Digital as Usual Programme Update - Issue No 11 - December 2019

General Overview

This update covers current eHealth Delivery Plan, of which there are 120 projects currently in progress.

Integrated Electronic Health Care Record

Clinical Portal - Social Care Release

Patient information from 5 council social work systems is now available to view in patient context in the Clinical Portal.

- East Renfrewshire – NEW went live 21/11/2019
- Inverclyde – NEW went live 21/11/2019
- West Dunbartonshire
- East Dunbartonshire
- Renfrewshire

The council systems information can be viewed by logging onto Clinical Portal, search for a patient then click on the MORE menu tab and select the SOCIAL CARE menu option.

Quick reference guides to viewing the council systems can be accessed on StaffNet

Clinical Portal – Community Pharmacy Access

There are approximately 350 Community Pharmacists/Technicians accessing an agreed data set in Clinical Portal.   Between the period 21/10 and 9/12 the portal was accessed on 431 occasions to view agreed clinical information.

eObservations System

 This system will enable clinical staff to electronically capture vital observations eg blood pressure, heart rate, oxygen saturation and then calculate the early warning score to enable the correct protocol to be triggered.

A 4-6 week pilot will commence from the beginning of February 2020 in Ward 51 at Glasgow Royal Infirmary.   This will allow NHSGGC to test both the clinical and technical proof of concept and gather feedback from local clinicians on the new product and measure benefits.

An initial business case to implement an eObservations System Proof of Concept (PoC) will be presented at the eObservations Governance Group on 14 January 2020. Work is currently ongoing to produce the final business case.

EMIS Web - (CCMH) - Mental Health Addictions

EMIS Web templates are now live to support workflow in the Enhanced Drug Treatment Service.

EMIS Web - (CCMH) - Order Communications

An options appraisal is underway to implement order communications across Community Services and in-patient Mental Health Wards. The review is likely to be concluded with recommendations by March 2020.

TrakCare – Results Sign-Off

335,984 (43%) Laboratory and Radiology results issued in November have been signed off in TrakCare. User guides and information on results sign-off can be found on **StaffNet**

TrakCare - Workbenches

The following workbenches went live in November:
- Vascular
- EndoUrology
- Cystic Fibrosis
- Palliative Care

TrakCare – Clinician-to-Clinician Referrals

The following areas went live using the Internal Referral (clinician-to-clinician) functionality in TrakCare:
- Physio Rheumatology
- Physio Hydrotherapy
- Physio Hands

TrakCare – Upgrade and new Functionality

The T2018 MR7 release went live on 6 November 2019. As well as ensuring that NHSGGC is on the most recent release, this also allows access to new functionality. A programme of work is being prioritised to include the following functionality:

- Frailty Questionnaire to identify frail patients went live on 20 November. Since then, 1,552 questionnaires have been completed
- Active Clinical Notes enables the Board to explore the options of replacing paper notes in Emergency Departments and Wards. A programme of work is being developed to commence in February 2020
- Mobile - a mobile enabled user interface that enables TrakCare to connect securely for use on any mobile device. This will run in parallel with Active Clinical Notes

Beatson West of Scotland Cancer Centre (BWOSCC) Electronic Patient Record (EPR)

The first meeting of the BWoSCC EPR and Paper-lite Governance Group was held on 22 November. Analysis and engagement will continue during December and January to support a revised workflow for the transition from a paper record to an electronic health and care record. The programme will also align planned developments to enable and enhance the digital platform required to deliver the electronic health and care record.

Workshops have taken place to understand workflow and use of documentation across services. To date, a total of 10 workbooks have been returned and includes a workbook for inpatient wards and outpatient clinics with separate engagement for Palliative Care

Electronic Transfer of GP Requested ECG Reports from Acute Hospital Cardiology Depts Direct to GP Practices

Testing has been completed and the next phase will be to initiate a short pilot with 20 GP Practices to test the process and workflow before progressing to full roll-out.

Optical Coherence Tomography (OCT) Image Transfer

Infrastructure upgrade is underway to allow the electronic storage of images and is due to complete in January 2020.

Renfrewshire Dementia Tablet Technologies

Procurement of Dementia Tablet Technology software for use on mobile devices is underway. The software records a patient's life story to be used for reminiscence and realities orientation therapy for inpatients with moderate to severe dementia.

Safer Use of Medicines

Hospital Electronic Prescribing and Medicines Administration (HEPMA)

HEPMA Full Business Case reviewed by Corporate Management Team and Finance and Planning Committee. Next steps will be to proceed with contract negotiation, recruitment and design and build.

Medicines Reconciliation/Immediate Discharge Letters

New enhancements specified and prioritised. The enhancements will be delivered by the supplier for testing and go-live in the New Year.

Falsified Medicines Directive

New drug fridge robots are due to be installed by March 2020. Infrastructure work is now underway. In order to allow the integration of the new drug robots into the operational workflow, a service redesign process has begun.

