

# HTN DIGITAL PLAYBOOK

take a  
look  
inside.



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# A NOTE FROM THE HTN TEAM

HTN's first Digital Playbook has arrived. We'll be sharing projects, case studies, learnings and solutions from providers and suppliers at the pinnacle of health tech and digital developments.

Available in print and online, our latest publication is intended to be used as a resource to inform and educate about the latest systems and products available to support organisations' digital journeys, provide ideas, inspiration and insight, as well as showcasing the great work that goes on across the industry.

Here, as part of our introduction and overview of the HTN Digital Playbook, we'll be taking a brief but closer look at all nine sections featured.

## **System Efficiency and Transformation** - embracing change

As healthcare organisations look forward, and past the COVID-19 pandemic, the emphasis is set to be placed on planning, maximising capabilities and infrastructure, and on continuing to embrace digital change.

In this section, we feature a case study from Ingenica Solutions, a supply chain and procurement provider. As part of a collaboration with Royal Cornwall Hospitals NHS Trust, Ingenica illustrate innovative solutions for solving supply chain-related challenges such as overstocking, lack of availability, product recalls, wastage and best use of staff time.

For the transformation portion, we focus on CCube Solutions' projects with the likes of North Bristol NHS Trust and North Staffordshire Combined Healthcare NHS Trust, to look at processes of change such as paper records to digital records and on-site management to cloud management and storage.

## **Collaboration and Communication** - cornerstones of digital transition

Collaboration and communication are arguably two of the key pillars of success in any industry - not least for healthcare providers during a pandemic and when attempting to navigate a new post-COVID world.

We take a look at the supplier Infinity Health, which provides a platform to help healthcare staff coordinate and manage their workload.

Our second showcase in this section is Ideal Health focusing on how it tackles communication challenges by engraining a collaborative approach for implementation and deployment.

## **Digital Primary Care** - first point of contact

While many of the health tech headlines have focused on eye-catching implementations in secondary care settings, GP practices across the UK have also continued to carry the digital torch to transform and enhance their services during demanding times.

This part of the playbook celebrates projects in primary care that have enabled clinicians to provide improved patient experiences and outcomes - be it CCube Solutions' digitisation of Lloyd George records, and mapping technology to streamline home visiting scheduling.



# A NOTE FROM THE HTN TEAM

## **Supporting ICS Digital Strategy** - thinking of future landscapes

The roll-out of Integrated Care Systems (ICSs) across England calls for more joined-up thinking. But some suppliers and providers are already thinking outside of the box and predicting the challenges that ICS changes might bring.

This section brings into focus areas that organisations may want to start thinking about, in terms of interoperability, population health and personalised healthcare pathways that follow patients, wherever they may be. For this topic, we talked to specialists Healthcare Gateways to find out how they address interoperability, and how Healthcare Communications uses an omnichannel approach to unify multiple stages of patient care journeys.

We also present digital healthcare consultancy, The Clarity Practice, to find out about how they help guide organisations through change with approaches like mentorships, framework development and understanding the impacts of new national policies.

In this jam-packed chapter, the technology and software provider InterSystems also explains how its solutions can help improve digital maturity - while still recognising that transformation is never 'one-size-fits-all'.

## **Data and Analysis** - the bigger picture

Use of data, the demand for quality, structured data and a push to rely on data analysis to inform health policy and research, has been another success story across governmental, clinical and academic work across the past year.

It's reasonable to expect a greater need going forward, as organisations begin to make the best of the wealth of information they can access. So we've used our dedicated section to shine a light on two companies - InterSystems and Draper & Dash - and how their projects have helped the NHS in areas such as data-driven management, innovation and clinical decision-making support, to improve patient outcomes and maximise resources.

## **Screening and Diagnostics** - next generation

Enhancing patient screening and diagnostics through digital innovations and artificial intelligence is another area that has built momentum in health tech, recently. Automated support to help clinicians make diagnoses, simplify workflows, speed up results and improve the screening of patients is a growing area, so we've highlighted some of the providers available.

Clinisys Group explains how it supplies joined-up solutions across the whole patient journey, while supporting health professionals to test, diagnose and treat patients via integrated, end-to-end solutions, for trusts and pathology networks across the UK.

## **Remote Monitoring and Treatment** - healthcare anywhere

Spirit Digital, InterSystems and Helicon Health are among the companies that present their projects in the remote monitoring and remote treatment chapter of our playbook - following a year when their use was accelerated beyond expectation.

Remote technology played a huge part in the response to COVID-19, and in keeping a whole spectrum of patients safely at home while still receiving vital treatment. Here, we find out about some of those innovations and adoptions, from vital signs measurement, long-term condition care to accessible records and virtual appointments.

## **Electronic Patient Records** - at the touch of a button

Electronic patient records are some of the most popular articles among the news and stories we report on at HTN. Reacting to the huge interest in this area, as trusts and organisations make their choices and implementations, we take a look at some of the options out there - from Ideal Health to InterSystems and Servelec.

## **Electronic Prescribing and Medicines Administration** - a new direction

Here we shift the focus onto electronic prescribing and medicines administration (EPMA), as more and more trusts move to paperless prescribing for their hospitals, pharmacies and other care settings. As our main example, we turn the microscope onto InterSystems' popular TrakCare system, which collates patient data and decision-support to a range of electronic prescribing and medicines dispensing features.

# HEALTH TECH TOUR CONTINUES

**14TH - 17TH JUNE**



HTN Now brings together the health tech community to share, discuss and collaborate on a variety of topics focused around health tech for the now.

Through live webcast sessions, content, interviews and video, HTN Now will focus on digital projects, innovations and technologies from across health and care.

Please register for the sessions in June at [www.htn.co.uk/htn-now-june-2021/](http://www.htn.co.uk/htn-now-june-2021/) to attend live or receive the video recordings. Whether you are attending one session or more, we hope you enjoy and find the sessions useful.

We would like to hear from every digital team across the country through 2021 - if you would like to share your work through the year, please email [marketing@htn.co.uk](mailto:marketing@htn.co.uk).

# WHAT'S IN STORE FOR YOU

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# SYSTEM EFFICIENCY AND TRANSFORMATION

From supply chain and procurement to patient record management, here we highlight how healthcare providers have approached digital solutions and transformation.

## INGENICA SOLUTIONS

## CASE STUDY



Ingenica Solutions is a leader in delivering IT solutions in procurement, supply chain, inventory management, and the back-office in healthcare.

The first GS1 UK approved solution for inventory management in the NHS, Ingenica Solutions has strong collaborations; boasting a reputation for quality, successful delivery, and excellent ROI.

COVID-19 significantly impacted inventory management in the NHS, particularly for hospitals without innovative systems in place. Ingenica Solutions' 360 IM helped alleviate the impact during this time by reducing the manpower requirements for managing the extraordinary demand levels and automating the replenishment process; by providing stock visibility. Ingenica Solutions' 360 IM, provides a 360-degree view of cost drivers to improve efficiencies and patient safety; tracking and tracing products, people and equipment to improve procurement and supply chain process.

Unlike other solutions, it is configurable across multiple areas with different processes; flexible and scalable to meet multi-faceted, challenging clinical environments, with a proven development and functionality future roadmap.

As one of the Department of Health's Scan4Safety demonstrator sites for the adoption of GS1 and PEPOL standards, Royal Cornwall Hospitals NHS Trust (RCHT) has delivered a highly innovative procurement project in collaboration with Ingenica Solutions. It has pushed the procurement boundaries, delivering more than just value for money; and achieved exceptional patient care and quality outcomes.

Life before the project presented supply chain and procurement related challenges such as overstocking, poor stock availability, unnecessary wastage, and clinicians involved in stock management duties.

To overcome these issues, RCHT implemented Ingenica Solutions 360 IM, the first GS1 UK approved solution for inventory management in healthcare, for the inventory management element of the Scan4Safety programme; using GS1 barcoding to track and trace products and supplies, from receipt to point of patient use.

Using innovative technology in this way, RCHT is able to manage products across all theatre, ward and other high dependency areas. Through having a 360-degree view of cost drivers and using unique identification numbers, it can identify every person, product and place. This ensures staff can match the right patient, to the right product, in the right place from delivery of an order to point of care.

What sets this project apart is that it showcases high levels of technical and professional excellence. Implementation of Ingenica Solutions 360 IM has enabled a significant amount of clinical time to be released from administration duties and returned to patient care. In Cardiac Catheterisation alone, more than 1,300 hours annually have been released back to the clinicians, which in turn goes back to patient care.

RCHT surpasses retail and other industries in areas such as product recall, and perhaps the most important aspect of this project is the impact on patient care. If a medical technology company recalls a product range, RCHT can identify every patient who may have had that product implanted in seconds. Previously, this task would have been manual and taken hours, days or even weeks.

