

Moving Forward Together.



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



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To this



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and this....

34-1 list

- 17) An Lick - 17
- 18) ...
- 19) ...
- 20) ...
- 21) ...
- 22) ...
- 23) ...
- 24) ...
- 25) ...

DATE:

10/25 ? restart amoxicillin
? hospice review / hospices + ENHFA
? Prescribe Miconazole vaginal / oral
IV fluids
18 fluids ✓
Prescribe gabapentin tablet
Prescribe warfarin IV
Prescribe Warfarin
More fluids please ✓
- a good activity for 7 days - please

LIST - SATURDAY

- IV abx stopped, ? requires oral abx
- Pain relief
- NS warfarin prescribed
- Blood transfusion - prescribe?
- Starts that she now
- gabapentin 200mg, 100mg
- 12/4 head wound
- atenolol

Notes on the right:

- to continue IV tomycin
- Normally takes more medication than an index (carbocisteine / isechinone)
- review analgesia akutives
- estomycin
- discuss night sedation please
- New IV access needed for antibiotics
- Re prescribe oamorph in PEN section
- ? fluids
- ? Fluids
- Review IV Fluids

Notes on the left (bottom):

- Ventlon
- Ventlon and Fluid Prescribe
- IDLS (Hmon)
- Review IV Fluids

Notes in the center (bottom):

- Warfarn
- Fluids
- ell - ? fluids doesn't
- ow IVF
- Balsillie IVF
- Byrne IVF

Notes at the bottom:

- CONSULTANT RE
- (? Non, needs to



...to this

QEUH Medical Handover

Date From
Date To
[Search Patient](#)

Time From
Time To
CHI

Location

Care Provider

Ward

Default Parameters Preferences
 Receiving Location: QEUH Medical Handover
 Episode Types: Emergency, Inpatient

Adhoc (no-preference) search
[Preferences](#)

Select	Icon Profile	CHI	▲ Surname	Forename	▼ Ward	Bed	▲ Request Item	Handover Completed	Consultant
<input type="checkbox"/>		2709901811	Dummyspatient	Alan	QEUH Ward 7D		Medical Handover middle-tier	<input checked="" type="checkbox"/>	Dr Colin Geddes
<input type="checkbox"/>		0808830015	Dummyspatient	Gavin	QEUH Ward 7C		Medical Handover FY1 Results review	<input checked="" type="checkbox"/>	Dr Christopher Jones
<input type="checkbox"/>		TJ03961332	Trakcare	Donny	QEUH Ward 7A	Bed 1	Medical Handover middle-tier	<input checked="" type="checkbox"/>	Dr Scott Davidson
<input type="checkbox"/>		TJ03961332	Trakcare	Donny	QEUH Ward 7A	Bed 1	Medical Handover Senior	<input checked="" type="checkbox"/>	Dr Scott Davidson
<input type="checkbox"/>		2205010670	Dummyspatient	Roman	QEUH Ward 7A		Medical Handover discharge review	<input checked="" type="checkbox"/>	Dr Colin Perry



... to this

Admission Review ⓘ DRAFT

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

ReviewType * Admission Review
Encounter Select Encounter

[Import Medications](#) | [Group by Medication](#) | [Sort](#)

PREVIOUS MEDICATIONS	Options <input type="button" value="v"/>
> Levothyroxine so tablets <input type="button" value="ORAL"/> 1 tablet alternate days	<input type="button" value="Hide Reviewed"/> <input type="button" value="Continue All Unreviewed"/>
> ⚠ Morphine 10mg tablets <input type="button" value="ORAL"/> 1 tablet every four hours PRN	
> Paracetamol 120mg/5ml oral solution paediatric sugar free ⓘ <input type="button" value="TRANSDERMAL"/> 12 spoonful twice daily	
> Paracetamol 500mg tablets ⓘ WITHHELD <input type="button" value="ORAL"/> 4 tablet four times daily	

REVIEWED MEDICATIONS 0

There are no medications recorded.



Quiz

What's a CoW?

What's SCI Gateway?

What's an RMC?



Electronic Patient Records – what are they?

