of mobile messaging for these forms of communication.

Use of the basic (free) app can be supplemented by use of the (chargeable, pricing varies according to size of organisation) Hospify Hub, an online dashboard that enables an organisation to onboard, validate and manage users of the Hospify mobile messaging app via a browser-based interface. Using the Hub, administrators are able to set up authorised chat groups send broadcast messages and surveys and provide users with a desktop version of the mobile app.

The Hospify app is available on the NHS Apps Library, and has also been assessed and approved by the Organisation for the Review of Care and Health Applications (ORCHA).

Evidence overview

The Hospify messaging app and Hospify Hub qualifies as a tier 2 technology in NICE's [Evidence Standards Framework for Digital Health Technologies](). As evidence of their effectiveness, technologies in this classification should:

- have credibility with UK health and social care professionals
- have been successfully piloted in the UK health and social care system
- have demonstrable acceptability with users
- have reliable information content
- have a commitment to ongoing data collection that measures user outcomes/satisfaction
- incorporate appropriate safeguarding

Evidence from the Hospify website, and the NHS Apps Library and ORCHA assessments, suggests that Hospify complies with these standards.

A budget impact analysis developed by Hospify estimated that introducing the Hospify system for community healthcare staff at the East Sussex Healthcare NHS Trust would save £791,000. The additional upfront costs of introducing the Hospify system (based on licence fee and training costs) were offset by a reduction in staff time costs through improvements in communication time efficiency. Time cost savings were estimated from previous studies on the use of other instant messaging systems: there was no direct evidence on the use of the Hospify system itself,. The studies used and the amount of time saved were not specified in the report making it difficult to assess whether the assumed savings are likely to be accrued in practice.

A summary of an existing pilot of Hospify in a trauma department setting is available from the Hospify website. This reports positive feedback from staff using the system but did not quantitatively report its impact on system or clinical outcomes.

The technology developer also reports that larger scale rollouts are ongoing in NHS England and an impact study is planned for 2020.

Key references and resources

Hospify case study: Complex Hip Trauma Surgery at Frimley Park Hospital. Available at: https://www.hospify.com/case-studies-orthopaedic

Kent Surrey Sussex Academic Health Science Network. Budget Impact Analysis. May 2019 (supplied by technology developer).

For any non-medicine technology where more detailed guidance is needed on clinical and cost effectiveness, HTW can consider this for fuller assessment underpinned by a rapid health technology assessment. Requests for technologies on which such guidance would be useful can be submitted to HTW here: https://www.healthtechnology.wales/suggest-a-topic/