Digital as Usual Programme Update - Issue No 02 – February 2020

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

Maternity Services – BadgerNet (Phase 2)

Work continues to implement Phase 2 of the Maternity Services System, BadgerNet. New functionality will include:

- cardiotocography (CTG)
- patient access via Maternity Notes app/web portal
- ultrasound devices set up to send images to the BadgerNet system
- enhanced reporting

Testing has commenced for integration with Telepath for lab results and TrakCare for managing the SMR02 data flow for admissions, discharges and transfers.

Planning has begun for the requirements building, creation and delivery of reporting by our internal Business Intelligence team.

All pre-work is almost complete for the CTG pilot to begin using BadgerNet, currently still on track for the proposed completion in March 2020.

Ultrasound scanner configuration is underway. Testing with the supplier will commence mid-February.

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 earning score to enable the correct protocol to be triggered.

A 4-6 week pilot started in February in Ward 51 at Glasgow Royal. Testing integration of electronic observation monitors to allow automatic population of vital sign readings is well underway.

EMIS Web CCMH – Universal Immunisation Summary

On 10 January, the Immunisation Summary for Universal and Specialist Children's Services was updated to reflect the current National Immunisation Programme.

The Universal Children's Primary 1 Assessments are now live as Clinical Templates.

EMIS Web CCMH – Community Falls Team Go Live

The Community Falls Team is scheduled to go live with EMIS Web on 24 February to replace the .Net Legacy system.

Anticipatory Care Plan (ACP)

An ACP was introduced on Clinical Portal in October 2019. The ACP is gradually being rolled out for use in community settings across NHSGGC and Health and Social Care Partnerships (HSCPs). To date, 41 ACPs have been completed.

TrakCare – Wristband Implementation

During January, the functionality to enable printing of patient wristbands was implemented in the undernoted wards:

- Wards 50 and 51, Glasgow Royal Infirmary
- Emergency Department, Glasgow Royal Infirmary
- Acute Assessment Unit, Glasgow Royal Infirmary
- Immediate Assessment Unit, Queen Elizabeth University Hospital

The implementation plan to roll out across NHSGGC has been prioritised and agreed by the TrakCare Delivery Group.

Safer Medicines

Chemotherapy Care

This is a major upgrade to the chemotherapy system for prescribing and scheduling of Systemic Anti-Cancer Treatment for the West of Scotland Cancer Network (WoSCAN) and Royal Hospital for Children.

The governance structure has been agreed and set up and project planning is now underway.

HEPMA (Hospital Electronic Prescribing and Medicines Administration)

The recruitment of the core HEPMA implementation team is progressing. The team is visiting NHSGGC wards to analyse the current medicines practice and workflow, and are also visiting other Boards which have implemented HEPMA to identify the lessons learnt.

Falsified Medicines Directive (FMD)

The EU Falsified Medicines Directive (FMD) was adopted in 2011 and introduced new harmonised measures to ensure that medicines in the European Union are safe and that trade in medicines is properly controlled. The final part of the Directive, the "safety features" Delegated Regulation came into force on 9 February 2019. These safety features are:

- a unique identifier – a 2D data matrix code and human readable information – which will be placed on medical products that can be scanned at fixed points along the supply chain

and the establishment of a European and National IT verification system, to allow the assessment of the authenticity of a medicine

- tamper evident features – ie anti-tampering devices (ATDs) – on the pack

To facilitate this, Pharmacy robot scanners have all been upgraded to 2D with the Robot FMD MOSAIC interface work in progress. Go live is scheduled for April 2020.

Safer Diagnostics

Clinical Decision Support (CDS) Radiology Pilot

This pilot will see the implementation of Medcurrent iRefer CDS, a clinical decision support tool used by clinicians to access a set of evidence-based criteria when ordering imaging examinations. The tool will assist the referring clinician by validating the appropriateness of the requested examination at the time of the order.

Key stakeholders have been identified and initial service engagement is positive. The project team is to be established in February.