- **Clinical Portal**

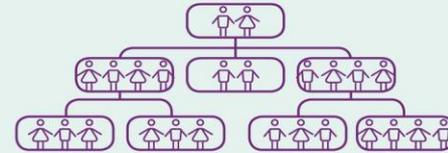
- An electronic system which allows clinicians and health professionals to view a patient's clinical record (no more paper!)
- Underpinned and fed by a range of technologies
- Integrated with >30 other systems
- Over 12,000 front line level clinical users, 10yrs clinical data
- West of Scotland Portal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



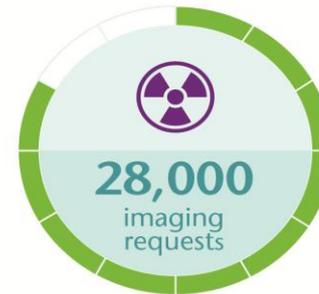
Patient Management System



19,000 staff using Trakcare



5,800 internal workflow requests (this combines HAN and Others – essentially internal worklisting)



7,750

patients admitted to hospital wards

47,000
clinical letters of
which...

37,000
are electronically
delivered to GPs



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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



Transforming care journeys

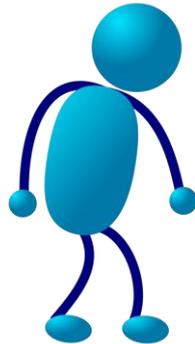
Mr Crosbie is 74 years old. He has deteriorating lung disease and a bad hip. He is a bit deaf so can't always hear the door bell.

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

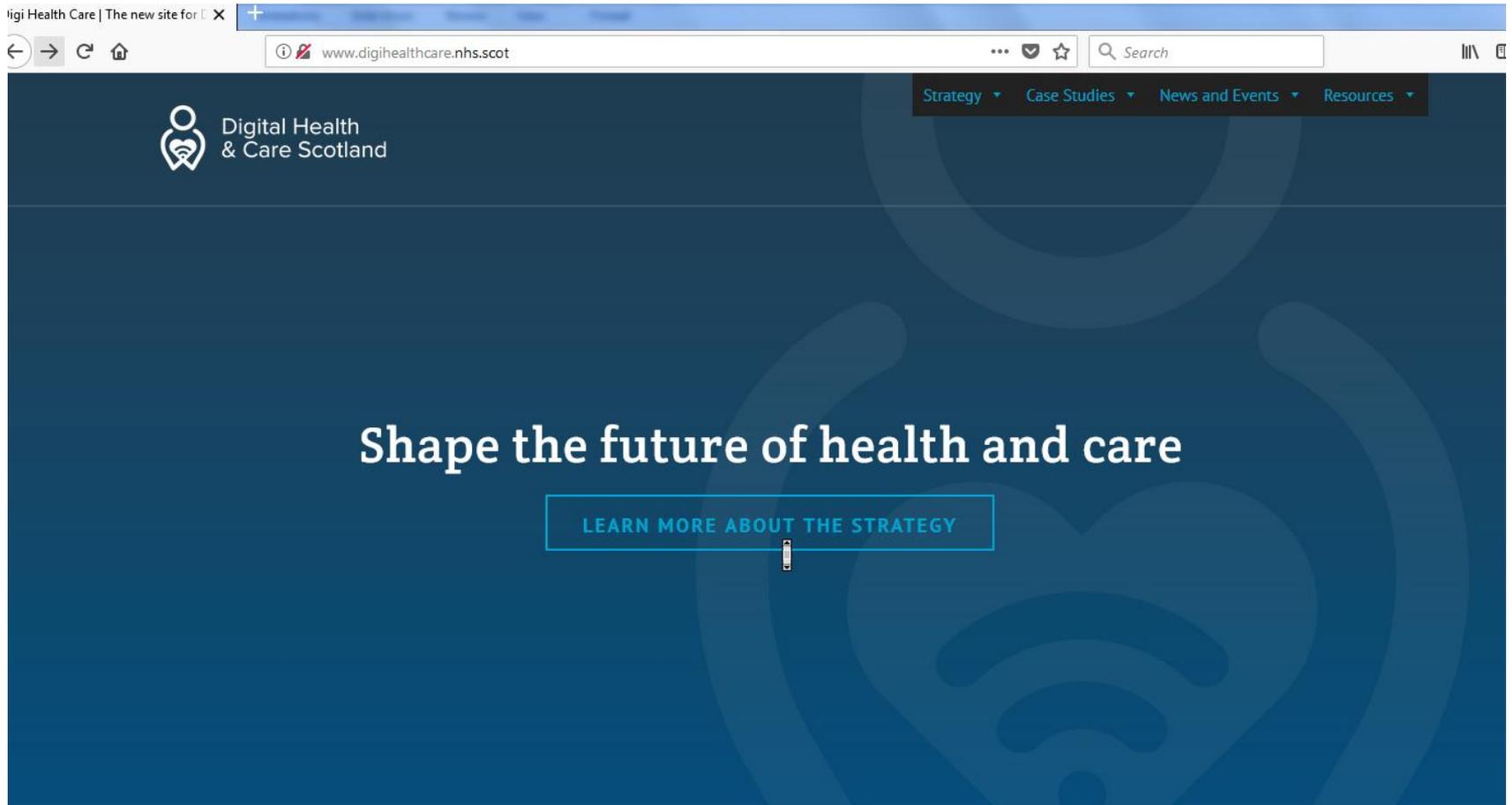
What happens **now** in 2017?



