

# Digital as Usual Programme Updates

## Issue No 7 – August 2021

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### General

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This update provides an overview of progress of current programmes of work set out in NHGGC's Digital as Usual Delivery plan.

We are reviewing the format and content and welcome your views on how we can improve future updates. If you would like to provide feedback please complete the [short survey](#).

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### Integrated Electronic Health Care Record

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#### EMIS Web - Mental Health EPR

Work is continuing to progress a Mental Health EPR by December 2021. Currently a standardised Physical Health template is in pilot with a small staff group as well as templates in development or at testing across Mental Health Addiction, Dietetics and Learning Disability Services.

#### EMIS Web 9.11 Upgrade

Testing is complete for the 9.11.8 release of EMIS Web with implementation to be agreed for September 2021. The upgrade will enable NHSGGC to progress the implementation of a master patient index (MPI) lookup to SCI Store for patient demographics.

#### EMIS Web - WinVoice Pro Document Management System

The WinVoice Pro Document Management System used by Community Services to enable correspondence to be shared to GP Practices via Electronic Document Transfer (EDT) and to Clinical Portal is scheduled to be upgraded to version v3.4.3 in mid-August. The key features of the upgrade have been driven by user feedback following go live in June 2020 and include expanded pick list boxes, searchable pick lists, CHI number copy, paste fix and bug fixes.

The Community Falls Team and Learning Disability services are now live with WinVoice Pro and development work is continuing with suppliers to pull clinical data from EMIS Web onto the WinVoice Pro correspondence.

#### Neo-Natal Electronic Patient Record

A Business Case is being prepared and requirements for the system are being collated, due in mid-September.

#### TrakCare – Active Clinical Notes (ACN) Development

TrakCare ACN is a new type of functionality being developed in NHSGGC which will provide a central workspace for digitally managing clinical documentation and clinical activities – currently completed on paper. ACN presents a problem-oriented and timeline-based view of the patient record. The planned TrakCare T2021 System Upgrade includes a number of enhanced features for ACN.

Electronic Observations (eObs) is being rolled out as part of ACN and will remove handwritten observation charts and graphs. This is in line with our objectives set out in the 2018-22 Digital as Usual Delivery Plan allowing NHSGGC to develop a more integrated Electronic Health and Care Record (EHCR).

Plans are being developed with the TrakCare Delivery Group to roll-out ACN over a 2 year period, phasing this out over various work streams including Emergency Departments, Nursing and Weight Management.

### TrakCare – New Order Entry Screens

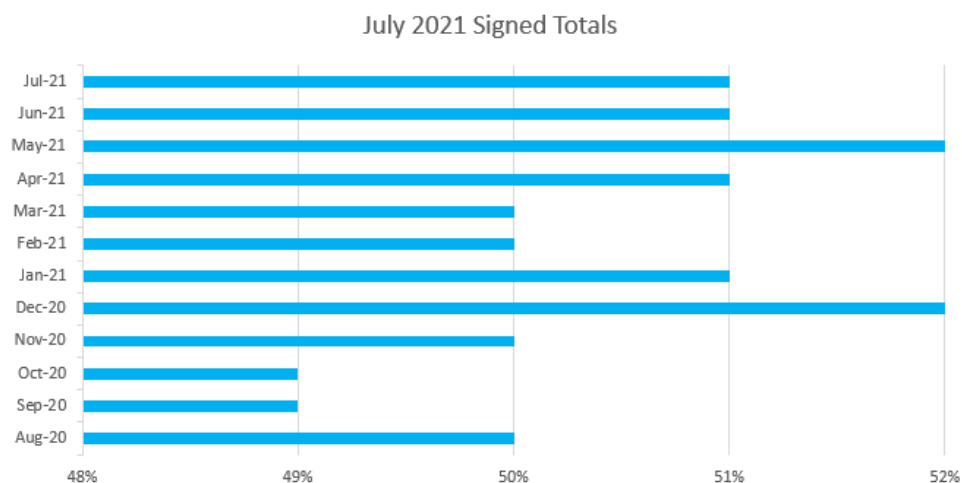
NHSGGC uses TrakCare to request tests and services for a range of specialities including Laboratory, Radiology and Cardiology. These requests are made using the “New Request” workflow (OEOrder.Custom) which has a specific type of screen for clinicians to use to manage these requests. InterSystems has developed new screens and NHSGGC will now go live with these new screens as part of the planned T2021 upgrade. Thorough testing is being undertaken by service and clinical leads to ensure that the new screens meet NHSGGC workflows and clinical needs. The new screens will provide benefits in terms of results sign off, minimising the number of steps required and allowing clinicians to approve multiple results at one time.

