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Pathways to Paperless

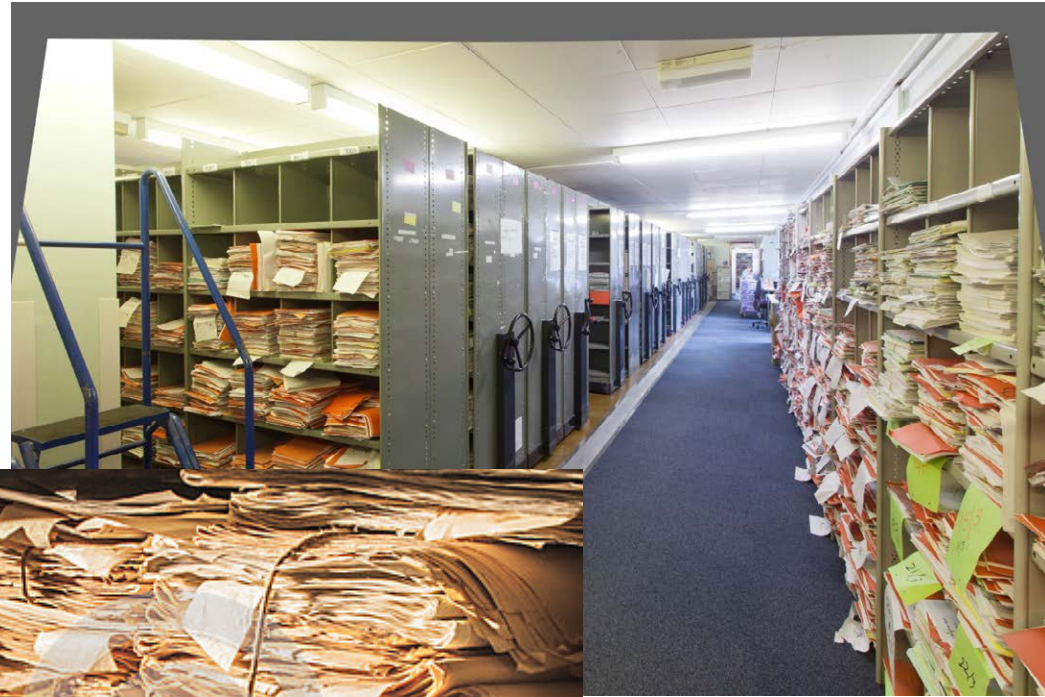
8th March 2016
presented by:

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Paper-based processes

Everyone knows the problems:

- Finding records
- Storage
- Filing & re-filing
- Access & paper bottlenecks
- Lack of auditability
- Lack of security
- Etc.



Paperless healthcare: everyone knows the benefits

- Reducing harm due to missing information
- No cancellations due to missing notes
- Records available anywhere, anytime
- Information sharing easy to set up, to do, to control
- Record it once and use it many times

The whole patient record (Clinical view)

Patient Data Administration

- Demographics
- Record management
- Coding
- etc.

Primary & Community

- GP
- Nursing
- Mental Health
- Health Visitor
- Social Care
- etc.

Hospital

- Specialty
- Nursing
- Pharmacy
- Laboratory
- PACS
- Theatres
- etc.

Other sources

- Tertiary care
- Correspondence
- Photography
- etc.