Digital Pathology

The pilot has been concluded and the system is now operational. There is a planned expansion of an additional 22 reporting workstations for the remaining trainees.

PACS (Picture Archiving and Communication System) Upgrade

A meeting to start the NHSGGC version 12 PACS upgrade programme is being scheduled for late February/early March 2020. Two main deliverables of this project are the hardware refresh of reporting workstations and servers across NHSGGC and an upgrade of the application to PACS version 12.2. Key stakeholders have been identified, and draft requirements and project plan are under development.

Scottish Laboratory Information Management System (LIMS)

Discipline-specific workshops have been held to gather the system requirements and create a detailed specification for a new LIMS. Initial supplier sessions have been held. A first draft of the specification is to be finalised and signed off by the Clinical and Technical User Group. Further supplier sessions have been arranged and specification is to be signed off by the Clinical and Technical User Group. Thereafter, an Outline Business Case will be completed and Invitation to Tender issued.

TrakCare - Results Sign-off

With 43% of results being signed off in TrakCare, the functionality will be promoted to increase the uptake in NHSGGC.

Self-care and Remote Care

Attend Anywhere Remote Consultations

The following services have recently gone live:
- 03/02/20 Oncology Bone Marrow Transplant Late Effects Clinic
- 14/01/20 Diabetes Antenatal Clinic (North)
- 13/12/19 Diabetes Clyde
- 11/12/19 Palliative Care Community (Renfrewshire HSCP)
- 05/12/19 Adult Acute Dietetic Oncology

A clinic provided by Beatson consultants at Ayr Hospital for men on Arran who have bladder or prostate cancer is approaching go live end February 2020. This has been a successful collaboration between NHSGGC, NHS Ayrshire & Arran and a GP Practice on Arran.

Remote Care

After Primary Care Board/Local Medical Committee agreement, equipment for Remote Consultation/Multi-disciplinary Teams to GP practices has started to be deployed. This will allow practices to provide patient consultations, aid the support of care and nursing homes, and aid communications for the practice-attached staff eg link workers, Allied Health Professionals, Pharmacists and Community Practice Nurses

SH24 – Online STI (Sexually Transmitted Infection) Testing

A programme group has been established to pilot online requests in several Health and Social Care Partnership (HSCP) sites and to measure the impact and benefits.

The pilot will commence in March 2020 with patients registering, completing online questionnaires, returning test samples via post and receiving negative results via text or being signposted to service counsellors and onward treatment for positive results.

Primary Care and Contractor Services

Patient Wi-Fi

The installation of Wi-Fi to GP practices will commence in February as part of the Scottish Government Digital Improvement initiatives. This will provide practice staff and attached staff increased flexibility within the premises. It will also allow patient access to Wi-Fi practices who requested the provision.

Innovations

Chronic Obstructive Pulmonary Disease (COPD) Dynamic

The pilot currently running in the Queen Elizabeth University Hospital is being extended to Glasgow Royal Infirmary. Access to data for the machine learning phase of the project is underway.

Dermatology Virtual Appointments

The evaluation phase has been extended until April 2020. The project output is feeding into a National Procurement exercise to provide a multi-service asynchronous appointment system.

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

The machine learning platform is integrated with the local PACS, pending approval to link to the national PACS. The integration of the iCAIRD platform with TrakCare, Clinical Portal and SCI Store are in development. Exemplar uses cases are underway for Stroke and COPD data.

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

The pilot is due to complete at the end of February. The project report will follow.

Robotic Process Automation

User Acceptance Testing (UAT) is complete for automation of results sign-off. Functionality is to be added to live for one user to prove the concept there and provide demonstrations to other clinical staff to identify other opportunity areas.

Automation of clinical coding of scope procedures is also being explored as a concept. The initial stage to interrogate the endoscopy system is complete to capture procedure details and next stage is to support coding of diagnoses utilising Pathology data will commence in March.

A Proof of Value (POV)is underway within the Referral Management Centres to automate three processes including: Referral Processing in Trakcare which is currently in Live, Updating of Cancelled / Reduced clinics in Microstrategy and Recording of Outpatient Utilisation, which are both at UAT stage. The next stage is to evaluate the POV and assess projected benefits.

