25x5: An international perspective on challenges and opportunities

Dr Natasha Phillips, National CNIO, NHSX
29 January 2021
Agenda

• My reflections on the conversation so far
• Clinically led design of Electronic Health Record (EHR) content - a case study of a UK provider organisation
• NHSX - a national approach
Some reflections on conversation so far

• Learning from each other
• Risk of romanticising paper
• Limitations of designing for billing and regulation
• Reimagining healthcare and the EHR
• Co-design
• Continuous evolution
• Divide between primary and secondary data
• Interoperability
• Radical thinking
Nurse spent approximately 15% time documenting care, 20% time on meds administration, 10% time looking for information (UCLH SNCT Data 2016)

- Paper based nursing documentation - assessments
- 600 homegrown care plans on our intranet – rarely used
- SOAPIER - lots of narrative
- Electronic Prescribing Medication Administration
- Over 200 different nursing documents used across clinical areas
- No holistic nursing needs assessment
- An array of risk assessment based documents based on national imperatives/regulation
- Limited understanding or evidence of nursing diagnosis, interventions and outcomes
Barriers to adoption

Access
The ability to access hardware & actually get online

Skills
Having the skills to use digital products

Motivation
Feeling documenting care adds value

Trust
It won’t work
Clinically-led, workflow based co-designed EHR content for nursing care.

Aims:

• Reduce documentation burden while increasing quality
• Greater visibility & understanding of impact of nursing care, support operational leadership decisions
• Data to support research about the impact of nursing care on patient outcomes and experience
• And a change to education and educator roles
Guiding principles to support the subject matter experts and build team in design process

1. Make it easy to do the right thing
2. Nursing needs assessment will be standardised
3. Evidence based standardised terminology will be used
4. Discrete data entry first
5. Individualised care plans will be triggered by assessment
6. Document by exception – ‘within defined limits’
7. Reduce duplication and increase quality
8. Document in real time
9. Closed loop nursing process will be hardwired in
• Nurses like working with the EHR
• Greater compliance with assessments and plans of care
• Nurses don’t report spending any more time documenting than they did before
• More real time documentation
• Nurses report it is easier to find information
• Ward managers use real time data to inform their leadership decisions
• Greater understanding of impact of nursing visible in the UCLH Accreditation programme
• Ability to undertake research utilising structured data
• The ICN built workflows make pandemic management much easier
• Siloed professional design limits repurposing opportunities
• UCLH is still an island of 9 hospitals
• National programme needed to fully realise local potential
National Chief Nursing Information Officer

Priorities for nursing and midwifery:

1. Use technology to support nurses and midwives vital role in **joining up care**
2. **Empower the frontline**: adopt the principles of the Chief Nursing Officer’s collective leadership programme
3. **Professionalisation** of nursing and midwifery informatics
4. **Reduce the documentation burden** on nurses and midwives
Priorities for nursing and midwifery:

5. **Release time to care** - tech for task, extend humanity

6. **Improve safety** and reduce avoidable harm

7. Strengthen evidence base for nursing and midwifery using **big data to target** care and support decision making about nursing and midwifery interventions

8. **Empowering people** to actively participate and contribute to their care
The technology vision is the foundation for a new generation of digital services focused on: user need; privacy and security; interoperability and inclusion.

The NHS Long Term Plan sets out that future models will be underpinned by digitally enabled care providers and the provision of digital first services.

We have adapted our strategy based on learnings from the pandemic and the resultant NHSE/I COVID priorities for the system.
Digitise, connect, transform

The strategy for tech in health has been consistent for many years: **digitise** services, **connect** them to support integration and, through this, enable service **transformation**.

**Digitise**
Level up NHS and social care services to ensure they have a core level of infrastructure, digitisation and skills

**Connect**
Join services together through technology, allowing health and care providers to share information with one another and take a shared approach to procurement and implementation

**Transform**
Using the platform of a digitised, interoperable, connected health and care system to deliver services more effectively and productively, and with the citizen at the centre
Our missions

Reducing the burden on our workforce, so they can focus on delivering care.

Give people the tools to access information and services directly, so they can participate in their own health and care.

Ensure information about people’s health and care can be safely accessed, wherever it is needed.

Aid the improvement of safety across health and care systems.

Improve health and care productivity with digital technology.
Enablers

Building infrastructure, standards and interoperability
- Meeting the commitment for a digitised NHS by 2024
- Setting clear standards and ways of enforcing them

Sharing data
- Shared care records and optimal use of data
- Supported by clear information governance advice
- Promoting research

Building the centre
- What good looks like at both provider and system level, sharing best practice, support for the frontline
- Who pays for what and commercial advice for the system
- Streamlined oversight

Building the workforce
- Confident leaders
- Tech professionals properly supported and networked
- Clinicians entering the workforce knowing how they can use technology and data to help their patients

Building platforms
- Doing once those things that it makes sense for the centre to do once
- Establishing the AI lab and working with partners to improve regulation
What does success look like?