There has been a significant reduction in stock obsolescence and wastage, with a 15% reduction in expenditure, 18% reduction in stock holding, and being on track for 50% reduction in waste over three years.

RCHT is ahead of the curve in procurement, and the team takes great pride in demonstrating and driving improved standards across the NHS, using its competitive advantage to help other trusts achieve procurement and supply chain excellence.



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08450 660 100



KNOWLEDGE  
TECHNOLOGY  
CHANGE

CCube Solutions has been supporting NHS trusts for decades, helping them to realise tangible benefits as part of their transformation programmes, with a specific focus on patients record management.

Realisable benefits include:

- Instantly available medical history
- Improvements in staff & patient safety
- Avoids unnecessary admissions
- Remote consultations & virtual clinics
- Operational efficiencies
- Multiple appointments per visit
- Financial – delivering over £35M savings to the NHS over 10 years, from just three sites.

Some of our customer projects include:

#### **North Bristol NHS Trust becomes paperless -**

North Bristol NHS Trust approached the transition from paper to digital medical records by both setting up its own in-house scanning bureau and working with a third-party outsourcing specialist, to do the back scanning. The in-house bureau is used for day-to-day scanning.

Returns from the project have been significant:

- A scan-on-demand model to digitise patient medical records saving over £1.3M within four years
- EDRMS is an 'invest to save' initiative with the system paying for itself based on a reduction in operating costs
- Outsourced digitisation of over 295,000 active patient records, amounting to c.55M pages

Future: application of tools like machine learning, artificial intelligence and analytics on the digitised information for public health research purposes.

#### **North Staffordshire Combined opts for cloud document management -**

North Staffordshire Combined Healthcare NHS Trust upgraded its electronic document management system, moving from on-premise to the cloud. The Trust has utilised the CCube Solutions platform over several years to manage and deliver patient electronic records around the organisation with the system deployed locally. It has now moved to a Software as a Service EDRM model to provide greater flexibility and access to the system. The Trust has also extended the use of the system into non-clinical operational areas.



# COLLABORATION AND COMMUNICATION

Whether it's saving staff time by introducing communication tools or collaborating to ensure technology is adopted, here we highlight two case studies from well-established suppliers.

## INFINITY HEALTH | SOLUTION

Almost all of the NHS's 1.8M hospital and community frontline health workers currently rely on paper and handwritten notes and to-do lists to manage their daily workload.

Staff usually update one another about the day's developments and their patients' progress at in-person handover meetings at either end of their shift. Crucial patient information is not always available in

real-time, and staff are often forced to make partially-informed decisions or use instant messaging and multiple phone calls to get the full picture before taking action.

This is inefficient and unsafe: 60% of all hospital adverse events are due to poor communication; 58.8% of patients involved in an adverse event die. The associated costs to the NHS are estimated to be more than £1BN every year.

## INFINITY HEALTH | SOLUTION



Infinity Health exists to improve communications and collaboration within health and care, ensuring NHS staff have a digital solution that supports efficient ways of working, reduces stress, and improves patient safety. We provide a digital platform on which staff can log, update, and manage their daily care tasks in real-time, solving many communications issues that arise through paper processes.

With Infinity, staff can receive notifications, and view and update the status of tasks from anywhere, providing a clear picture of patients' needs and enabling collaboration. Senior clinicians can log on and instantly get a picture of what is happening, and provide support where necessary.

Real-time visibility and a robust audit trail reduce time spent chasing up tasks, so staff can spend more time caring for their patients and less time calling, messaging, bleeping, and emailing to find out vital information or request support.

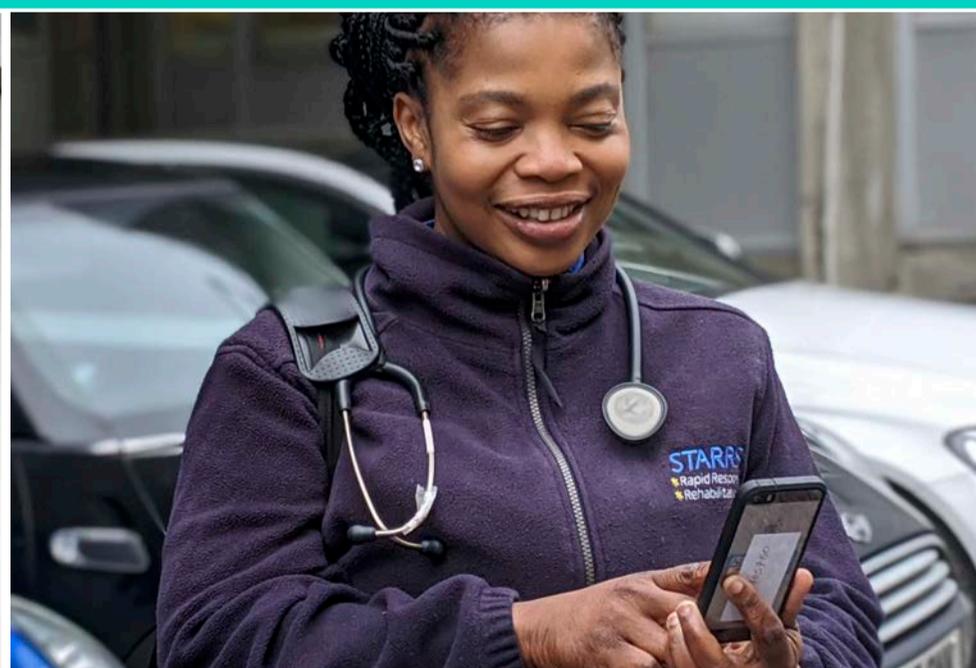
The data collected can be used to improve patient flow, reduce preventable bed blocking, and eliminate the need for lengthy, inefficient processes.

We're currently working with several NHS Trusts in a range of health care settings and projects including: out of hours, portering, early supported discharge, and rapid response in the community.

Infinity has also been working with trusts to manage staff self-testing for COVID-19; 15% of all NHS patient-facing hospital staff submit theirs using lateral flow test results on Infinity.

At London North West University Healthcare NHS Trust (LNWH), using Infinity is estimated to be saving the equivalent of five staff members' time on portering duties in the Emergency Department. The platform is also being used to save more than eight team hours per day in LNWH's "STARRS" community outreach and early supported discharge service.

At Global Digital Exemplar Somerset Foundation Trust, we're about to roll out clinical task management for the out of hours team, aiming to reduce reliance on bleeps, spreadsheets, and paper lists throughout the night.



<https://infinity.health>  
[hello@infinity.health.com](mailto:hello@infinity.health.com)



Highly **effective communication** is an essential ingredient of any well-run programme or project. Clear messaging; the articulation of the what, who, when, how and most importantly, the why, all need to be thought through and delivered consistently, coherently and repeatedly to help prepare all parties to **adopt** and **thrive** with the new solution.

When it comes to digital health solutions, there's a lot more to consider.

A new digital health solution requires a vast array of teams, groups and people to **come together** to create the conditions for a successful implementation and widespread adoption, in order to generate **benefits** for patients, staff and the organisation. As the UK's health and care digital partner of choice, Ideal Health's approach to driving **organisational readiness** is designed to support organisations to engrain a **collaborative approach**.

**Communication** in this context **is an enabler for collaboration**. Collaboration is about **working together** to achieve outcomes which benefit all parties.

Understanding who to collaborate with, their motivations and constraints, their needs and concerns is a critical first step.

Traditional stakeholder mapping and management is good start, but to **truly collaborate**, to create a **shared endeavour**, the intent must be to **look beyond go-live** and the closure of the project or programme and prepare the right groups and individuals to have a sense of ownership, to lead, manage and adopt new ways of working, enabled by the digital solution, long into the future.

Based on globally recognised best practices and our many years of experience of working with health and care organisations across the UK and the Middle East, Ideal Health's approach provides opportunities for individuals and teams within the organisation to contribute meaningfully to the success of the project.

This **collaborative approach** supports the transference of ownership, avoiding a problematic transition to "business as usual" and ultimately lays the foundations for delivering the **benefits of a digital solution**; improvements to patient care and experience, enhanced staff satisfaction and a positive financial impact.

## SPONSORSHIP AND LEADERSHIP

Supporting executives to provide active and visible leadership, the number one determinant of successful programmes.



## ORGANISATIONAL READINESS

Working with clinical and operational management teams to assess change readiness and ensure they are involved in the planning and delivery of the programme.



## COMMUNICATIONS

Engaging with stakeholders across the organisation and beyond to engage, educate and involve.

