Digital eHealth

Empowering Transformation
eHealth Digital: Supporting Patients and Services

- What have we done locally?
- The case of Mr Crosbie…
- Looking forward – Scotland’s strategy and our plans
- Where will the future take us?
Where we are in 2017 in NHSGGC?

• In health:
  – Paperless general practice
  – Single **patient management system** for all hospitals
  – **Single ‘portal’ system** with view into 4 neighbouring Health Boards
  – **Electronic referral** and e-correspondence
  – Paperless outpatient care
  – Single **laboratory** system with electronic ordering
  – Single **radiology** system with digital images (PACS)
Where we are in 2017 in NHSGGC..

- In social care:
  - Two social care IT systems in six different authorities
  - Some data now shared between health and social care
What underpins this..

• A single patient identifier: the CHI number
  – This ties together all the records in multiple systems
  – The CHI number in Glasgow & Clyde has now been added to the social care systems

2512345678  CLAUS, Santa
What underpins this?

• **Data stores** for lab results, documents
• **Lots** of computer kit..
• Lots of *workforce training* and new **skills**
Patient Records – from this
To this
and this....
...to this

### QEUH Medical Handover

<table>
<thead>
<tr>
<th>Date From</th>
<th>Date To</th>
</tr>
</thead>
<tbody>
<tr>
<td>30/10/2017</td>
<td>03/11/2017</td>
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#### Default Parameters Preferences
- Receiving Location: QEUH Medical Handover
- Episode Types: Emergency, Inpatient

#### Adhoc (no-preference) search

<table>
<thead>
<tr>
<th>CHI</th>
<th>Surname</th>
<th>Forename</th>
<th>Ward</th>
<th>Bed</th>
<th>Request Item</th>
<th>Handover Completed</th>
<th>Consultant</th>
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<tbody>
<tr>
<td>2709901811</td>
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<td>Alan</td>
<td>QEUH Ward 7D</td>
<td></td>
<td>Medical Handover middle-tier</td>
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<td>Dr Colin Geddes</td>
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<td>Gavin</td>
<td>QEUH Ward 7C</td>
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<td>Medical Handover FY1 Results review</td>
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<td>Dr Christopher Jones</td>
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<tr>
<td>TJ03961332</td>
<td>Trakcare</td>
<td>Donny</td>
<td>QEUH Ward 7A</td>
<td>Bed 1</td>
<td>Medical Handover middle-tier</td>
<td>✓</td>
<td>Dr Scott Davidson</td>
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<tr>
<td>TJ03961332</td>
<td>Trakcare</td>
<td>Donny</td>
<td>QEUH Ward 7A</td>
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<td>Dr Scott Davidson</td>
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<tr>
<td>2205010670</td>
<td>Dummypatient</td>
<td>Roman</td>
<td>QEUH Ward 7A</td>
<td></td>
<td>Medical Handover discharge review</td>
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<td>Dr Colin Perry</td>
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</table>
and this..
... to this

### Admission Review [DRAFT]

Draft last saved by David Campbell on 04-Sep-2017 13:58.

<table>
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<tr>
<th>Review Type</th>
<th>Admission Review</th>
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<tbody>
<tr>
<td>Encounter</td>
<td>Select Encounter</td>
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</table>

- **PREVIOUS MEDICATIONS**
  - **Levotyroxine 50mcg tablets**
    - ORAL
    - 1 tablet alternate days
  - **Morphine 10mg tablets**
    - ORAL
    - 1 tablet every four hours PRN
  - **Paracetamol 120mg/5ml oral solution paediatric sugar free**
    - TRANSDERMAL
    - 12 spoonful twice daily
  - **Paracetamol 500mg tablets**
    - ORAL
    - 4 tablet four times daily

- **REVIEWED MEDICATIONS**
  - 0
  - There are no medications recorded.

- Add Medication
Quiz

What’s a CoW?

What’s SCI Gateway?

What’s an RMC?
Electronic Patient Records – what are they?

• **Clinical Portal**
  – An electronic system which allows clinicians and health professionals to view a patient’s clinical record (no more paper!)
  – Underpinned and fed by a range of technologies
  – Integrated with >30 other systems
  – Over 12,000 front line level clinical users, 10yrs clinical data
  – West of Scotland Portal to Portal allowing sharing of patient records with clinicians caring for the patient across the region
  – Covers over 2 million residents
Patient Management System

- 19,000 staff using Trakcare
- 5,800 internal workflow requests (this combines HAN and Others – essentially internal worklisting)
- 3,600 outpatient clinics
- 195,000 lab orders
- 28,000 imaging requests
- 7,750 patients admitted to hospital wards
- 47,000 clinical letters of which...
- 37,000 are electronically delivered to GPs
Primary Care and Community
Patient on-line GP services

- Patient On Line Services in GP Practices
  - Checking, booking and cancelling appointments.
  - Checking medication and ordering repeat medication
  - Convenient – 24/7/365
  - Fast online access
  - Available on the move – Smartphone & App
Used by all of our staff to support patient care
What's next – key projects underway

- **e-Medicine Reconciliation and Immediate Discharge Letter** – pilot October & November, roll out from Jan 2018
- **Hospital Electronic Prescribing & Medicines Administration (HEPMA)** – procurement underway
- **Rollout of Medical/Surgical Weekend Handover Internal Acute e-Referral** – pilot November
What's next – key projects underway

- e-Results Acknowledgement
- Pilot of **Advice Referrals**
- **Electronic Clinical Dialogue** between clinicians
- **Improved workflow** using workbenches and electronic forms
- **Maternity System** implementation - from October
Mr Crosbie is 74 years old. He has deteriorating lung disease and a bad hip. He is a bit deaf so can’t always hear the door bell.

He phones the practice to say his inhalers aren’t working and he can’t shop any more as he is too puffed
Transforming care journeys

What happens **now** in 2017?

What **should** happen in 2025?
Shape the future of health and care

www.digihealthcare.nhs.scot
As a citizen of Scotland....

I **maintain** and **improve** my health and wellbeing through access to **digital information**, tools and services.

I expect **service staff** and **carers** to **improve** my health and wellbeing by **using** and **sharing** my digital health and social care information securely.

I also expect that my **digital information** will be used appropriately to **plan** and **improve services** and to help improve the health and wellbeing of others.
The Future – Patient Portal

- Scotland’s National Health & Social Care Patient Portal - A Digital Front Door to Scotland’s health and social care services
The Future – Virtual clinics
The Future – ‘wearables’, the cloud and AI
Making sense of it all...

Clinical Decision Support
Further into the future
Some of our challenges...

- Data sharing versus privacy
- Making changes to a complex ‘in-flight’ system
- Measuring outcomes not process
- Risk of the ‘old’ not weighed against risk of the new
- Costs not recouped immediately
The future is ours to shape.

What do you expect by 2025?
Thank You