

Informing healthcare

Informing Healthcare's approach is to introduce new processes through incremental service improvement projects in full co-operation and partnership with clinicians, local health communities patients and public.

IHC has been through a long period of engagement, consideration and design, and is now looking to implement these developments.

Informing Health care implementation plans for 2008

There are four major areas of focus of work

1. *Supporting clinicians in unscheduled care settings by sharing existing information : the individual Health record in Unscheduled care*

It is intended to integrate the scheduled care service with the unscheduled care service, by making the information held on a patients GP computer system available in unscheduled clinical care settings such as GP out of hours service and in time with all emergency services in Wales including A&E, NHS Direct, NHS Wales Ambulance Services and Mental Health Services.

The information shared includes demographic information and key clinical information such as individual's medication, allergies, current problems and diagnoses

The initiative has been proven to be successful in Gwent and will now be rolled out to in Gwynedd, Anglesey, Pembrokeshire and Ceredigion on an incremental basis.

2. *Supporting clinicians to provide ongoing care of patients, particularly those with long term conditions*

The Welsh clinical portal will provide a secure, private web page that will give clinicians a common way of accessing the varied systems that are used to support patient care in hospital. In effect it is a secure 'home page' that will let healthcare staff log on at terminals initial within the hospital to view records and results from a range of systems on one screen, ie patient's record, order a lab test or book an x-ray appointment, providing better information to support decisions about treatment ,it is proposed once established to extend access to primary care settings .

The first version of the Welsh Clinical Portal is currently undergoing user testing prior to going live. Version one was installed in the cardiac rehab unit at University Hospital of Wales in Cardiff and in orthopaedics at West Wales General Hospital in Carmarthen during September 2007.

To underpin the information available through the portal there is ongoing work to upgrade the national systems in pathology, radiology/imaging and pharmacy. This will ensure good quality information that can be used through out a patient healthcare journey.

3. *Empowering patients to accept responsibility for their health by allowing them to see their health records through MY Health On- Line*

This will allow patients to order repeat prescriptions or book an appointment with their GP through the internet, in the future patients will be able to view the summary information held in their GP system and ultimately record information about themselves. Early version of the have been tested in Carmarthen with the records of pregnant women.

4. *Supporting healthcare organisations to manage demand and waiting lists*

Patient Administration Systems need to be standardised across the NHS to support more modern ways of working. This work is ongoing for 2008

Work to underpin the Welsh Clinical Portal Development

Referral and Discharges

The referral and discharges project is designed to implement a solution across Wales to allow GPs and hospitals to exchange accurate, complete and appropriate referral and discharge information at the most appropriate time and place for the patient.

The e-referral system, known as the SCI Gateway allows clinical messages to be sent securely from the GP to the hospital. The system can manage messages 'from any to any' healthcare setting — including other GPs or professions allied to medicine, from consultant to consultant or from organisation to organisation.

Test have been successfully carried out during December 2007 and a proof of concept trial is due to start in Feb 2008 in 3 Cardiff and Vale GP practices with a view to extending the trial to a further 8 practice in spring 2008.

Cancer Information Framework (CaNISC)

The Cancer Network Information System Cymru (CaNISC) is developing improved communication links for the treatment of cancer patients in Wales.

The CaNISC project delivers a single electronic health record for Welsh residents diagnosed with cancer and is accessible through the NHS net by authorised healthcare workers providing care in any NHS site.

Prism -Identifying people who require care

People with long-term conditions often have complex care needs and can face multiple and frequent admissions to hospital,

Informing Healthcare is working with health professionals and data analysis experts to develop a computer-based information tool that will stratify GP practice populations against their risk of having an emergency admission. The tool is called PRISM, the Predictive RIsk Stratification Model.

Prism will sort patients into the four tiers to make it easier to coordinate planning, service delivery and care, and reduce unplanned hospital admission for patients by targeting resources at the most vulnerable.

Pharmacy and medicines management work stream

This work will address use of medicines-related information flows between primary and secondary care both on admission to hospital and on discharge. Informing Healthcare is currently working on four ways of improving medicines management:

- Upgrading hospital pharmacy computer systems
- Introducing a common code system for medicines
- Introducing electronic discharge systems
- Providing hospitals with electronic prescribing systems

1. Upgrading hospital pharmacy computer systems

The NHS Wales's pharmacy servers were last replaced in 1999, these systems are now proving very difficult to support. IHC are working on a project to update this system, and host it on central servers, this is currently being tested with roll-out to all of Wales during 2008.

2. Common coding

At present the different Welsh hospital pharmacy systems do not use a common coding system as a means of uniquely identifying the specific medicines or devices used in the diagnosis or treatment of patients. Introducing a common coding system for medicines will allow these different computer systems to share information about medicines .The Prescribing Services Unit (PSU) in Wales is moving to the new NHS

Dictionary of Medicines and Devices (d+md) coding , this is being supported with using d+md coding in the electronic transfer of prescriptions between GPs and community pharmacies in Wales. To achieve common coding, data from hospital systems will have to be mapped to dm+d data and Informing Healthcare is currently exploring options to achieve this.

3. Electronic discharge system

Based on the computer system called eSCRIPT developed in a Shrewsbury Hospital, IHC are working on an electronic discharge system which allows pharmacy staff to record the medicines a patient is taking on admission to hospital, to track changes during their stay and to incorporate this information into an electronic discharge letter for the GP. It also produces an electronic reminder chart for the patient and a checklist for the nurse. This system is being tested in Conwy and Denbighshire NHS Trust, while Cardiff and Vale NHS Trust are developing a similar system which, after input from other trusts in Wales, is hoped to be deployed in phase two of the Welsh Clinical Portal project.

4. Providing hospitals with electronic prescribing systems

Today most GPs in Wales are able to prescribe electronically but, with the exception of systems that allow prescribing of medicines to treat cancer in a few trusts, hospital prescribers have to write their prescriptions by hand. IHC is working with pharmacists in cancer centres to make a case for a networked system for prescribing cancer treatment in Wales. The programme is also undertaking literature reviews and visits to hospitals which have full electronic prescribing systems to build the information needed to make a business case for providing a such a system in Wales.

Access to the online Drug and Therapeutics Bulletin

Access to the online Drug and Therapeutics Bulletin is now available to pharmacists in Wales. An agreement to provide access has been reached with the Access to Knowledge project of the Informing Healthcare programme.