## MEASURING AND CONTINUOUS IMPROVEMENT

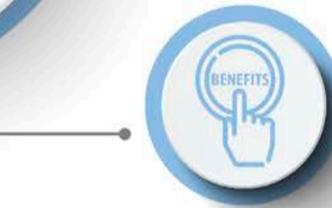
Engaging staff across the organisation and using data to identify and implement opportunities to prove programme delivery.



## CHANGE CAPABILITY

Developing the skills and knowledge of your change team to support programme delivery and leave a legacy of enhanced capability.

## DRIVING ORGANISATIONAL READINESS



## BENEFITS REALISATION

Identifying and supporting benefit owners to baseline, plan and ultimately realise benefits.

# DIGITAL PRIMARY CARE

Over the past year, primary care professionals have embraced technology. Here, we highlight how GP practices can digitise Lloyd George records, and how mapping technology is supporting home visiting scheduling.

## CCUBE SOLUTIONS | PROJECTS



Digitising Lloyd George records presents GPs, practice managers and the wider NHS with an impressive range of benefits. CCube Solutions' electronic Lloyd George (eLG) platform currently manages 2.1 million Lloyd George records, which can be accessed by some 100 practices.

The company has now made an updated version available in the cloud, to help GPs and practice staff re-purpose valuable space and have access to a hosted and managed service for their digital Lloyd George records.

Some of these benefits on the wider NHS include:

- Helping to meet the government's revised goal that the NHS should be paperless by 2023.
- Removing the need to outsource the management of paper Lloyd George records under complex outsourcing deals. This can cost taxpayers millions of pounds annually.
- The application of tools like OCR, artificial intelligence and analytics on the digitised information (should this be decided as useful) for public health research purposes.

Vijay Magon, CEO, CCube Solutions, said: "We have recently launched

our proven and established electronic Lloyd George solution on a secure hosted and managed platform to support practices to digitise their LG records during 2021. Our hosted and managed service is available, with on-boarding within one day, eliminating lengthy IT implementations."

"The solution provides authorised users secure access and viewing via an intuitive web portal. The eLG platform is hosted by UK Cloud – an approved, private cloud provider. There is no need to install any software within the practice."

"There is no charge for uploading scanned LG records onto eLG. The cloud-based solution helps to reduce local storage and supports greater flexibility for access and viewing using any device."

eLG is based on the electronic document and records management technology from the company, which earlier this year, the company won a contract to supply its EDRM solution to Blackpool Teaching Hospitals NHS Foundation Trust. The trust said the project aims to provide clinicians and health professionals with instant, secure access to information where and when needed, including across multiple locations at the same time.



## NHS SOUTH, CENTRAL AND WEST CSU

NHS South, Central and West CSU has introduced new mapping and modelling techniques to support housebound patient visits for GPs and nurses in Somerset. The tool went live on 4 February 2021 to help reach as many patients in a day, in the least number of journeys.

The CSU used the Esri UK mapping tool to model routes, which takes into consideration factors such as location of vaccine and patients. In result, the CSU said journey times have shortened and more COVID vaccine doses can now be delivered each day.

It uses mapping techniques with Ordnance Survey data, rather than postcode data, which is believed to be more accurate and granular.

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# SUPPORTING ICS DIGITAL STRATEGY

With Integrated Care Systems developing their strategies to digitise and collaborate, here we focus on interoperability, transforming personalised healthcare journeys and what to consider in your plans.

## HEALTHCARE GATEWAY | PROJECTS



Healthcare Gateway are interoperability specialists and home of the Medical Interoperability Gateway (MIG). We identify interoperability challenges, building solutions regardless of technology or standards.

The MIG is a secure middleware technology which enables the two-way exchange of patient information between any system or any setting, providing real-time data where and when it is needed the most.

Building solutions to solve your interoperability challenges, our team understand the big picture with transformation projects, working with you to identify challenges and develop solutions, regardless of technology or standards. Our interoperability experts will help bridge gaps by integrating data to provide a holistic view in real-time. Trusted by thousands of users, we join up data to improve quality of care, clinical safety and enhance the patient or citizen experience. Our managed service is adaptable for all your needs, including elements of non MIG services, ensuring your full programme of work is covered.

### Products and technology

The Medical Interoperability Gateway (MIG) provides an effective information sharing solution between any organisation, geography or IT system. Hosted in a ISO20000 compliant and fully resilient data centre, the MIG offers an integrated way of working whilst adopting national interoperability standards to suit all levels of digital maturity.

### Project management

Your transformation will be managed professionally. We take away project management pressures by providing PRINCE2 and Agile-qualified project managers who implement interoperability

solutions at pace and scale, collaborating with you so you can increase efficiency in a cost effective way.

### Service and adoption

Adoption of the MIG is wrapped with ITIL compliant support. We proactively monitor our environments, and remove the burden by liaising directly with third parties to identify and solve interruptions or issues to keep data flowing. We ensure you don't lose your certification of regulatory compliance by providing services such as gap analysis and privacy impact assessments; taking away any overhead or compliance concerns. We also facilitate benefits realisation to ensure your patients are getting the most from your investment.

### You're in safe hands

We work with you at every step of your Interoperability journey. From project initiation, we support the roll-out of our solutions with stakeholder engagement. We put the customer at the heart of what we do; our knowledgeable adoption and utilisation teams ensure interoperability projects are delivered, adopted and benefits evidenced. Our approach is tailored to your digital strategy so you achieve your interoperability goals. We're fully ISO27001 and Data Protection Security Toolkit compliant, so we understand data security is crucial.

### Find out more

You can explore real examples of how the Medical Interoperability Gateway (MIG) has helped a wide range of health and social care organisations by visiting [www.healthcaregateway.co.uk/ourwork](http://www.healthcaregateway.co.uk/ourwork) or simply get in touch with a specialist to discuss your interoperability requirements.

[www.healthcaregateway.co.uk](http://www.healthcaregateway.co.uk)  
[enquiries@healthcaregateway.co.uk](mailto:enquiries@healthcaregateway.co.uk)  
0845 601 2642



healthcare gateway



# HEALTHCARE COMMUNICATIONS | FINDINGS



Our goal is 'a world where citizens' lives are transformed by personalised healthcare journeys.' As a communications partner in NHS secondary care, we are well positioned to support Integrated Care Services (ICS) to unify healthcare with inclusive, omnichannel communications that connect all stages of the patient journey.

Our approach empowers every person to become an active participant in their care and seamlessly engage with all health organisations from one single point of access.

Let's work together to help people stay healthy and independent longer with an integrated system that promotes prevention rather than cure - one platform, one citizen, all healthcare.

## **An integrated ICS platform**

Offer a single point of access across all ICS organisations, which intelligently routes citizens to the most suitable service using their communication preference.

Our Citizen Engagement Platform enables ICS partners to:

- Co-design pathways, integrating traditional healthcare journeys with digital ones
- Empower citizens to self-book appointments across all partnership services
- Provide self-management tools to encourage regular monitoring and flag early intervention
- Manage the ICS-wide Patient Tracking List to orchestrate flow with emphasis on patients being seen based on urgency
- Capture PROMS and patient feedback to benchmark and evolve new digital pathways

## **Inclusive omnichannel experience**

Personalise communications for each citizen to achieve the highest level of engagement in self-managing care which is proven to improve health outcomes. This also addresses digital exclusion and ensures every patient can access confidential health information, digitally enabled or not.

Citizens can engage via chat apps, text message or web portals and our omnichannel platform unifies every interaction making it conversational, secure and private. For those not digitally enabled, automated off-line channels provide a similar experience, whilst supporting digital adoption at their pace.

- Connect citizens seamlessly across disparate systems to encourage a holistic health approach
- Support shifting to 'prevention rather than cure' with individualised, yet automated advice and guidance triggered on patient's unique health persona
- Fully inclusive - multi-language, visual support and text-to-speech options

## **Patient Initiated Follow ups**

PIFU empowers a positive shift to personalising patient care based on clinical needs, rather than routine. In return valuable capacity is instantly released for reallocation to other patients.

Our solution enables tech savvy patients to use the latest engagement channels and those not digitally enabled can initiate their appointment by phone to ensure no patient is left behind.

- Four initiation channel options, available 24/7 with real-time responses consolidated in one report specific to each partner organisation
- Conversational AI bots triages the follow up and intelligently diverts the request to the correct service - mental health, primary, secondary or social care
- Automated workflows give valuable time back to staff to see more complex patients
- Led by transformation specialists with real life NHS experience

## **Virtual care**

Multi-award winning eClinic is built specifically to deliver virtual health consultations across primary, secondary and social care, with unparalleled features including a live analytics dashboard that instantly captures patient outcomes and experience feedback.

- Virtual waiting room unique to patient
- Live translation in 100+ languages
- Chat feature to transfer self-management videos and PDFs
- Ability to zoom, share screens, use device torches and take snapshots
- Access telephone and video appointments from the same list within eClinic
- Multi-attendees of up to 10.