### TrakCare – New Service - Live Active (Public Health Local Partnership Service)

The implementation of TrakCare to the Live Active Public Health Service to replace a legacy standalone system is now complete. Live Active advisors across all 6 Health and Social Care Pathways (HSCPs) are now using TrakCare for patient administration and as their electronic patient record.

### TrakCare– Results Sign-off

Work continues, through the Board’s Results Governance Group, to encourage the uptake of results sign-off in TrakCare and review opportunities to improve data reporting. Data for July 2021 shows that results sign-off in TrakCare remained at 51% compliance. This is made up of results from across in-patient, out-patient and Emergency Departments (ED) (including Specialist Assessment and Treatment Areas (SATAs)).



### **TrakCare – T2021 System Upgrade [Originally 'T2020']**

NHSGGC has been working with its external suppliers on the Trakcare System upgrade to T2021, which was initially scheduled for a go live on 20 August 2021. Unfortunately, due to additional upgrade activities being identified by our supplier, the go live has now been postponed. Robust clinical and technical assessments are being undertaken to agree a revised date and staff communications, training and support will continue to ensure efficient use of the new TrakCare system once the upgrade is complete.

### **Unscheduled Care Redesign**

NHSGGC continues to support Phase 2 of the Redesigning Urgent Care (RUC) Programme which includes a number of digital developments such as developing specialty pathways and front door signposting/redirection. Key areas of focus for August and September 2021 include:

- **Adastra and TrakCare Integration:** The integration between clinical systems used in NHS24 and local NHS Boards. Work is currently underway to establish direct integration between Adastra, which is a clinical tool used by NHS24 to process patient treatment outcomes and TrakCare, which is the patient management system used in NHSGGC. Establishing this integration will ensure a more streamlined process for managing 111 calls from NHS24 and ensuring that the patient is seen either directly (in person) or virtually by clinical staff in Emergency Departments or Minor Injury Units. National Redesigning Urgent Care leads from Scottish Government (SG) are leading this project and NHSGGC has been an integral part of the initial development of technical proposal - further discussions are now underway with wider NHS Boards.
- **Hospital at Home (H@H):** To establish a 'Hospital at Home' service allowing patients to receive treatment in the community and, in some cases, in their own home. eHealth is working with colleagues across NHSGGC, including Pharmacy and Diagnostics as well as Glasgow City HSCP, to develop a plan for a H@H pilot later this year. The TrakCare patient management system will provide the functionality to allow the service to virtually manage patients throughout their care from Acute services through to discharge at home.

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## **Safer Medicines**

### **Hospital Electronic Prescribing and Medicines Administration (HEPMA)**

Roll-out of HEPMA across the Queen Elizabeth University Hospital (QEUH) campus is now complete. Royal Hospital for Children roll-out is scheduled for 2022. The roll-out will continue at Gartnavel General Hospital, Beatson West of Scotland Cancer Centre (WoSCC) and the New Victoria Hospital, and will then move on to Glasgow Royal Infirmary in September.

## Safer Diagnostics

### Image Storage for Advanced Clinical Methods

Five work streams are progressing with completion expected in August/September following maintenance windows.

### Medical Image Manager Replacement

Preparing Business Case and gathering the requirements for the system to be considered in September.