Clinicians find technology makes their lives easier.

Leaders and managers use data, innovation and real time information to drive service improvement.

Social care workers can access the information they need safely whenever and wherever they need it.

Citizens have the digital tools they need to drive their own care.

Researchers have access to health datasets to support cutting edge research and clinical trials

Tech professionals are valued as a core part of the team.

Analysts are essential to health and care’s data driven and constant learning approach.

Health tech innovators see health and care as a place where their innovation can flourish.
A year in health tech

**2020**

- 55M SUMMARY CARE RECORDS
  - Enriched with better medical care needed by staff to treat those in their care*

- 1.2M NHS STAFF HAVE ACCESS TO MS 365 IT DEAL - SAVING THE NHS £300M
  - Digitise

- 1.5M DIGITAL ISOLATION NOTES ISSUED
  - As proof of common-sense-related absence to employers

- 5 DIGITAL PLAYBOOKS LAUNCHED
  - Supporting nursing care and digital outpatient pathways (ophthalmology, dermatology, respiratory, cardiology and MSK)

- 11,000+ CARE PROVIDERS BENEFIT FROM MS TEAMS AND NHSX MOLLODUX

- 11,000 IPADS FOR CARE HOMES being distributed to improve care for residents

- 2.2M NHS 111 ONLINE COVID-19 ASSESSMENTS
  - Completed by a new 24/7 service, reaching more than 33 million SMS messages to be sent to support those shielding

- 2M PEOPLE USING THE NHS APP
  - To 800k people have registered for organ donation through the “opt-out”*

**2021**

- £16.6M SMS MESSAGING FUNDING FOR GENERAL PRACTICE
  - From March to August 2020, connect care providers to communicate safely with patients

- 99% GP PRACTICES NOW ENABLED TO OFFER VIDEO CONSULTATIONS and 77% of trusts, enabling health professionals to provide care and advice to patients at home

- 11,000 CARE PROVIDERS BENEFIT FROM MS TEAMS AND NHSX MOLLODUX

- 13,000 MEMBERS OF COVID-19 DATA AND ANALYTICS WORKSPACE
  - Using the data光泽 to think differently about how we work with data across the NHS

- 40,000 LAPTOPS PROVIDED TO STAFF TO SUPPORT REMOTE WORKING DURING COVID-19

**2022**

- 22M USES OF NHS LOGIN to access health and care services a single and simple way to access services and prove your identity

- 42,000 IMAGES IN THE COVID-19 CHEST IMAGING DATABASE
  - 20 trusts have contributed to the cataloguing of one of the largest datasets collective exercises for medical imaging in the UK

- 18 CUTTING-EDGE COMPANIES
  - Selected for the TechForce19 Challenge to rapidly develop digital solutions in support of vulnerable and isolated

- 500,000 NHS STAFF BENEFIT FROM TELECOMS DEAL
  - NHS signed a series of such accessible offers to help NHS staff, care home and care providers upgrade existing connectivity during COVID-19

- 42 WINNERS for Round 1 of the AI in Health and Care Award
  - And over 150 applications received for Round 2

**2023**

- SIMPLIFIED INFORMATION GOVERNANCE
  - A new and top step to give staff the confidence, they need to work differently and to manage patient information

- 160 GLOBAL DIGITAL EXEMPLARY BLUEPRINTS
  - Step-by-step good practice guides to help trusts deliver tech more quickly and cost effectively

- PROJECT OASIS
  - Working with NHSX to collect anonymised data that supports our understanding of COVID-19

- 7.3M YOUTUBE VIEWS OF HEALTH AT HOME CAMPAIGN and over 150k downloads of the Guidance

**Transformation**

- 42 WINNERS
  - For Round 1 of the AI in Health and Care Award
  - and over 150 applications received for Round 2

- COVID-19 RESEARCH
  - We’ve used the RECOVERY Trial which identified a low-cost screen that is helping ventilated patients recover faster*

- COPI NOTICES
  - By activating legislation fast (COP10 notices) we are giving healthcare organisations and that authorities the confidence to share the data needed to respond to COVID-19

- AI: HOW TO GET IT RIGHT & A BUYER’S GUIDE TO AI IN HEALTH AND CARE
  - Published resources to help put policy into practice for wider data-driven innovation

- COVID-19 RESEARCH
  - NHSX, delivered in partnership with NHS Digital.
Connect with NHSX

Web: www.nhsx.nhs.uk

Email: feedback@nhsx.nhs.uk

@NHSX

www.linkedin.com/company/nhsx
Connect with CNIO

Email: cnio@nhsx.nhs.uk

@NatashaRoseP