[www.healthcare-communications.com](http://www.healthcare-communications.com)

[enquiries@healthcomm.uk](mailto:enquiries@healthcomm.uk)

0845 9000 890



# SUPPORTING ICS DIGITAL STRATEGY

## INTERSYSTEMS | PROJECTS



No ICS is starting from the same place in its Digital Strategy and whilst it may be going in a similar direction to others, the precise path it uses will be different. Whatever route it chooses to take, InterSystems can support it.

InterSystems can improve the digital maturity of acute care organisations - in doing this it ends the battle between Enterprise EPR and best-of-breed. You can start on a more PAS-based best-of-breed strategy and keep retained systems, remaining agile to change strategy and move towards being an Enterprise EPR approach. We recognise that one size does not fit all.

InterSystems technology and solutions power intelligent clinical workflows and real-time decision support wherever care decisions are made. They provide the analytics to manage an organisation, or the health of a population.

As a leader in providing interoperability solutions, InterSystems can help Integrated Care Systems securely share information. Information sharing improves productivity and patient safety and InterSystems is able to extract, aggregate, de-duplicate and normalise data and create "Healthy Data". With this, care co-ordination can be improved.

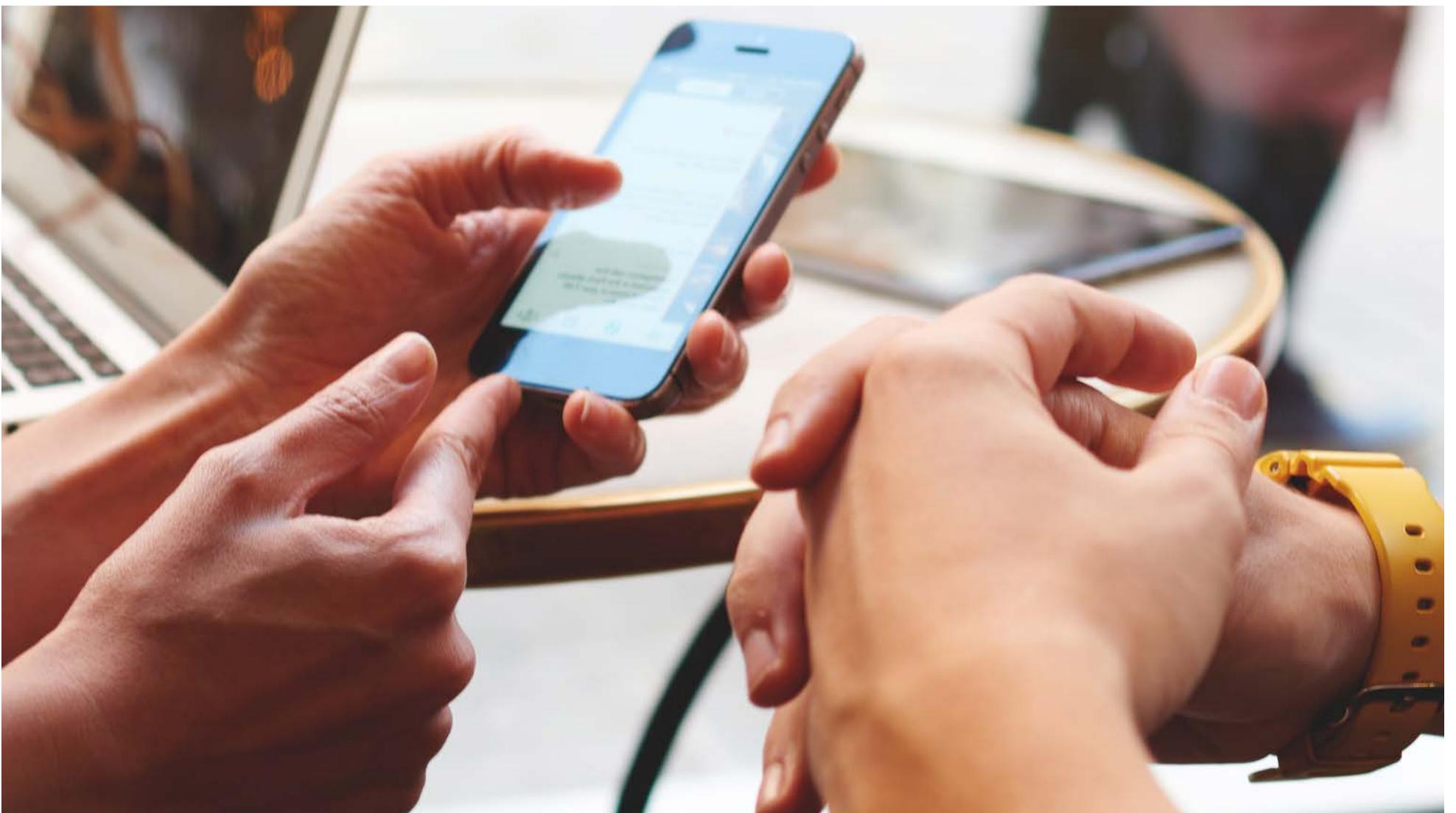
InterSystems will improve care co-ordination and patient empowerment through both Care Planning and by giving patients access to their records.

### **Integrated Care Systems Need Integrated Data Systems**

All InterSystems healthcare solutions are built on our innovative data platform. Every critical software component is created by InterSystems, so everything works together seamlessly and reliably at scale.

HealthShare creates a unified, community-wide health record as the foundation for coordinated, value-based care and population health management. HealthShare products and add-on components work together to capture information, share it in a meaningful way, aid understanding, and, ultimately, drive transformative action across organisations and communities.

TrakCare supports clinicians and care managers across diverse settings, including acute-care hospitals, outpatient clinics, urgent-care centres, community health centres, and laboratories - capturing the continuum of a patient's clinical and administrative information, including demographics and medical history, along with previous admissions, surgery, and obstetric information.



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[info@InterSystems.com](mailto:info@InterSystems.com)  
01753 855450

 **InterSystems**<sup>®</sup>  
Creative data technology

# THE CLARITY PRACTICE | ICS DIGITAL STRATEGY



The Clarity Practice is a new and growing consultancy organisation on a mission to increase and accelerate the impact of digital technologies in the UK healthcare and public sector. Our work includes:

- Digital strategy development & execution;
- Guiding organisations through digital change;
- Mentoring individuals and teams to help them develop;
- Rapid problem-solving support;
- Running impactful digital innovation projects;
- Undertaking accelerator projects for early-stage ideas.

The COVID-19 pandemic has placed NHS and Social Care organisations and their workforces under unprecedented pressure. There are however some positives emerging from the response, one of which is the much-lauded acceleration of digital technology adoption. This has been driven out of necessity and helped along by lower barriers to adoption including greater access to funding, lower commercial barriers and increased clinical and patient acceptance.

This progress, along with national drivers proposed in the NHSE white paper and other policies, has made many pre-pandemic digital strategies out of date. However, Integrated Care System and Partnership level organisations should think carefully before embarking on the development of a new multi-year digital strategy in the same way they may have done previously.

ICSs and their place level partnerships face significant challenges and opportunities over the next few years, not least because of the impact of COVID, but also because of their emerging development – with many still forming structures, strategies and ways of working with their partners.

These organisations have a blank slate and must develop digital strategies that support the health and wellbeing of populations, redesign and redistribution of services across the health economy and identifying people and cohorts in need of the most support.

Our work has included supporting clients to tackle common challenges, including:

- Developing new frameworks that enable strategic planning whilst maintaining flexibility needed to adapt to change and demand in the post-COVID era.
- Catering for an increasingly complex operating environment as a result of service change and redistribution needed to manage the significant COVID and non-COVID demand – particularly in shifting services to primary care.
- Embedding, growing and integrating existing platforms to new services and ensuring data fluidity.
- Identifying and reducing inequalities by designing a consistent approach to supporting those with digital access or skillset issues, who may otherwise be left behind.
- Assuring technology choices made in response to pandemic and developing initiatives to grow and embed their use.
- Supporting innovation through the definition of approaches to enable the identification, qualification and growth of ideas from inside of the region and beyond.
- Understanding national influence and the impact of upcoming changes being proposed by the government and national bodies.

## Our Work

The Clarity Practice have significant experience supporting organisations through strategy development and design. Recent and current assignments have helped organisations including West Yorkshire and Harrogate ICS and Doncaster ICP to develop and embed new digital strategies and approaches to support their populations and rebalance demand across services.



# DATA AND ANALYSIS

Here we focus on two platforms supporting health and care providers realise their data strategy ambitions and unlocking their data potential.

## INTERSYSTEMS | PROJECTS



Most of the the public health advances of the past century were powered by clean water. The digital health advances of this one will be powered by clean data.