## Self-care and Remote Care

### Rapid Heart Failure

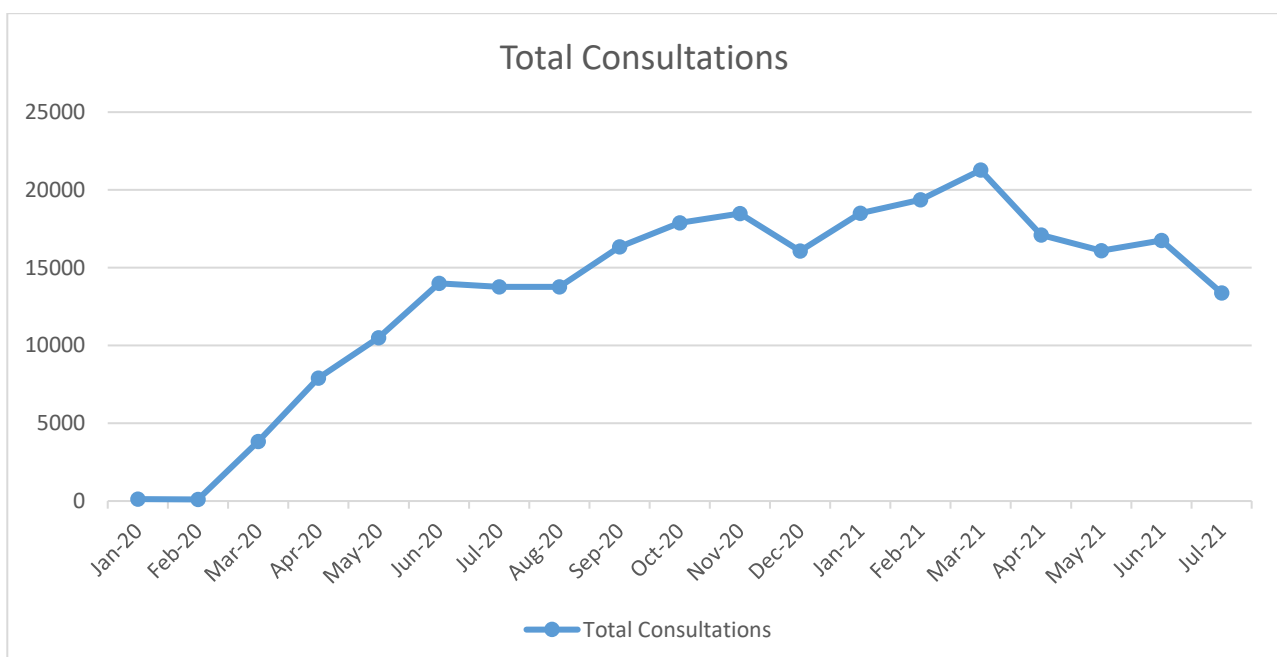
The Pathway in the NHSGGC environment passed Service Review/Quality Assurance on 12 August.

eHealth is working with the Local Implementation Group to on-board staff. A Training Plan has been drafted and ongoing liaison with service for go live week commencing 16 August.

### Virtual Patient Management

#### Near Me/Attend Anywhere

Near Me reports to the Virtual Patient Management Oversight Group, which is represented by Acute and HSCP subgroups set up to oversee, and the 3 Service Improvement Managers (SIMs). eHealth is continuing to work with the SIMs, with additional Teams drop-in sessions being arranged for services and pop-up sessions being planned at Aroma Cafés to highlight the system and question and answer sessions.



### **Active Clinical Referral Triage (ACRT)**

Child and Adolescent Mental Health Service (CAMHS) protocols have been drafted for Learning Difficulties remote consultation feedback. These are to be finalised prior to submission to the Caldicott Guardian for approval.

A workplan is being drafted for encouraging the use of video consultations based on scientific analysis.

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## **Primary Care and Contractor Services**

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### **CHI**

Testing works have commenced in testing output files for the new Nextgate CHI system. Over the next 6 weeks, comparison works will be undertaken comparing new and old CHI and the interaction with downstream clinical system test instances. The Nextgate CHI system will be fully introduced in the summer of 2022.

### **COVID-19 Vaccines**

GP Practices have been supported in the use of the TURAS Vaccine App, EMIS/Vison Data Templates and the Albasoft Data Extraction/Import tools over the last few months as part of the wider vaccine management data quality and reporting requirements.

### **GP Back-scanning**

The final phase of GP back-scanning, to scan circa 200,000 patient paper records within the remaining 49 GP practices, is nearing completion. Final practices will be completed by the end of August.

A mop-up of patient records accumulated by 109 GP practices since they were initially back-scanned is currently in progress.