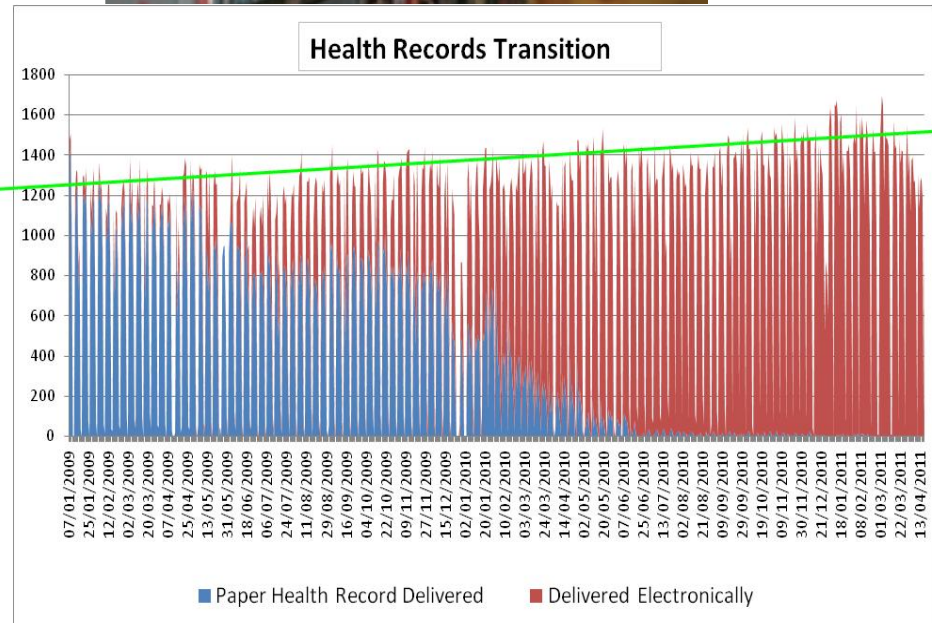


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Organisational benefits

- **Costs disappear**
 - Casenote movement
 - Estates cost of library
 - Paper and printing
- **Risks reduced**
 - Patient safety risks
 - Manual handling risks
 - IG compliance risks
- **Operational benefits**
 - Records available for coding without delay
 - Process automation
 - Reduction in complaints



Challenge: how to get there?

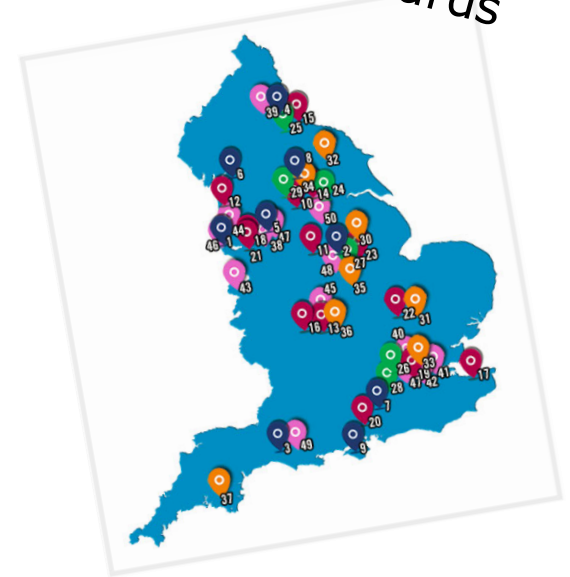
Uncertain sources of funding



Complex policies, moving targets



Vanguards



Endless reports & debates

"A new paper from The King's Fund calls for fundamental changes to how health services are commissioned, paid for and regulated to deliver the vision of the NHS five year forward view..."

