

“The Struggles of Going Paperless”

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Agenda

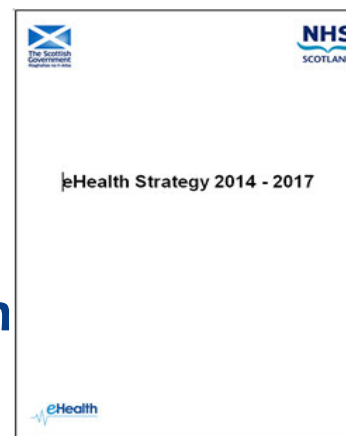
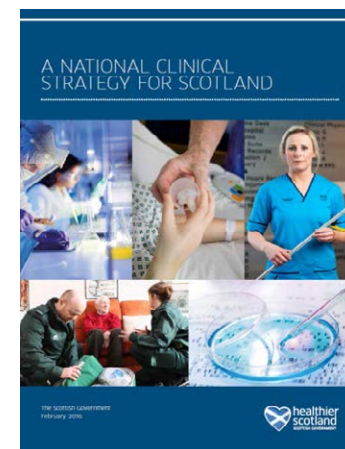
Going Paperless

- * **Strategic Context - Health**
- * **The role of Electronic Information**
- * **The Survey - Thoughts**
- * **The Transformation**
- * **The Case Study**



Strategy

- * 2020 Vision (2011)
 - * Patient Access to records
 - * Medicine Management
- * Clinical Strategy (Feb 2016)
 - * HEPMA
 - * Patient Portal
- * eHealth Strategy (2015)
 - * Availability of information
 - * Support people to help them
 - * Efficiency



NHS Scotland Landscape

- * **ED admission**
Diagnostics – Discharged
- * **Referral**
Triage – O/P Clinic (Workflow)
- * **I/P Treatment**
Diagnostics – IDL – FDL
- * **GP Consultations**
Diagnostics
- * **Prescribing**
- * **MH Consultations**
- * **Community Visits**

NHS Scotland Activity

159,748 NHS Scotland Employees

1,645,200 A&E Attendances

1,514,130 inpatient / day-case discharges

4,061,647 new and return outpatient attendances

16,236,000 face-to-face consultations with GPs

49,200,000 prescription items dispensed

16,484 available staffed beds in acute specialties

2,900 beds in community hospitals

Survey Comments

- * **High Level Comments**

- * Culture
- * Process Improvement
- * Legal

- * **High Level Thoughts**

- * No surprises
- * Technology enabled workforce
- * 75% of responders have identified areas for digital requirements

Integration

Integration and Interoperability

- * Ensemble
- * Gateway
- * Data Stores
- * Information Sharing
- * Data Matching
- * Data Sharing
- * Authentication
- * Role Based Access Control



Transformation

- * Processes
- * Why paper-lite? [given that paper has some advantages]
- * Change Management
- * Service Redesign
- * **Clinical and Service Engagement**
- * Improved patient care



“What if we don’t change at all ...
and something magical just happens?”

Accessibility & Mobility

- * Enablement
- * Live
- * Accessibility
- * Devices
- * Connections
- * Networks
- * Authentication
- * Role Based Access
- * Digital allows far greater availability of information than paper (multiple copies, access to same data from different geographical places).



Information Governance

- * **Records Management.**
- * **On policy level we are updating code of practice on records management**
- * **Security**
- * **Confidentiality**

Portals

Clinical and Patient Portals

- * Ability to pull information from a variety of systems
- * Display in a single view
- * Clinical view for treatment of patients
- * Patient view

Health & Social Care

Across all organisations

- * Integration and interoperability
- * Portals
- * User Access
- * Security
- * Standards
- * Governance

Case Study

NHS Borders

- * Order Communications
 - * Radiology Diagnostic Tests
 - * Laboratory Diagnostic Tests
- * Letters
- * Referrals

Challenges & Considerations

- * **Engaged workforce**
- * **Service Transformation**
- * **Service owned - Not IT “did this to me”**
- * **Testing**
- * **Trained workforce**
- * **Migration**
- * **Devices**
- * **Infrastructure**
- * **Security & Audit**
- * **Improved Patient Experience**

Value

- * **One view by many**
- * **Accessible in all locations**
- * **Mobile access**
- * **Digital information can be easily used elsewhere**
- * **Maintaining performance**
- * **Signing of results / ordering / not leaving PC active**
- * **Availability across the organisation e.g. GP Practice**
- * **Improved patient care**

Summary

- * **Technical vs. Service Change**
- * **Processes and Working Differently**
- * **Devices and Mobility**
- * **Testing**
- * **Communication and Engagement**
- * **Business as Usual**
- * **Contingency**
- * **Healthcare Benefits**

“You can't just ask customers what they want and then try to give that to them. By the time you get it built, they'll want something new”

Steve Jobs