Trauma Application

The Trauma App is an Innovate UK project, providing a tablet-based application for data collection and clinical support during trauma incidents. Outcome data from an incident can be saved into the Electronic Health Care Record (EHCR) through the digital platform.

Clinical Informatics

Unscheduled Care

A Command Centre view of Emergency Department, Assessment Unit, Inpatient movements, and Bed Usage was launched in January and adjustments, based on user experience and feedback, will feature in the next iteration due mid-February.   Data includes the numbers of Frailty Assessments completed. Phase 1 of related quality measures for Frailty have also been released.

Decision Support

MyPsych App was launched in December 2019. The Obstetrics & Gynaecology App went live on 10 February. The setting up of a new decision support resource – The Deep End, a resource to support GP clusters working in the most deprived areas of Scotland – is in the initial stages. The NHSGGC contribution to the national business case for decision support is underway.

Workforce and Business Systems

Donor Milk Bank

The Donor Milk Bank application went live in December 2019. Phase 1 was the implementation of the application and establishment of processes and workforce planning in the Queen Elizabeth University Hospital.

Kick-off Phase 2 workshop is scheduled for 15 January. Phase 2 implementation is the roll-out to the RAH and the Princess Royal Maternity Hospital.

Patient Administration Transformation

Administration Governance Managers

Following an open recruitment process, 6 Administration Governance Managers (AGMs) have been appointed, each aligned to a different Sector/Directorate. All 6 AGMs will start on 2 March 2020.

Staff Workshops

A standardised job description for Administration Managers will be developed. Two staff engagement workshops for Administration Managers have been set up

A technology workshop on 24 February will provide an overview of the technologies currently available and future plans within NHSGGC, in line with the Board's Digital Strategy. There will be practice demonstrations and staff will have the opportunity to review how technology can be used to best effect to support patient pathways within their services, and to consider

how changes are best introduced to bring about consistency across Acute Services.

Ward Clerks

A number of Ward Clerk posts that became vacant due to appointment of permanent supervisor posts will be backfilled. The redesign phase began in January and the workplan has been shared with the Deputy Director of Nursing and Chief Nurses to share work collectively to improve the Ward Clerk model.

Technology and Infrastructure

Office 365

Surgical staff within Inverclyde Royal Hospital (IRH) were migrated to Office 365 in December. Plans to be agreed to migrate 250 staff in wider Older Peoples services in Royal Alexandra Hospital/IRH by end February 2020.

Shared Services

Several meetings have taken place within the West of Scotland which should result in a consistent approach with both sharing of intelligence around approach and the possibility of sharing specialist resources, where efficient to do so. NHSGGC is playing a leading role in this work.

Windows 10

The deployment of Windows 10 to over 400 GP practice PCs commenced in early February. This will see every machine upgraded with additional memory and solid state drives, enhancing the performance of the PC and user experience with the current clinical system.

NHS.net

Focus is turning to the withdrawal of the NHS.net service in September 2020 and communications will be issued shortly (from the national NHS Mail Team) informing staff of the changes and any actions they should be taking.

Development and Informatics

Migration of legacy applications to a new, supported platform is on course to complete by March 2020 providing extended life to applications still in use.

Solutions for the GISMO Osteoporosis and Acute Pain services are being drafted following analysis work.

Platform analysis for Business Intelligence processes is being completed and work starting on optimisation.

eHealth Clinical Leads

A number of new eHealth Clinical Leads have joined our team recently.

eHealth Allied Health Professional (AHP) Leads – Gillian Ferguson and Christopher Grant-Pantrey

EHealth Nursing & Midwifery Lead – James Monaghan

In addition, we have been joined by Cathy Taylor, Mental Health EMIS Programme Lead.

Contact

For more information on anything in this update – or anything else about eHealth – please contact the eHealth Programme Management Office at pmo@ggc.scot.nhs.uk.

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