Information Governance

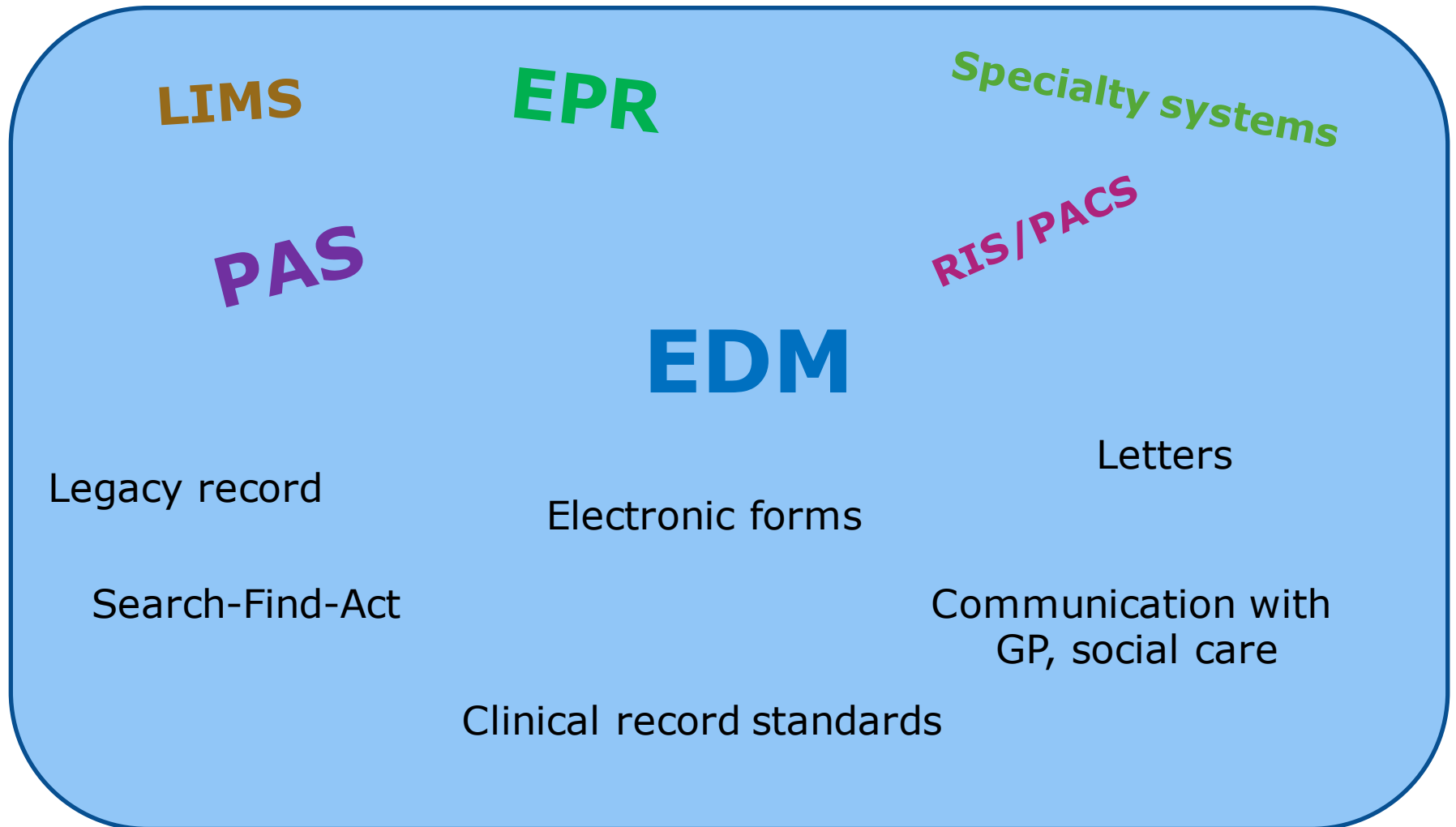
"A patient is a whole ...patient information needs to be shared as complete care records, otherwise we perpetuate the existence of information silos that weaken care."
(digitalHealth CCIO guide)





Working together on
pathways to paperless

Through the third door: Build capability step by step



Have a clear and open process for saying "Yes"

Tips & Wrinkles

Health Records is growing up not growing old

IT is integral to delivering care; quality and capacity of infrastructure and support really matter

IG is your friend – engage early

Engage right across the range of clinical professions and age/experience

Treasure and honour your champions

Performance and uptime depend critically on networks and "tin"

Indexing/tabs really matter – involve everyone who needs to find information, let Health Records lead