### **GP Re-provisioning**

After delays to the national Re-provisioning Programme, work has re-commenced with the functional operation groups to finalise the local NHSGGC specification in anticipation of the new systems being accredited and available. An additional Business Case has been developed nationally to replace the GP Docman systems over the next 3 years.

### **GP2GP**

Training on GP2GP for the remaining Cegedim Vision GP Practices has been delivered with go-lives planned through August/September.

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## Innovations

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### **Dynamic–Scot (Chronic Obstructive Pulmonary Disease (COPD))**

The project phase is nearing completion and discussion is ongoing for extended scale-up nationally. Successful NHSX funded extension to DYNAMIC projects to provide real live implementation of the developed AI algorithms developed alongside the service implementation.

### **Heart Failure Artificial Intelligence (AI) and Outpatient Appointment Service**

Clinics are operational in Roya Alexandra Hospital, Stobhill Hospital and now QEUH. Recruitment to the study is scheduled to complete in late August 2021, at which point focus will move to operational Heart Failure pathway.

Release 2 planning is continuing with cutover to live planned for mid-August. Three components to this are currently in the testing phase:

- \* Lab integration
- \* ECHO/ECG integration
- \* Patient app

### **National Trauma App**

App to streamline trauma case process within ED by providing a digital approach including cognitive aides to assist clinicians with decision-making as well as automating reporting and reducing clinical paperwork to free up vital clinician time, going live mid-August in NHSGGC. National procurement to implement in all of Scotland's Trauma Centres ongoing.

### **OPTIMAL: Early Detection of Osteoporosis Using Machine Learning and AI**

A collaboration project aimed at creating an optimised data driven pathway to Osteoporosis risk stratification leveraging routinely collected electronic healthcare data and existing imaging with focus being on risk stratification for patients over 50 using a machine learning and AI-driven approach.

Preparation for large data analysis phase to support this technology progressing.

### **Toxicology Advanced Respiratory Physiology (TARP)**

The TARP Platform to predict and alert for respiratory depression in patients. This project will be beginning through August.

### **3D Patient Telemedicine**

Three successful clinics have taken place in West Glasgow Ambulatory Care Hospital (ACH) in the past month as refinement of image quality continues to improve.

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## Workforce and Business Systems

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### Speech Recognition Pilot 2

This completed successfully in April. An evaluation of the pilots undertaken to date will be considered at the eHealth Strategy Board in September.

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## Technology and Infrastructure

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### Echocardiography (ECG) ImageVault Replacement

We are in the process of preparing an Outline Business Case to allow approval to proceed.

### Genetics PASS Upgrade from v3 to v4

Testing is well underway and the expectation is to go live by the end of July.

### Infusion Pumps

Work is continuing to roll-out to across NHSGGC. There have been complexities around the access certificates which are currently being addressed with the supplier.

### Sentinel Upgrade

Go live of Phase 1 at Glasgow Royal Infirmary/Stobhill Hospital completed successfully on 26 May and is now undergoing a period of monitoring results. Phase 2 will not start until fully satisfied with this stage. Must incorporate a data recovery plan into service and test before going to Phase 2.

### Virtual Server for Thromboelastography (TEG) Manager Software

TEG Manager is now in use. Work is continuing on Phase 2 which is the integration for Lab results.

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## Development and Informatics

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### Cancer Multi-Disciplinary Team (MDT) Application

The regional Cancer MDT application is going live in mid-September following rigorous clinical and security testing.

### Microbiology Reporting System

A new reporting system that brings together datasets from Microbiology, third party water testing suppliers and remote send-away laboratories is now going live and will help all clinical and non-clinical staff involved in safe environmental control to quickly view results and see outcomes of any previous tests.

### Stroke Assessment Application Development

The development of the new Stroke Assessment Application is going well, with a preliminary trial in QUEH ED department pencilled in for the end of August.

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## Contact

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If you would like more information about anything in this update, please contact the eHealth Programme Management Office on [pmo@ggc.scot.nhs.uk](mailto:pmo@ggc.scot.nhs.uk).

Website: [www.nhsggc.org.uk/digitalasusual](http://www.nhsggc.org.uk/digitalasusual)



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