Expectations for data-driven management and innovation are increasing exponentially, and in most cases, the pipeline of clean, actionable information comes nowhere near satisfying expectations. It needs to be able to flow seamlessly across all sources, be ready for action, and enable better decisions. That is healthy data.

### Health Insight

Healthcare runs on data – for diagnosis, treatment, wellness, performance improvement, population health management and knowledge discovery. Healthcare data is diverse, dispersed, and frequently changing, and it is growing at a rate that far exceeds a human's ability to process it. To make the most of that data – for timely insights, informative lookbacks, decision support and predictive modelling – you need an analytics platform that can leverage the power of all that data in a unified care record.

### Analytics Infrastructure

Health Insight offers a robust analytics data model and infrastructure to add meaningful health analytics to your current workflows. A customisation framework lets you extend the model to include other sources and data types, and developers have SQL access to this data for complete freedom in how it is used and visualised. The data model and analytics can incorporate all types of data that also includes social determinants of health, care plans, and other text-based information such as radiology or pathology reports, in addition to structured data.

### More Data than an EHR

Health Insight monitors your entire health and care ecosystem, across multiple EHRs and other data sources, to avoid costly gaps in care and align care teams around desired outcomes for individuals and populations. Clinicians and care managers can subscribe to Health Insight clinical event notifications on population members of interest for events such as unplanned Emergency Department admissions or abnormal lab results.

### Dynamic Cohorts

With a single lab result, missed appointment, or emergency visit, an individual can move from one population cohort to another. Health Insight automates cohort assignments and dynamically updates cohort membership, so you always know where to focus your time and resources.

### Create Your Own Dashboards and Reports

Health Insight provides tools to create fully interactive dashboards, reports, statistical and text analyses, and business graphics with high-level summaries and detailed drill downs. You can accelerate time to benefits by using Health Insight's templates for dashboards and reports unique to your organisation.

### Data Management Application Programming Interfaces (APIs)

The Health Insight toolset lets you develop analytics applications using the data in HealthShare Unified Care Record. It also includes a library of APIs for populating the Health Insight data model from other data sources.

### Data Provisioning

In addition to its own rich analytics environment, Health Insight can provide data services to the rest of your analytics portfolio. These include conditioning, harmonisation, normalisation, and transport services to feed current, comprehensive, and credible data to other applications.

### Data Provenance for Trustworthy Data

Health Insight tracks and exposes the source of the data it contains. This helps ensure that data provenance is known, can be vetted, and can be trusted by the people using the data for decision-making. Health Insight users can drill down into the data behind the trends to explore gaps and support data cleaning or corrections, ensuring that decision makers can always trust that Health Insight is working with the latest information.



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## DRAPER & DASH | PROJECTS



The Draper & Dash Health Data Science Platform (DSP) is an automated machine learning platform making advanced predictive analytics more accessible by reducing barriers to more accurate predictions. With embedded AI, DSP improves the productivity. Nestled between data systems, the DSP interface is an advanced collection of libraries that have been carefully curated for healthcare data by healthcare experts. With embedded AI, DSP improves the productivity of data scientists while empowering domain experts to develop highly accurate predictive models without prior programming knowledge. The DSP also offers simple methods for deploying and maintaining models, allowing overworked IT departments to quickly integrate advanced predictive models into production systems.

### How Healthcare Providers Use the DSP

#### Lower Cost

Health providers can optimise their cost and revenue flows by using automated tools like the DSP. By implementing the DSP, your organisation can identify opportunities to maximise resource distribution, control revenue flow and improve overall performance. Use the DSP to leverage best-predicted patient outcomes and reduce costly and unnecessary resource anomalies.

#### Better Outcomes

Healthcare organisations need actionable, clinical insights in order to deliver the best care and outcomes. The DSP can ensure more targeted decision-making, while managing cost and safety. Through the use of machine learning and outcome modelling, the DSP decreases patient risk scores through real-time monitoring, predictive analyses of critical events and synchronous patient stratification.

#### Patient Satisfaction

Better patient experience leads to better costs and outcomes. By using the DSP, organisations can improve patient engagement by proactively anticipating their needs at a granular level. The DSP's data-driven model allows organisations to classify suggestions, requests and follow-up items needed to resolve care barriers. In understanding the patient experience in real-time, organisations can ensure positive impact and better patient satisfaction scores.

#### Problem Solving

Health providers use the DSP across different clinical, operational and financial functions. Its fit-for purpose machine learning platform transforms organisations across different service offerings and functions. It allows for health organisations to overcome care barriers by uniting different point-solutions across disparate business functions.

#### More Value, In Less Time

Through rapid automation, the DSP can run several insight models simultaneously. Tasks including exploratory data analytics, care pre-processing and delivery assessments can be run in parallel with other functions. Upon approval, the DSP can offer multiple options for deployment, catered directly and immediately to your organisation's unique needs.

#### Ready to Use

The DSP can be integrated seamlessly. It works astride your organisations data, across multiple database sources. For enterprise clients, the DSP works alongside application management services, data provenance and native security measures to provide insights that drive true value. Low maintenance and easily integrated, the DSP protects your development practices while allowing organisation to innovate their data-driven care approaches.

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DRAPER & DASH  
Healthcare Analytics

# SCREENING AND DIAGNOSTICS

Enhancing patient screening and diagnostics through digital innovations and artificial intelligence is another area that has built momentum in health tech, recently. Automated support to help clinicians make diagnoses, simplify workflows, speed up results and improve the screening of patients is a growing area, so we've highlighted some of the providers available.

## CLINISYS | PROJECTS



CliniSys Group helps healthcare professionals test, diagnose and treat millions of patients every day, saving or improving quality of life.

CliniSys is a trusted partner to NHS and private healthcare organisations across the UK and Europe. We routinely provide reliable, intuitive diagnostics solutions that help our customers spend more time focusing on patient care.

We offer fully integrated end-to-end solutions covering diagnostics workflow as well as electronic result requesting and reporting. WinPath Enterprise, our Laboratory Information Management System (LIMS), is in use in approximately 50% of all NHS trusts and now supports 34 pathology networks across the UK, while over 70% of GPs rely on our results requesting and reporting system, ICE.

We have unparalleled experience of working with trusts to develop and implement pathology networks to ensure that the investment in the network is realised and improved patient services are delivered.

We fully understand and have solutions for all the common issues facing networks, such as patient identification, sample numbering and labelling, patient confidentiality, governance and complex interoperability. Our experts advise and recommend best practice solutions to address common challenges such as service standardisation and sample routing.

Our scalable, end-to-end solutions routinely enable network service consolidation in support of NHSI recommendations. Our experience in enabling and driving IT process change delivers measurable improvements in pathology network performance.

CliniSys provides joined-up IT for the whole patient journey with

proven solutions that are ideally placed to maximise the value of diagnostics. These include:

**Electronic requesting and result reporting** – ICE supports acute and primary care for a wide range of diagnostic areas including laboratory services, radiology, cardiology and endoscopy. Providing support for mobile technologies through to clinical decision support and the optimisation of clinical workflows, ICE ensures the delivery of the right test, to the right place, at the right time.

**Laboratory Information Management System** – WinPath Enterprise is a highly configurable and network compatible LIMS that comprehensively supports all the individual key disciplines. Our Master build configuration allows you to implement best practice workflows, maximise efficiency and comply with all relevant statutory requirements.

**GLIMS Genomics** – Our innovative Laboratory Information Management Solution for the genomic laboratory combines the strengths of a mature LIMS for the routine diagnostic laboratory areas with the special requirements in genomics. GLIMS Genomics covers the entire genomic / genetic spectrum including the latest methods such as next-generation sequencing.

We have been deploying our pathology and diagnostic IT solutions to the NHS for over 30 years and have the largest dedicated service and development team based in the UK today.

By selecting CliniSys as your healthcare IT partner, you will have access to the best-of-breed and proven solutions covering the entire sample journey, enabling you to employ best practice workflows with improved patient outcomes.



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**CliniSys** 

## EARLY DETECTION OF SKIN CANCER

Melanoma UK and SkinVision have partnered to support patient skin checks and early detection of skin cancers.

Its mobile application is certified by the British Standards Institute and uses AI to compare a user's skin spots with millions of images of known skin cancers to provide a risk score. The app has demonstrated a sensitivity rate of 95.1% and specificity rate of 78.3% in the most recent peer reviewed clinical trial.

Using a phone camera to take a photo the image runs through a risk assessment algorithm, and is then processed via a Convolutional Neural Network – a class of neural networks that are particularly suitable for classification tasks on image data.



## AI FOR SIGHT LOSS

Macusoft is a health tech AI company aiming to use technology to avoid unnecessary sight loss across the world. They have ongoing partnerships with Guys and St Thomas NHS Foundation Trust, Imperial College London among many others.