Have a plan **and** know you need to flow around the rocks in the road

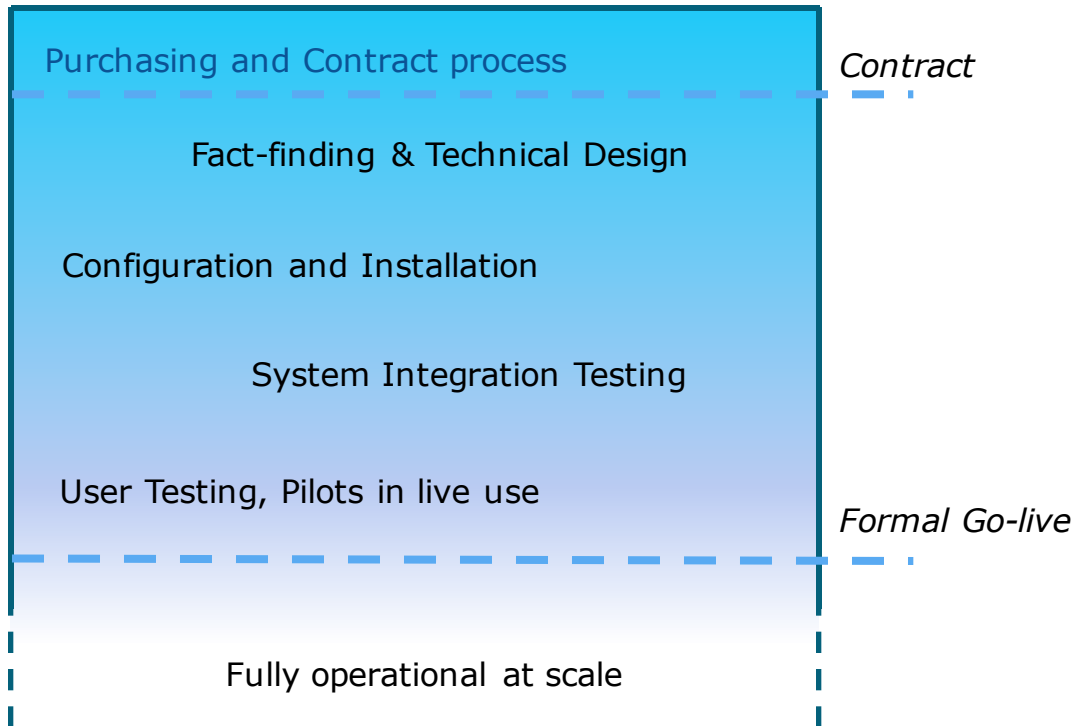
Find the die-hards: bring them in through professional peers, value them as critical friends

Don't pull the plug on early pilots – use them to demonstrate benefits

Find the innovators: bring them in as champions and critical friends

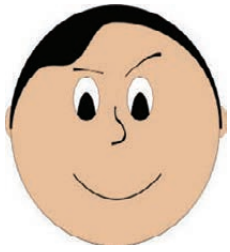


Agile, realistic, responsive implementation



We support and enable our customers all the way:

