Digital as Usual Programme Update - Issue No 10 - November 2019

General Overview

This update covers current eHealth Strategic and Operational Programmes of work. There are currently 122 projects in progress.

Integrated Electronic Health Care Record

Clinical Portal Forms Release

The following forms are scheduled for release in November 2019:

New:

- Difficult asthma specialist view and forms
- Occupational Therapy/Physiotherapy specialist view

Updates:

- Anticipatory Care Plan (ACP) summary - this is being rolled out to community-based teams in the first instance
- SNRPMP (Scottish National Residential Pain Management Programme) Physiotherapy assessment
- Adult pre-operative assessment
- Occupational Therapy/Physiotherapy - goals and treatment, information record, Orthopaedic day case assessment

Clinical Portal - Community Pharmacy Access

The roll-out of Community Pharmacy access to Clinical Portal is underway. Community Pharmacy staff will be able to view demographics (eg contact details, addresses, other names), GP details, encounters/appointments (NHSGGC hospitals), EMIS Web Mental Health summary, clinical documents - immediate discharge letter, Emergency Department discharge letter, other assessments eg Allied Health Professionals documentation.

Clinical Portal – Out-patient Continuation eForm and Patient Notes

The Out-patient Continuation eForm will be switched off by the end of January 2020, at the latest. The technology supporting the eForm is no longer supported and it will no longer work when users move to Windows 10/Office 365. All out-patient notes entered onto the old eForm will still be visible as part of the patient record alongside other clinical documents, however, users will not be able to add to that note. Clinical Portal "Patient Notes" is the recommended application for adding out-patient notes going forward. A new workflow will be released in Clinical Portal "Patient Notes" before the end of 2019. This will allow users to quickly view previous notes added for a selected specialty when adding a new patient note. It is expected that this will be a workflow more aligned to the eForm. Specialty-specific summaries of patient notes will also be visible alongside other clinical documents.

What do users/services need to do now?

Start to make plans to transition to Patient Notes as soon as possible. Information on Patient Notes is available on StaffNet. Look out for the communication about the new Patient Notes workflow and the date for the final closure of the Out-patient Continuation eForm.

EMIS Web Children, Community and Mental Health (CCMH)

Mental Health

CRAFT (risk assessment) clinical and initial assessment document templates are now live. Between 1 October and 1 November, approximately 3,100 CRAFT templates were completed. The Rapid Access Pathway is progressing and supporting templates were released on 1 November. Development of the physical assessment electronic template is progressing.

Community Adult Services

Development is progressing to migrate the Community Falls Team from its current legacy .Net system to EMIS Web, with migration starting in early 2020.

All Services (CCMH)

Development and testing are progressing for the implementation of a document management system to handle creation and electronic routing of letters to Clinical Portal and to GP practices via Electronic Document Transfer (EDT). The work is scheduled to commence in early 2020.

TrakCare - Results Sign-off

306,618 (41%) Laboratory and Radiology results issued in September have been signed off in TrakCare. This is a 9% increase since August. User guides and information on results sign-off can be found on StaffNet.

Dental Electronic Patient Record (EPR)

The Business Case for the introduction of an EPR within the Acute Dental service has been agreed. Finalisation of tender documentation is being progressed with the service and is expected to be issued in early 2020.

Maternity Services (BadgerNet) Phase 2

Work continues to implement Phase 2 Maternity Services System, BadgerNet by December 2019. New functionality will include:

- Cardiotocography (CTG) - a pilot will be conducted in Princess Royal Maternity Hospital with expected conclusion March 2020
- Patient access via Patient Portal - this is in the final stages of preparation for release, with expected launch at end November 2019
- Ultrasound devices set up to send images to the BadgerNet system
- Enhanced reporting

Safer Medicines

Hospital Electronic Prescribing and Medicines Administration (HEPMA)

The Full Business Case (FBC) has been approved by the Safer Use of Medicines Programme Board and the Corporate Management Team. The FBC will now be taken to the Finance and Planning Committee prior to contract negotiations being taken forward.

Medicines Reconciliation and Immediate Discharge Letter

New enhancements have been prioritised. The team is engaging with the supplier to plan enhancement work.

Falsified Medicines Directive

The new Regulations require manufacturers to place safety features on all medicines, including an anti-tamper device (ATD), a 2D barcode and the establishment of a European and National IT verification system, to allow the assessment of the authenticity of a medicine. To facilitate this, Pharmacy infrastructure upgrades are in progress, with expected conclusion end December 2019.

ChemoCare

The upgrade to the cancer medicine administration system is currently in the planning phase. A project team will be put in place to take forward the upgrade.

Safer Diagnostics

Laboratory Information Management System (LIMS)

A project is underway to procure a new LIMS. The project involves a number of Health Boards across NHS Scotland who are jointly working to develop a specification and take forward the Outline Business Case (OBC).