Its clinical decision support system supports the management of sight-threatening macular disease. It integrates with existing clinical systems to improve this specific patient pathway using the MacuSense product to analyse OCT scans from high street opticians. The cloud-based service is said to be 'scalable' and can be 'delivered across sites for real-time results at the point-of-care.'

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# REMOTE MONITORING AND TREATMENT

Remote technology played a huge part in the response to COVID-19, and in keeping a whole spectrum of patients safely at home while still receiving vital treatment. Here, we find out about some of those innovations and adoptions, from vital signs measurement, long-term condition care to accessible records and virtual appointments.

## SPIRIT DIGITAL | PROJECTS



Spirit Digital, through our remote monitoring platform, CliniTouch Vie, makes healthcare safer, smarter and more efficient by connecting patients with clinicians.

Focused on flexibility and through agile development, we work closely with our partners to adapt our award-winning platform to meet patient and clinician needs. From tailoring question sets and designing patient education, to developing system features, we facilitate the digitisation of pathways to enable transformation. Plus, by working with multiple data sources, we support integration and connectivity between services. In short, CliniTouch Vie is a remote monitoring system designed by us, built for you.

### Long-term Conditions

One of the biggest benefits of remote patient monitoring is the ability for expert clinical teams to manage complex long-term conditions, like COPD and heart failure, from afar, while patients are safe at home. Helping to deliver services more effectively and productively, research has shown that remote monitoring reduces unscheduled hospital admissions<sup>1</sup> and offers more cost-effective patient care<sup>2</sup>.

Our platform combines vital sign measurements with clinically validated question sets, giving clinicians a full picture of their patient's health. Our unique algorithms enable clinicians to spot signs of early deterioration, which paired with an effective RAG (red, amber, green) rating system, makes it easy to prioritise patients most in need.

CliniTouch Vie also delivers accessible educational materials for patients, including guides, videos and diagrams, to help empower patients with information relevant to their condition. Alongside monitoring, the platform has also been used to effectively deliver proactive digitised pulmonary rehabilitation programmes, designed to increase adherence and accessibility.

### CliniTouch Vie and the COVID-19 Pandemic

There's no denying that COVID-19 has fundamentally changed the NHS. The adoption of digital technology has been accelerated, transforming not only patient care, but the clinician experience too.

Leicestershire Partnership NHS Trust has utilised CliniTouch Vie since 2017 to manage the care of patients with COPD and heart failure within the community, but demand increased rapidly when the pandemic hit. A pilot programme was deployed in April 2020 to increase clinical caseload capacity and reduce face-to-face contact, whilst still delivering outstanding patient care. The pilot led to a 47% reduction in face-to-face appointments and 65% of patients reported feeling more confident to stay safe at home<sup>3</sup>. The service was expanded to include a COVID-19 assisted discharge pathway and remote-monitored Cardio-Pulmonary Rehabilitation in September 2020.

During the pandemic, we also completed an early evaluation study in collaboration with Leicestershire Partnership NHS Trust and De Montfort University, to explore the clinical and economic outcomes of a digital pathway to support patients discharged from hospital with COVID-19 symptoms. We shared the study as quickly as possible as we found that the implementation of a virtual ward, using CliniTouch Vie and early discharge, reduced clinically necessary re-admissions and increased hospital respiratory ward capacity by 40% in the midst of the bed crisis - without compromising on patient safety.

### Remote Monitoring for the Future

With the forming of ICSs and the focus on population health management, digital technology will be crucial when it comes to delivering joined-up, place-based care. At Spirit Digital, we're continuing to explore new digital pathways and the increased potential for remote monitoring to empower patients and support clinical teams at scale.



<sup>1</sup> Ghosh, S., O'Kelly, N., Roberts, E., Barker, C. and Swift, J., 2016. Combined interventions for COPD admissions within an urban setting. *British Journal of Healthcare Management*, 22(3), pp.123-131.

<sup>2</sup> Ghosh, S., O'Kelly, N., Weir, A., Roberts, E.J., Barker, C. and Swift, J., 2018. A cost saving intervention for patients with severe breathlessness. *British Journal of Healthcare Management*, 24(11), pp. 2-4.

<sup>3</sup> <https://spirit-digital.co.uk/wp-content/uploads/2020/12/Deploying-Telemedicine-and-Remote-Monitoring-during-COVID-19-DIG3525NOV20.pdf>

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**SPIRIT**<sup>®</sup>  
DIGITAL

Physical, mental, and social care, wherever and however it's delivered, works best when the provider knows all there is to know about the patient and their needs. InterSystems technology is focused on the fast and reliable delivery of comprehensive care information from across the care continuum. Our goal is to support quality care and agile care delivery in any setting, at any time, through:

- Remote monitoring, telemetry, and smart devices seamlessly connected to electronic medical records, with real time analytics to detect when a care professional needs to intervene.
- Electronic medical records accessible on any device, in any setting, whether at a hospital bedside, in a remote ICU, during a telephone consult, or from the provider's home.
- Longitudinal, communitywide health records connected to regional and national networks, giving telehealth services access to the patient's full health history, even with no prior relationship

#### **The Best Foundation for Telehealth & Virtual Care**

Right now, with the help of connected devices, information systems, and data powered by InterSystems, healthcare organisations are laying the foundation for mainstream telehealth and virtual care across the internet.

#### **Harnessing Social Media to Enhance the Care Experience**

Innovative private healthcare delivery organisations in China are

redesigning their approach to care to align with consumer demands. They leverage InterSystems TrakCare healthcare information system and the widely used WeChat messaging, social media, and payment application for online scheduling, bill paying, and communications for medical encounters. Together they form the foundation for an online-to-offline integrated healthcare services experience.

#### **Creating Connected Health Applications for Care Redesign**

Rhodes Group develops software for clinical laboratories worldwide. Its e-MyLabCollect application, built on InterSystems IRIS for Health, provides complete patient information and workflow tracking for technicians collecting specimens at any location. e-MyLabCollect prints instrument-ready specimen labels at the point of collection, increasing efficiency, eliminating the need to relabel at the lab, and reducing errors. InterSystems IRIS for Health interoperability services enables e-MyLabCollect to share data with electronic medical records and other systems.

#### **Informing Care in the Home**

Thornberry's NDoc electronic medical record and business management solution for home health and hospice care has received top ranking from KLAS Research for seven years running. NDoc relies on InterSystems HealthShare for technology that enables faster, less costly, and better-informed transitions of care. This includes giving NDoc users comprehensive patient data drawn from sources across the healthcare continuum, such as health information exchanges, accountable care organisations, and other providers.



# REMOTE MONITORING AND TREATMENT

## HELICON HEALTH | PROJECTS



Helicon Health is a medical technology development company, an NHS-focused contract research partner and specialised medical device accelerator. A spin-out from the UCL Centre for Health Informatics and Multi Professional Education (CHIME), it researches and develops standards for electronic health records and interoperability. These research programmes lead to the OpenEHR and other ISO Standards.

“Delivering healthcare virtually” is its mission.

Nominated by the UK’s Department for International Trade in the First100 Digital Health companies, Helicon provides expertise, knowledge and technologies all designed to give professionals, patients and researchers the tools to collaborate effectively online.

Helicon Health has run several studies involving digital clinical trials – always involving a device, a drug and data; programmes are known as ‘closed loop medicine’.

An established example is its project in high-acuity neonatal intensive care units that was awarded the HTN Telecommunications-Technology-of-the-Year prize in 2020 for work at Alder Hey Children’s Hospital and Liverpool Women’s Hospital.

A new example is the Epigastric Impedance Monitor, the EIM, which fills a large and unmet need in the field of the malfunctioning stomach, where there is no method for measuring gastric emptying suitable for primary care or paediatrics. That means a patient’s condition cannot be assessed objectively or progress monitored. The EIM fills this need by being completely non-invasive, simple to operate and inexpensive to run. It resembles the gastric equivalent of the electrocardiograph for the heart.

It uses the long-established, safe principle of bio-impedance, passing a small electric current through the stomach. When a patient drinks a resistant liquid, such as water, the EIM ‘sees’ a large increase in

resistance as the stomach fills. The subsequent decline shows the rate of gastric emptying. It is so sensitive that it detects contractions of the stomach muscles via waveforms in the trace that reflect contraction power and frequencies. This method has been shown to work in dyspepsia and other causes of malfunction. EIM has also shown that stimulant medicines increase power and regulate contraction frequencies.