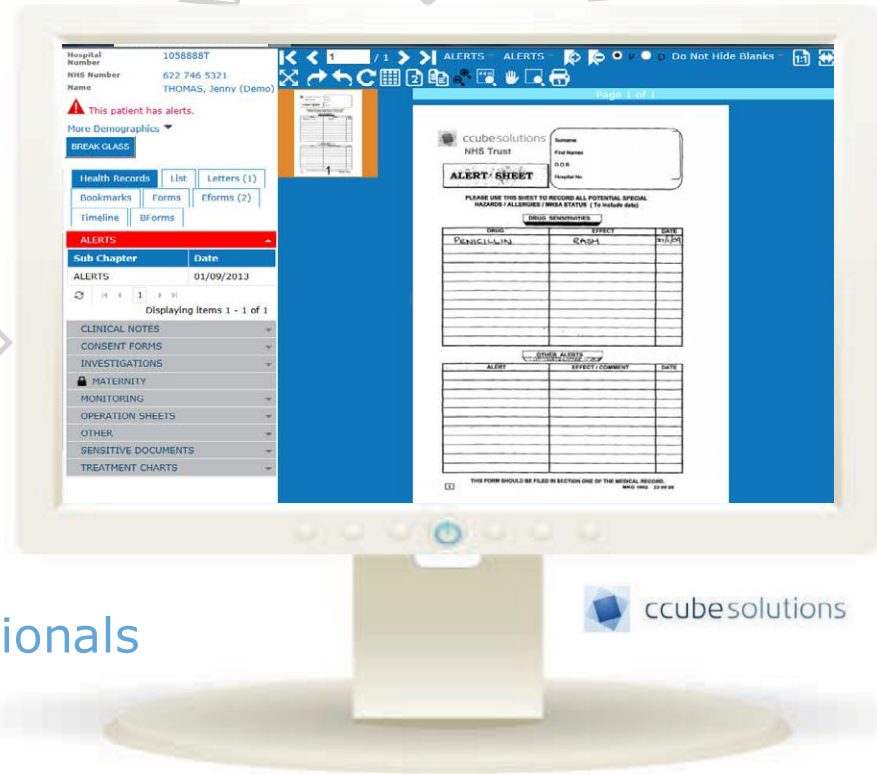
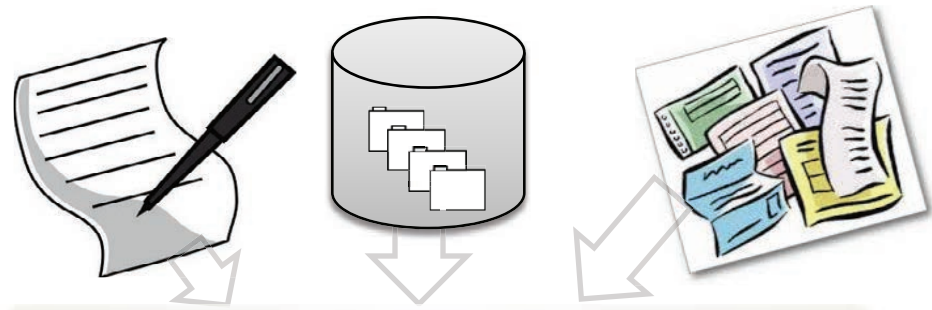
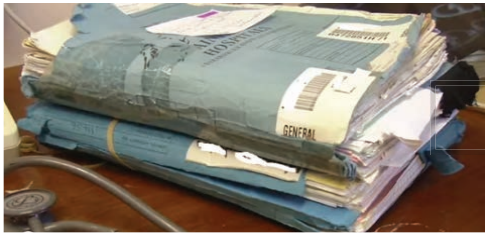
- Clinical engagement
- Change management
- Training
- Staged rollout



AAA rated by users:

Adopted ✓
Advocated
Appreciated

...by all who touch the record



Designed with and for professionals

Smoothing your journey to the
Paperless record

Trusted to deliver



Enterprise Software



1. Paper goes electronic

2. Trust-wide access

3. Fully integrated record

- The National Artificial Eye Service**
- NHS Foundation Trust
- NHS Trust
- NHS Trust
- NHS Trust
- NHS Foundation Trust
- NHS Foundation Trust
- Primary Care Trust
- NHS Trust




- NHS Trust
- NHS Trust
- NHS Foundation Trust
- Health Informatics
- NHS Foundation Trust

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- NHS Trust
- NHS Foundation Trust
- Bwrdd Iechyd Aneurin Bevan Health Board
- Bwrdd Iechyd Prifysgol Caerdydd a'r Fro Cardiff and Vale University Health Board
- Bwrdd Iechyd Prifysgol Betsi Cadwaladr University Health Board



In their own words...

St Helens and Knowsley Teaching Hospitals 
NHS Trust

- Access to EDMS has **dramatically improved** the care that we are able to deliver.
- Anywhere in the health economy, you can look at the patient's record and **see their history in and out of primary and secondary care.**
- It provides a much **safer and more complete** picture of the patient's health.

Aintree University Hospital 
NHS Foundation Trust

- All of our consultations are now electronic **throughout the organisation.**
- A patient arrives for clinic and a clerk is present. A **bookmark** takes you straight to where you need to be for that patient, **the consultation can get underway straightaway.**
- We've used optical character recognition to... identify specific forms for specific clinicians ... **all the important results can be found in three or four clicks.** Each specialty has been given the opportunity to customise their needs into this package.

Delivery...