What **should** happen in 2025?



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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

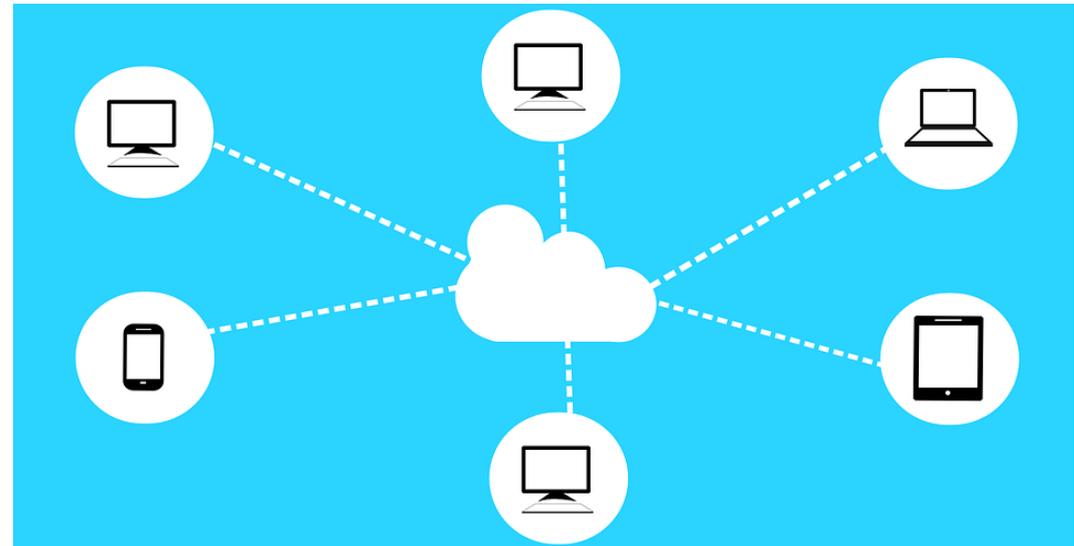
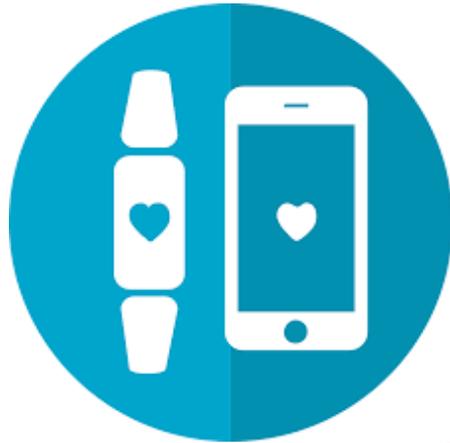
The screenshot shows the NHS Health & Social Care Patient Portal homepage. At the top, there is a blue navigation bar with links for Home, Related Services, Help, Register, and Sign In. Below this is a large blue banner with the NHS Scotland logo and the text "Welcome to the NHS Health & Social Care Portal" and "Take control of your healthcare". The main content area features a large white box with a welcome message: "Welcome to the portal. Manage your appointments, correspondence, complete forms, and view your care details." Below this message are "Register" and "Sign in" buttons. To the right of the text is a photograph of a woman sitting at a desk using a laptop. Below the main content area are three service tiles: "Everyday questions about your health" (with NHS Inform and a stethoscope icon), "Do you need a flu jab?" (with a syringe icon), and "Find your nearest healthcare service" (with icons for a plus sign, hospital, tooth, and person). At the bottom of the page, there are links for Accessibility, Disclaimer, and Privacy, and a copyright notice for 2017 Health & Social Care Portal.