The EIM’s main indication is adult dyspepsia that causes about 10% of the population to visit their GPs. However, the GP has no practical method for diagnosis or assessing its severity, a difficult problem because dyspepsia fluctuates continually. The EIM’s low cost and practicality solves this problem with its immediate results in electronic form compatible with Electronic Medical Record systems. Delayed gastric emptying occurs in new-born and premature babies as the “dumping syndrome” or regurgitation of acid gastric contents called gastro-oesophageal reflux disease (GORD). The EIM can monitor these and guide treatments, such as thickening feeds to prevent dumping or propping a baby upright to reduce GORD.

Late-stage diabetes patients sometimes suffer autonomic neuropathy, a degeneration of nerves in blood vessels, heart and gut. It can paralyse stomach muscles, causing significant morbidity and mortality. Symptoms can include chronic nausea, vomiting, feeling full quickly, bloating, abdominal pain, loss of appetite and body weight. EIM trials showed it detects the gastric delay and the motility responses to standard liquid meals, so providing baselines for detecting the benefit of treatments and monitoring progress.

This device meets one of the growing challenges facing the NHS – long waiting lists. Treating more patients in primary care means less pressure on hospitals, freeing them for more specialised work. It also avoids invasive procedures when treatment is successful in primary care. Overall, there is a strong health economic argument in favour of health services buying the EIM.



# ELECTRONIC PATIENT RECORDS

Here we highlight four examples of electronic patient record systems, implementations and projects supporting digital transformation of the NHS.

## SERVELEC | RIO



At [Servelec](#), we believe in joining up health, social care, education and youth services and putting the person at the very centre of care. NHS and local authorities across the country are faced with constantly falling budgets and are under pressure to deliver more with less. We believe with the right tools and support, services can be delivered more efficiently and effectively and enable smarter ways of working.

Our integrated approach promotes collaborative working to share expertise and knowledge, so that we continue to offer our customers the combined best-of-breed solutions.

[Rio is our future-proof electronic patient records \(EPR\) system](#) for community, mental and child health providers. It helps you improve outcomes by providing a holistic picture of patients in your care. Rio supports the vision of every patient having one, fully integrated, electronic health record (EHR) to enable the very best and most efficient healthcare. A leading electronic patient record system for secondary care, it operates across mental health, child health and community care settings and interoperates easily with other systems. Rio manages both administrative and clinical processes and can be tailored to your organisation's specific needs.

["We didn't quite realise how flexible the system would be. Rio allowed us to set out a series of phases of development, helping us to meet our strict deadline."](#) [Lincolnshire Partnership NHS Foundation Trust.](#)

Our Rio EPR system was developed in collaboration with many healthcare experts. Today, it's trusted by thousands of healthcare professionals to improve quality of care, clinical safety and patient experience, while also increasing efficiency on a restricted budget. 54% of Global Digital Exemplars (GDEs) and Fast Followers rely on our Rio electronic patient record software.

We understand how important mobile working is too. Our [Rio Mobilise solution](#) helps healthcare providers using Rio EPR improve efficiency for teams that deliver services in the community. Mobile working in health and social care enables community nurses to complete their work, collaborate with colleagues and stay in contact all via one mobile device, from any location, at any time.

["Our mobile devices have become an extension of everything we do in everyday life, and now it's great seeing them used in such a positive way to help deliver better care. We hope that Rio Mobilise will be used for years to come to improve day-to-day care for our patients and improve their experience using our service."](#) [Southern Health NHS Foundation Trust](#)

We're helping join up communities across care settings regionally, and encouraging collaboration beyond - with schools, care homes and the third sector. This is because we believe that joined up health and care can lead to better care.

[We call this Digital Care, and we're by your side.](#)



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Servelec   
Together for Digital Care

# ELECTRONIC PATIENT RECORDS

**IDEAL SOLUTIONS**



Over the last 15 years, Ideal Health have supported health and care organisations with their digital transformation. We have distilled our experience and identified what organisations need to be successful. As a digital partner, we have developed six areas to support health and care organisations through their digital journey. An accredited HIMSS consulting organisation, we focus on international best practices, ensuring the UK delivers world class health and social care to our citizens.

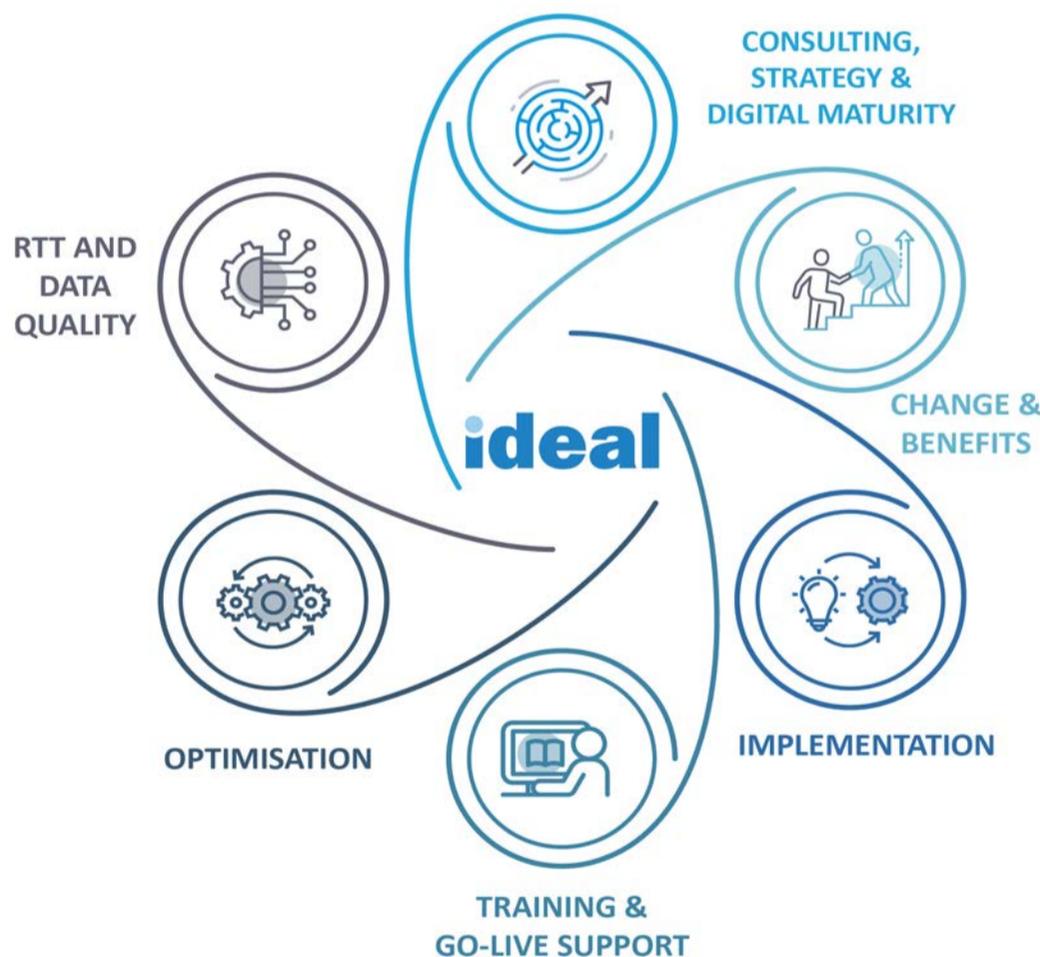
**Strategic support and Digital Maturity** are key to set the direction of an organisation. Without executive alignment and board oversight, projects flounder. An important focus of our work is supporting organisations to deliver a sensible digital strategy.

Many organisations fail to consider the people side of change as part of their digital transformation, compromising learning, adoption and ultimately the ability to realise anticipated benefits. Our Learning and Adoption approach encompasses best practice in the areas of

**Change and Benefits Management** to support users through the change.

The **Implementation** of a digital solution is not an easy task. Our specialists come with significant experience of programme management and delivery, supported by subject matter expertise in system and technical readiness.

Our **Training and Go-live** support team are experts in preparing users to use the new system(s) whilst supporting them through go-live. However, this is one area we feel is often under-resourced. Training, is not only about learning the product but understanding the benefits of using the system. A well-constructed implementation programme, supported by an overarching strategy and delivered through a change and benefits programme, with a focus on effective training are all equally important. Finally, experience has shown that the work to drive out benefits and achieve effective use of a new system begins at Go-live.



Our **Optimisation** products are focused on identifying those specific pain points where together we can optimise your management and use of the system(s). We help you to ensure an effective and efficient change governance process is in place. This is vital for end user engagement. Our downtime resilience optimisation gives organisations third party assurance that they are well placed to manage system outages. Using a team of subject matter experts, we work with organisations to reduce spurious alerts, a major frustration for clinicians using IT systems.

If accurate reporting is a pain point, our **RTT and Data Quality** team specialise in refining workflows to ensure improvement of data collection and therefore reporting, with minimal impact to end users.