- **Change management**
- **Involve all users**
- **Confidence in using IT**

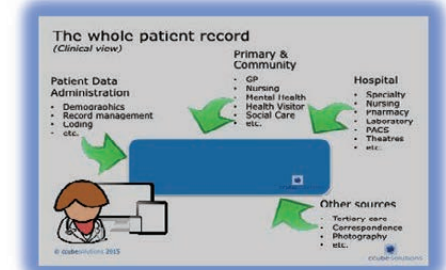
→ **high adoption rate!**

Summary: Digital Healthcare, the pathway...

1. Solve the legacy problem



2. Embrace the whole patient record



3. Streamline processes



4. Record keeping at point of care



Summary: Digital Healthcare, the **benefits**

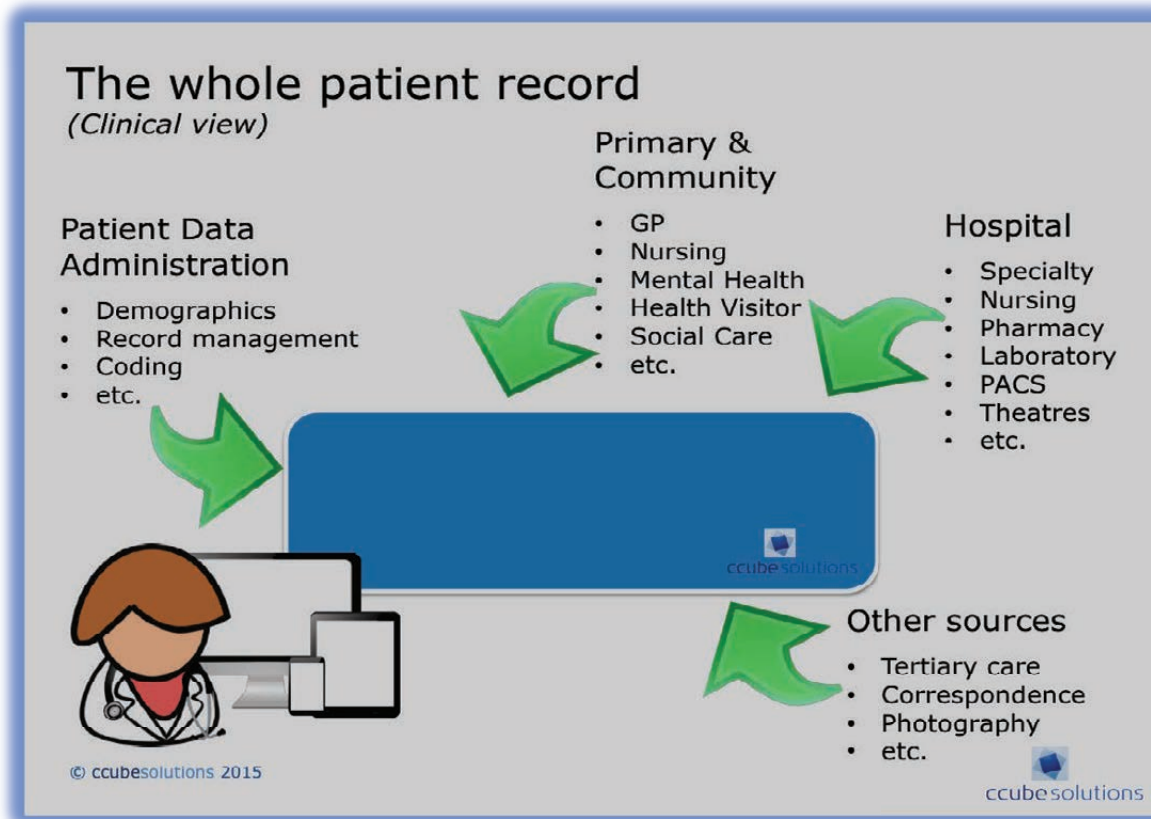
Integrated
Care Team

Paperless

One patient,
one record

Clinical and
Patient
Recorded
Outcomes

Audits &
reviews



Continuity
of Care

Nursing
Documentation

Admission to
Discharge

Information
sharing

Clinical
Research

...little pots of gold on the Pathway to Paperless!



Thank you for your attention

Any questions please?