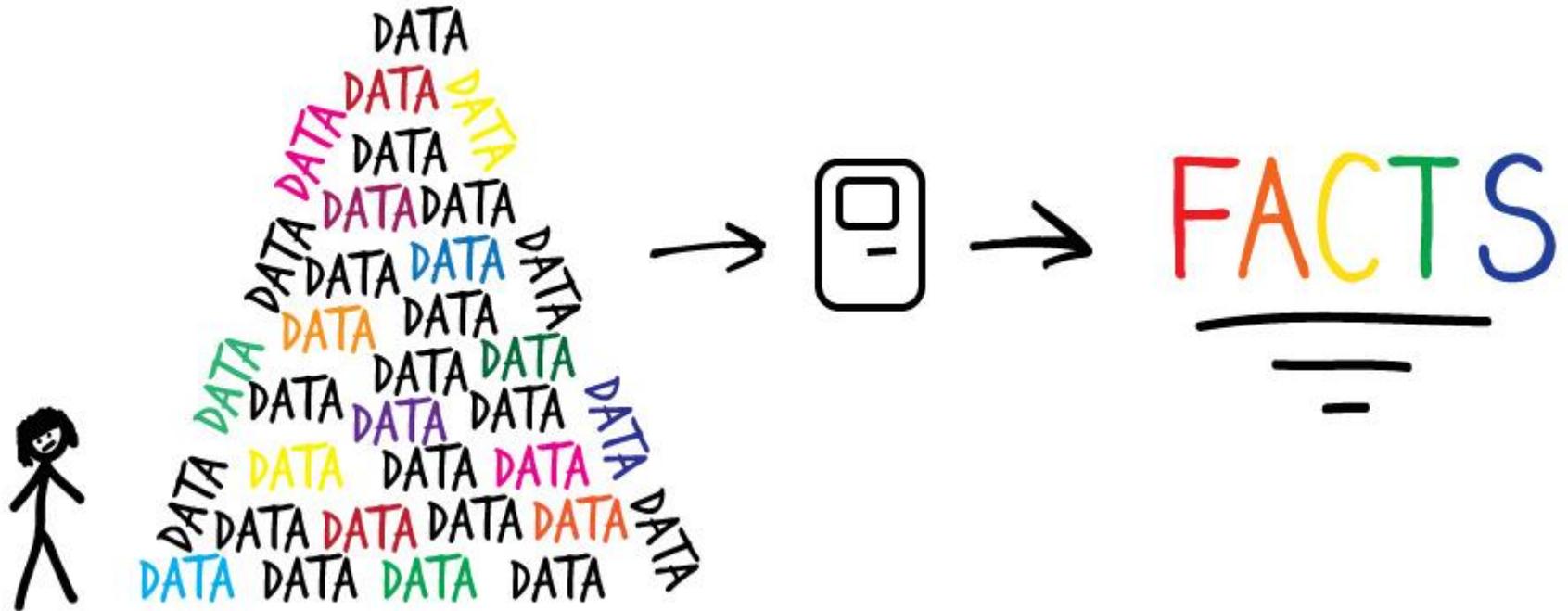
The Future – Virtual clinics



The Future – ‘wearables’, the cloud and AI



Making sense of it all...



Clinical Decision Support



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