Safer Diagnostics

Implementation of Replacement Cytogenetic Digital Imaging System

New Imaging system has been installed and is currently being validated by the Genetics Department.

Self-care and Remote Care

Attend Anywhere (Near Me) Remote Consultations

In December 2019, the Attend Anywhere Remote Consultations application has gone live in the following areas:

- Diabetes Antenatal Clinic: North Glasgow
- Perinatal Psychiatry: Outpatients
- Esteem First Episode Psychosis Service
- Heart Failure Service
- Physically Disabled Rehabilitation Unit: Larkfield

This is in addition to the 154 locations that have already been equipped with the system.

Primary Care and Contractor Services

GP Back Scanning

Work continues to digitise GP records across NHSGGC. An additional 108 sites have been added for this financial year, enabling the creation of useable floor space for administrative and clinical activity.

GP IT Re-provisioning

Suppliers continue to work on developing their products which will allow local evaluation in late 2020. Enabling works for both the current and replacement systems will commence in January 2020 which will upgrade or replace practice PCs.

GP Practice & Patient Wi-fi

Recent Scottish Government funding will see the commencement of Wi-Fi implementation into GP Practices from January 2020, aiding Health and Social Care Partnerships (HSCP) practice attached staff and Multi-disciplinary Team (MDT) working.

Innovations

Dermatology Virtual Appointments System

Evaluation has been extended until April 2020 and will be completed by Healthcare Improvement Scotland.

Asynchronous Video

This project will allow carers to capture video footage of paediatric patients with suspected epilepsy and allow clinicians to securely view the footage. A specification will be completed for a national procurement for an Asynchronous Out-Patient system. The tender will be for a generic platform specific to specialities.

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

Eight iCAIRD exemplar projects have been identified. These will be progressed on the newly installed and successfully tested Safe Haven Artificial Intelligence Platform (SHAIP). Testing is underway to integrate SHAIP with the National Picture Archiving and Communication System (PACS), now that the images are being received from our local PCS instances. Work will begin to implement and integrate SHAIP with TrakCare, Clinical Portal and SCI-Store. The Pathology workstream is progressing well with 30% of pathology slides now digitised.

Chronic Obstructive Pulmonary Disease (COPD) Dynamic

Forty-eight patients have engaged to date since the COPD application went live, with initial informal patient feedback showing the new system as positively received. Integration with TrakCare and Clinical Portal is complete.   Additional project funding for a sleep study has been approved.   Work on the machine learning element of the project will begin shortly as data governance approval has now been finalised.

Trauma Application

This is a mobile application which is being developed for use within trauma centres throughout Scotland. Development of screens are being finalised between supplier and the Scottish Trauma Network. Technical requirements to fully integrate the application with the electronic health record are also being captured.

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

The pilot in the Ovarian Cancer service has been live since October. Patient recruitment process will finish on 31 December 2019. The system will continue to operate and be supported until end of February 2020 to allow time for patients recruited up to 31 December to complete assessments.

Evaluation will commence in January when a decision will be made regarding next steps.

Robotic Process Automation - Results Sign-off

This project has been initiated to help automate results sign-off in TrakCare and testing will begin in January 2020.

Workforce and Business Systems

National Catering Information System

Project Plan to implement the National Catering system is complete. Two key milestones - Retail Services to go live January 2020; and, Cook Freeze Production Unit and Service Patient Meals to go live March 2020. Servers under construction and additional hardware to be agreed.

Dashboards to Support PPFM Operational Management

Proof of concept for Portering Services operational dashboard is currently being evaluated. An implementation plan to develop dashboards for the next eight services is to be agreed.

Patient Administration Transformation

Administration Governance Managers have now been selected with a proposed start date of 2 March 2020. An agreed training plan will be in place to support these new roles. The redesign phase for the ward clerks will commence in January and will aim to focus initially on TrakCare updating and cover arrangements.

Technology and Infrastructure

Office 365

The first 100+ users in IRH Surgery Department have been migrated to 0365 Exchange Online.   A selection of ward PCs will have Office software removed to test that staff are able to function using only Office 365.   A Training and Information site is in development and will be available in January 2020. The site will support future migrations.

Communications have already been issued to the next group of staff encouraging them to logon to Office 365 and complete some pre migration tasks to ensure smooth migration.

Clinical Informatics

Clinical Decision Support

To govern and steer the programme of work, a Decision Support Forum Terms of Reference has been drafted and issued for comment. The MyPsych app which has a range of toolkits including mental health prescribing was launched on the 12 December, and is a great example of one of the outputs of the Decision Support Programme.

We are continuing to work with local and national partners to develop the functionality of the build tools within the Right Decision Service, as well as subscription point of care tools provided by Cochrane and BMJ.

Contact

If you would like more information about anything in this update, or would like make some comments, please contact eHealth Programme Management Office on pmo@ggc.scot.nhs.uk

Website: https://www.nhsggc.org.uk/about-us/digital-as-usual/

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