

CARRADALE / FUTURES



SOPHIA

Improving operational efficiency, quality of care and safety by reducing variation from best practice

The challenge

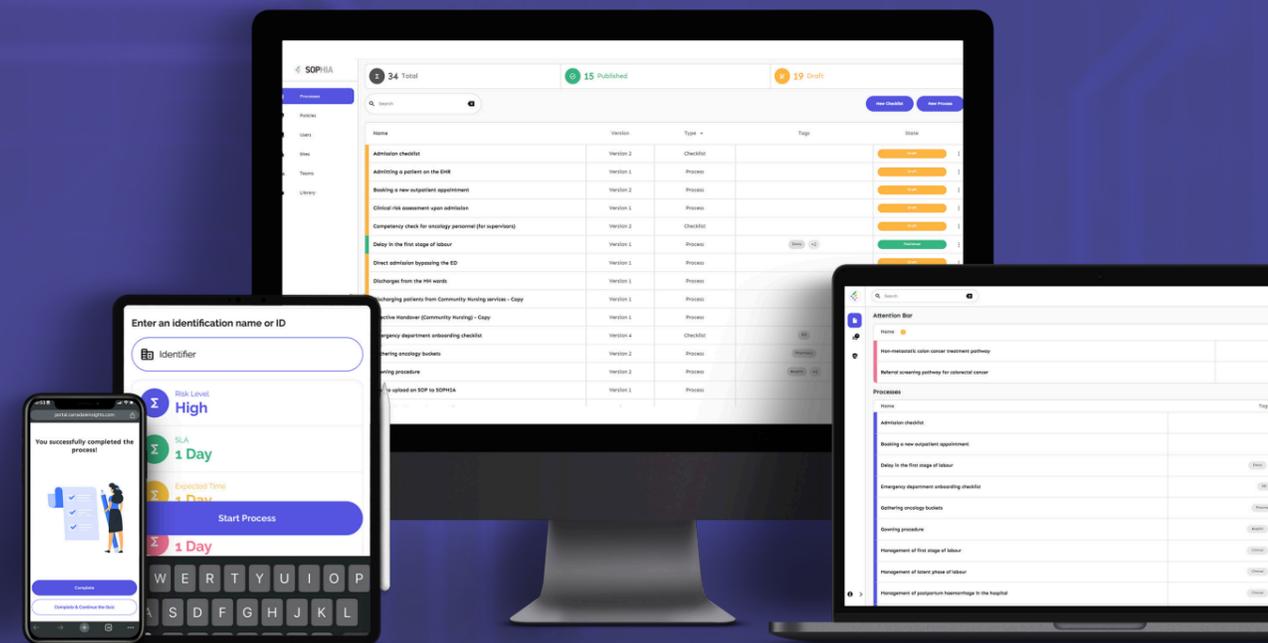
Most healthcare providers operate with unwarranted variation in processes and practices across departments, leading to damaging inconsistencies in patient care, operational inefficiencies, and difficulties in maintaining compliance with standards. Traditional policy and procedure management through static Word or PDF documents exacerbates these issues by making them hard to access, follow, understand and update. This difficulty results in low staff engagement and prevents effective and sustainable system improvements.

[Click here to watch: "Why SOPHIA video for healthcare" video](#)

The solution

SOPHIA is a cloud solution for authoring, storing, accessing and tracking governance documents and workflows. SOPHIA comes with AI built in, enabling the platform to shortcut the process of building interactive, step-by-steps workflows based on existing process documentation.

SOPHIA is deployed across 12 organisations in primary care, acute care, mental health and community care settings in the UK and Australia. The platform manages over 4,000 governance documents and 1,250 workflows, supporting a user base of more than 25,000.



Key features



Dynamic management

Access and manage SOPs, checklists, and policies interactively. SOPHIA supports single sign-on and full text search.



AI built-in

Use AI assistant to seamlessly import existing documentation and automatically generate interactive, step-by-step workflows and process map.



Version control

Easily create, edit, and update processes with history tracking and review reminders.



Policy compliance

Manage and update your policies and other governance documents, and link them to the right workflows and processes.



Bulk upload of users and documents

Bulk upload users and seamlessly transfer your governance documents from your existing document management system to SOPHIA.



Include attachments and other resources

Incorporate files, screenshots, videos, audio and quizzes into each process step.



Best practice templates

Download anonymised SOPs and policies from other organisations with the 'Global Library'.



Activity monitoring

Track activity and review dates via fully integrated interactive dashboards.



Auto-generated process maps

Auto-generate process maps from the process steps.

Key benefits

Improving productivity



Standardise processes and EPR workflows to eliminate inefficiencies and improve resource use, allowing staff to focus on key tasks.

Enhancing clinical safety



Implement SOPs that adhere to best practices and regulations to minimise risks and errors and promote a proactive approach to patient care.

Supporting continuous improvement



Regularly update SOPs based on performance metrics and feedback, fostering an environment of ongoing enhancement.

Supporting the implementation of HIS and other technologies



Use detailed, step-by-step SOPs that guide the setup and usage of new technologies to reduce implementation time and training costs.

Optimising patient flow



Implement structured SOPs and checklists to streamline handovers, admissions, discharges and transfers, ensuring effective communication and reducing delays.

Reducing training burden



Cut costs and reduce reliance on experienced staff by using interactive SOPs with multimedia elements, accessible on mobile and tablets. SOPHIA improves engagement and allows easy tracking of progress and compliance.

Impact

One example of SOPHIA's impact is in standardising and optimising outpatient booking processes, making scheduling more consistent and reducing clinical risks. SOPHIA provided a unified platform to create and manage all booking-related procedures, while offering interactive training materials with task-based instructions for staff.

How Sophia helped at an NHS acute trust

35 outpatient SOPs were digitised on SOPHIA, making them more engaging, easier to find, and available on mobile devices for quick access to:

- Standardise booking, cancellations and rescheduling
- Streamline registration of referrals
- Simplify clinic slot management

Results:

- Reduced training time for new staff by 36%
- 15% reduction in duplication and errors, including incorrect RTT coding and missed steps in the system
- Reduced referral processing times, with inexperienced staff now able to complete tasks up to 66% faster by following SOPHIA's step-by-step guidance and visual aids

“SOPHIA has really helped our service operations by helping to standardise our ways of working so that we will be able to have consistency and improve efficiency across the organisation”
- Deputy COO -

[Click here to watch: "Client testimonials" video](#)

About

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Carradale's mission is to empower organisations to standardise operations around best practice. SOPHIA is currently used by organisations across the UK and Australia in both public and private sector organisations, with deployments across healthcare, professional services, marketing services and hospitality.

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