Although Digital Transformation has been somewhat overused through the pandemic, Ideal Health is positioned to support health and care organisations on this journey, not only providing resources, but professional assurance and support to deliver a quality programme.

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**ideal**  
Digital Healthcare Experts

Supporting care for over 100 million patients across 27 countries, InterSystems TrakCare is proven as an international and non-US focus Electronic Patient Record (EPR). Our diverse experience with public, private, national, and regional health economies has informed and shaped development, resulting in a scalable and clinically rich EPR that delivers digital transformation and improved care outcomes.

Our work has been recognised by KLAS Research, ranking TrakCare Number 1 in Acute EMRs in Asia Pacific for 2021.

#### **Modern Technology Platform to Give the NHS Choice**

InterSystems has always been a strong advocate of open standards. TrakCare is built on a modern technology platform with InterSystems IRIS for Health data platform the foundation – supporting cloud, on-premise or hybrid-cloud deployments. InterSystems IRIS for Health is the only healthcare solution and development platform optimised to meet the exacting demands of healthcare services at local, regional, and national scales. TrakCare is browser-based and mobile enabled, allowing users to access it on any device and without the need for additional virtual desktop software.

#### **A Single Source of Truth**

TrakCare is built on a single data model. This means it provides clinical, administrative, and financial information as a single source of truth for each patient in one electronic patient record without the need to synchronise or keep data in step. It is highly interoperable, meaning it can both share data easily and consume data safely from other applications or systems, which is vital as it participates as part of Integrated Care Systems.

#### **For example:**

- Supporting new models of care
- Integration with national systems
- Integration with Social Care
- Supporting Population Health initiatives
- Enabling Clinical Research
- Electronic Prescribing and Medicines Administration

#### **Easier Access to the Information that Matters**

TrakCare's clear presentation of clinically relevant information, powerful clinical decision-support capabilities, and insightful analytics and reporting enable its users to make informed decisions quickly. Shared workflows enhance communication and enable seamless care-team collaboration.

#### **Managing Care Cost, Quality and Throughput**

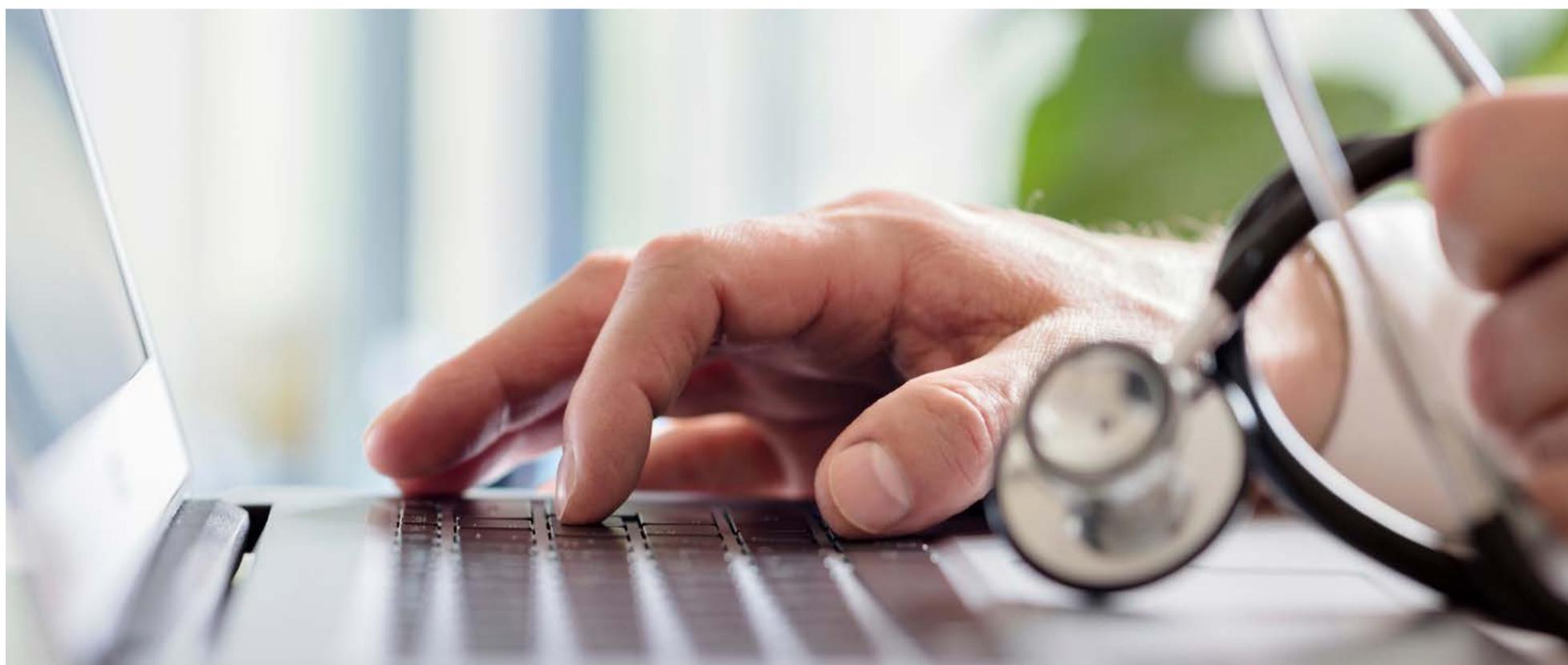
TrakCare integrates administrative and clinical data within a single data model to simplify patient tracking, outcomes management and patient flow. Having a PAS specifically developed for the local market with integrated clinicals provides powerful analytics for both regulatory reporting and to make it much easier for clinicians and administrators to track patients and accurately understand the cost, billing and quality of care.

#### **TrakCare Patient Administration System Foundation**

Providing core administrative management functionality for all patient populations, TrakCare Patient Administration System Foundation includes inpatients, outpatients, family health, medical records management with coding, and an administrative patient record with allergy information, alerts, diagnosis entry, episode lists, order history, and patient history. Also, among the system's key features are comprehensive admission, discharge, transfer, bed management, resource scheduling, and appointment booking.

#### **TrakCare Clinical Information System Foundation**

Clinical Information System Foundation delivers the core functionality required for clinical patient management. It includes care provider work lists and workbenches, comprehensive and flexible clinical documentation tools, clinical pathways and care planning, and a clinical electronic patient record with observations, vaccinations, and assessments. Physicians, nurses, and other clinicians can prioritise and manage their daily work effectively with views that support easy discernment of patient status and planned care activity.



# ELECTRONIC PRESCRIBING AND MEDICINES ADMINISTRATION

Here we shift the focus onto electronic prescribing and medicines administration (EPMA), as more and more trusts move to paperless prescribing for their hospitals, pharmacies and other care settings.

## INTERSYSTEMS | PROJECTS



TrakCare Medication Management brings together patient data and decision support capabilities to enable safe and efficient electronic prescribing and administration of medications.

Key features include support for:

- Ordering admixtures and fluids with integration to TrakCare Fluid Balance Chart
- Dose-based prescribing, and the ability to integrate commercial drug database content

- Alerting, order favourites, order sets, dose calculation
- A comprehensive medication chart and clinical pharmacy functions and formulary management
- Being able to consume data from 3rd party systems as part of the medication reconciliation process

TrakCare Pharmacy supports the dispensing activities of non-retail pharmacy departments within hospitals, including prescription/medication review, controlled drugs, drug manufacture, dispensing to meet clinical intent, and stock management.



## INTERSYSTEMS | IN PRACTICE

North Tees and Hartlepool NHS Foundation Trust introduced the InterSystems TrakCare electronic prescribing and medicines administration system and reported in February 2020 savings of more than 50 hours each day, or 19,345 hours a year.

Clare Ranson, Clinical Matron, North Tees and Hartlepool NHS Foundation Trust, commented: "It's definitely reduced the amount of time nurses spend on medication rounds. The real-time record allows all those involved in care to see what's happening - the nurses, doctors and pharmacists - not just the person holding the piece of paper."

"This is making rounds 'leaner' with less time spent chasing up paper records across wards, freeing up time for nurses to focus on what's important - time with patients."

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# HTN HEALTH TECH AWARDS 2021

**The Health Tech Awards 2021 are back for the fifth year!**

The awards help to share and celebrate digital teams, programmes, innovations and health tech suppliers that have made a difference through the year.

The awards provide a platform to share these innovations and solutions to help shape future services and systems across health and care.

For any questions, queries, sponsorship opportunities or to help deliver the awards evening, please email [marketing@htn.co.uk](mailto:marketing@htn.co.uk)



**Entry Deadline: 30th June 2021**  
**Finalists Announced: 3rd September 2021**  
**Digital Awards Evening: 7th October 2021**

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