NHS London

Integrated Healthcare Information

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Planned Agenda

- The vision of the National Programme for IT
- Why is has proven to be so challenging
- The journey we have taken so far in London and our planned direction of travel
- Progress with RiO in Community and Mental Health
- The challenging acute environment
- New Delivery Model
- Forward look to the future

Re-cap on the aim of the National Programme…

- Deliver a single electronic record for each patient accessible by NHS staff where ever they see the patient.
  - **Benefit to patients** – they can have confidence that the person treating them has access to the most up to date information about their care
  - **Benefit to staff** – they have to learn just the one system and can always access the information they need

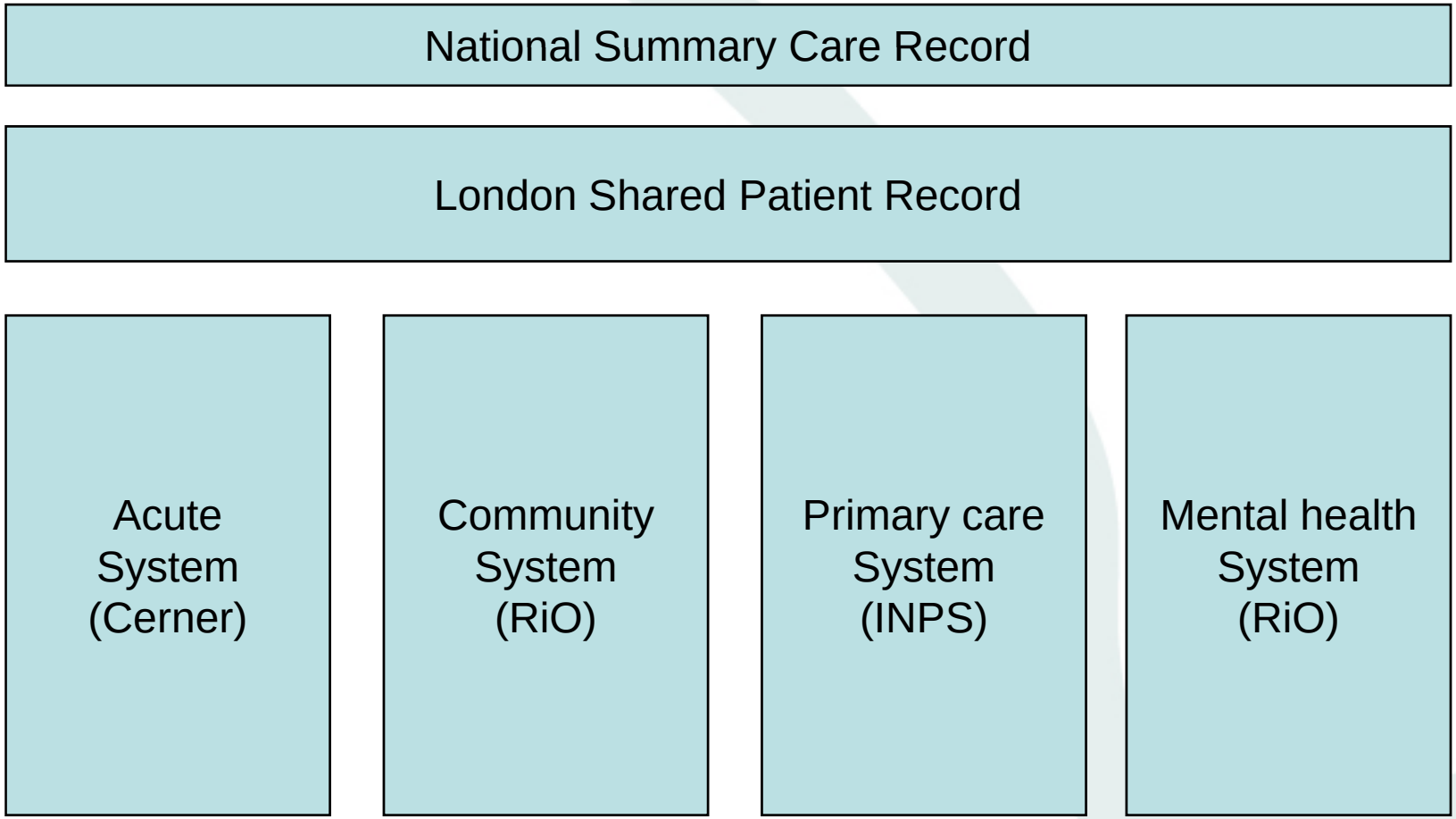
Why has delivering it been so hard?

- Delivering IT solutions into the healthcare environment is fiendishly complex
- The technology is not mature (where it is like PACS it has been successfully delivered)
- The contractual framework set out in 2003 has created some challenges
- All supplier’s have struggled to deliver
- NHS organisations actually don’t want ‘one size fits all’ especially when it offers less than they already have

The London Journey

- 2003 - started with vision of a single database containing a total of 8 million patient records to be accessed by 150,000 NHS staff where ever they work in London
- 2005 – brought in interim solutions providing products that already existed
- 2007 – moved to “best of breed” for each care setting
- 2008 – planning to move to a New Delivery Model that provides more local flexibility

London Care Records Service



Progress with Community Service and Mental Health

- We started deploying RiO in London in 2006
- It was an existing product that has been enhanced to integrate with the national infrastructure
- Now have over 25,000 users across London
- 21 of 31 PCTs and 6 of 10 Mental Health Trusts use the system
- The user base is growing and the product is being enhanced in line with the needs of users

Benefits of RiO in mental health

- **Integrated Care Planning** – every clinician involved in patients care can view the same record at the same time
- **Enhanced Risk Management** – the electronic record is available 24 hours a day so the on-call psychiatrist can follow the agreed Crisis Plan
- **Better involvement of Patients** – the electronic record is used in the case review with the patient
- **Less Administration and Paperwork** – the information gets recorded once directly into the record that can then be accessed by all others involved in the care of the patient
- **Better Information Management** - all of the data collected within RiO is available for reporting

Progress with Acute…

- Cerner Millennium LC0 – offering limited functionality that replaces the Patient Administration System
- Deployed to:
  - Barnet and Chase Farm - July 2007
  - Queen Mary's Sidcup - October 2007
  - Barts and The London - April 2008
- Cerner Millennium LC1 – provides connectivity to national infrastructure and additional clinical functionality
- Deployed to:
  - Royal Free – June 2008

Challenges

- Initial ‘go live’ of the new system has been successful at each of the hospitals
- Subsequently problems have arisen with:
  - Service management
  - Delivery of fixes
  - Cumbersome workflows
  - Reporting
- Yet we know that Cerner Millennium is a good product - any hospital going to the open market would be high likely to select it

What we need to change…

- NPfIT was predicated on ‘one size fits all’ and while a standard product has been deployed in PCTs and MH it won’t work in a complex acute setting.
- Delivery of change is too slow
- Therefore are moving to a New Delivery Model based on:
  - More local flexibility
  - Access to the full product
  - Closer working with software experts
- We are ironing out the problems with the early adopters before taking the system into new sites

The Future

- We need to address the challenge of integrated records from at least three perspectives:
  - The patient
  - The clinician (and their organisation)
  - The healthcare system
- The need for integration is going to increase not reduce as new models of care are implemented
- We need to rise to the challenge for the sake of patients and clincians.