Achieving an Integrated Digital Care Record

Paul Rice
Head of Technology Strategy

Paulrice1@nhs.net

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GP “digital maturity – envy of the world”

- “Comprehensive” health record – (partial interoperability)
- Digital Transactions
- Digital Services – technology enabled care
- Lower operating costs and improving efficiency

But some real opportunities for adoption of innovation at scale, service transformation, quality (standardised) and customised care to meet patient need
A personal account
What do we mean by paperless?

- Safe, digital record keeping
- Comprehensive, timely, accurate
- Held in a structured way for retrieval
- Workflows within and across organisation boundaries
- Enabling new models of care provision (and commissioning?)
- Optimised within organisations and delivering system benefits
- Enabling transactions/workflows to and from patients (appointments, prescriptions, test results, correspondence reminders, scheduling etc)
What are the benefits of paperless

- High quality clinical care
- Patient & staff experience
- Safety
- Reduce burden & improve efficiency
2018 and beyond

- Ownership and confidence of those delivering front line services in digital records
- Board level drive & leadership
- Capacity and capability - IT professionals, vibrant supplier base
- Delivery change capability – benefits optimisation
- A standards based interoperability environment
- Communities of practice & spread of innovation
- Mixed economy, best of breed, single solution & open source
- Diverse health and care system active/enabled
- Patient access extended/user generated information and data incorporated
- Commissioners requiring care processes/workflows dependant on a mature digital operating environment
- Regulators and professional bodies aligned behind this agenda

Progress and it is not OK to do nothing
Technology Funds

- Safer Hospitals, Safer Wards
- Nursing Tech Fund
- Integrated Digital Care Fund
- Local Service Providers
- Benefits & VFM ratios to inform future Tech Funds
- Economic analysis to underpin case for investment – revenue as well as capital for ongoing sustainable operations

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Clinical Digital Maturity Index

- Engage with it
- It needs developing – depth and breadth
  - Enterprise wide
  - Optimised/Benefits
  - Outcomes
  - Mental Health/Primary Care & Community
How might the NHS tackle it?

1. Board level responsibility
2. Clinical ownership & buy-in
3. Robust delivery plans
4. Recruit IT professionals from across NHS on delivery & support/operation/upgrade
5. Open standards – insist on them
6. Apply for Tech Fund and then deliver
Procurement & Commercial Support

The NHS England Open Source Programme is about increasing the range of digital solutions available for the care community.

NHS England has launched a “Commercial Toolkit” to allow Trusts easy access to best practice guidance and support.
Leadership and Professionalism for Change

- Strong organisational leadership
- Strong leadership of the informatics function
- Professional standards and accreditation (individuals, teams and organisations)
- Invest in professional development
- Apply same standards to suppliers

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High level momentum

- National Information Board Strategy – alignment and momentum across the new system architecture
- NHS England/System 5 Year Forward View
- Near term planning and financial horizons – 2 years
- Longer term sustainability and investment for transformation – next comprehensive spending review