Self-care and Remote Care

Attend Anywhere (Near Me) Remote Consultations

The following remote consultations are now live or about to go live:

- 8 November - Neurology Multiple Sclerosis Clinical Nurse Specialist
- 15 November - Bone Marrow Transplant, Queen Elizabeth University Hospital to Inverness (planned)
- 25 November - Podiatry foot and ankle
- 28 November - Podiatry biomechanics

SH24 - Online STI (Sexually Transmitted Infection) Testing

A programme group has been established to pilot online requests for sexual health testing in several sites and to measure the impact and benefits. The pilot will commence in February 2020.

Primary Care and Contractor Services

General Practice Wi-Fi

General Practices will be equipped with network Wi-Fi funded by the Scottish Government. This will allow wider use of clinical space within the Practice by Health and Social Care Partnership (HSCP) staff.

Primary Care Improvement

PCs will be upgraded to Windows 10 across all practices. Additional monitors, web cameras and speakers will also be installed on clinical workstations, which will aid remote consultations and wider multi-disciplinary working.

Innovations

Dermatology Virtual Appointments

Patients are continuing to be recruited for the Dermatology Virtual Appointments pilot and evaluation is currently underway. There is potential to extend the pilot phase to March 2020 to allow further evaluation to continue and consider procurement options.

Chronic Obstructive Pulmonary Disease (COPD) Dynamic

The application is now live and patients continue to be onboarded. Inbound data from COPD to core clinical systems is now working and a summary report to the Clinical Portal has been tested and is working. Outbound messages are being sent by TrakCare. The next step is approval testing with the supplier.

Trauma Application

This is a mobile application which is being developed for use within trauma centres throughout Scotland. Governance documentation is in its final draft. Development of the screens that end users will use to input data is progressing. The application is on schedule to be completed by April 2020 and will go live shortly thereafter.

Patient Reported Outcome Measures (PROMs) and Patient Reported Experience Measures (PREMs)

he pilot in the Ovarian Cancer service is ready to go live and engagement with patients has started. Contracts and governance documentation have been signed off.

Asynchronous Video

This is a project which will allow carers to capture video footage of paediatric patients with suspected epilepsy and allow clinicians to securely view the footage. The project proposal has been received and funding applications are in progress. The project scope, plan and main stakeholder participation will be submitted to the Innovations Governance Group for formal approval on 25 November.

Robotic Process Automation - Results Sign-off

This project has been initiated to help automate results sign-off in TrakCare. The project proposal, draft timeline and engagement letter have been received, and a more detailed plan is in development. A process mapping session to understand the current process has been undertaken with clinical staff who will use the new automated process.

Industrial Centre for Artificial Intelligence Research in Digital Diagnostics (iCAIRD)

The underlying platform has been developed and ongoing testing and fixes are in progress. Around 6 million individual image files have been transferred to SHAIP (Safe Haven Artificial Intelligence Platform) from our local PACS (Peer Approved Clinical System) instances. These include X-rays and CT (Computerised Tomography) scans.

Final testing of the V0 release of SHAIP is underway and expected to be released to NHSGGC week commencing 18 November. This delay means that the iCAIRD programme in Glasgow is around 2 weeks behind schedule, though planning is underway to recover this time for the next milestone.

Workforce and Business Systems

Decontamination

Tender documentation is being finalised for a system to replace a number of decontamination systems in NHSGGC and the Invitation to Tender is likely to be issued in early 2020. These systems manage the cleaning process for theatre and clinic instruments.

Patient Administration Transformation

An operational and governance framework for patient administration has been agreed and is now in place. The Patient Administration Governance Group (PAGG) has been established and will meet bi-monthly. The PAGG will be chaired by Arwel Williams, Lead Director and will be made up of Lead General Managers, Patient Administration Transformation Programme Lead, Human Resources, Learning and Education and staff-side representation, with others in attendance as required. The terms of reference and programme workplan have been presented and agreed. The workplan has 6 workstreams:

- Service Improvement (key performance indicators, standard operating procedures)
- Technology
- Workforce Planning
- Patient Administration Roles/Responsibilities
- Training and Development/Career Pathway
- Engagement/Communications (staff and services)

Recruitment is now complete for the Ward Clerk supervisory roles. A recruitment process is underway to fill the Ward Clerk vacancies left by these appointments. Following this, work will start on the redesign phase.

Technology and Infrastructure

Office 365

Implementation has started in the Clyde Sector with a view to beginning pilot migrations within Inverclyde Royal Hospital. This will initially affect around 300 staff and will include mail migration, access to "Teams" collaboration tools, online file storage as well as a new Windows 10 PC. eHealth staff are now working with local "champions" to support staff with using the new system.

The first 100 mailbox migrations took place on 18 November and were largely successful, with some important lessons around the most effective means of communicating the change to our end users being learned. The next set of migrations within Inverclyde Royal Hospital are scheduled to take place week commencing 2 December.