Collaborative Development of an Integrated IT Strategy

Joint working between health, social care and other partners is a crucial aspect of community based health work in Scotland today. However, over the next decade, health and social care organisations and structures will increasingly have to contend with an ageing population, increasing numbers of people with complex long term conditions, budget constraints, increasingly sophisticated (and expensive) treatments and rising expectations of what health and social care services should deliver. This will require NHS Boards and local authorities working even closer together in partnership if services are to be increasingly patient centred, effective and safe. It will also see a greater emphasis being placed on care networks and pathways (e.g. for a specific disease) or through health and social care services that proactively seek to coordinate care for people across a range of different health and social care providers.

Together with colleagues in the local authorities, NHSScotland will develop an IT strategy that is specifically focused on health and social care collaboration and integration, but that articulates clearly with the technical developments in both the health and local authority sectors. This will place greater emphasis on partnership working and the need to develop information sharing systems across health and social work to support the delivery of appropriate community based services, and to ensure information is available across health, social services and the third sector to support care for individuals.

It is anticipated that development of the IT Strategy will require consultation and engagement with a wide range of stakeholders from across the spectrum including local authorities (education authorities and social work), the police, NHS Boards, adult services and the third sector.

We anticipate work beginning on the IT Strategy in the autumn of 2011.

For further details please contact:
Karen O’Hanlon, eHealth Strategy, Policy Analyst
karen.o’hanlon@scotland.gsi.gov.uk

The eHealth Team
Paul Rhodes
Programme Director

Strategy
Defining the purpose and vision of the eHealth programme.
Lead: Alan Hyslop

Architecture & Design
Creating the capability to join up systems across NHS Scotland.
Lead: Eddie Turnbull

Programmes
Supporting and co-ordinating existing key technology projects; programme governance.
Lead: Lesly Donovan

The team is based in St. Andrew’s House, Edinburgh.

To contact telephone 0131 244 2373 or e-mail ehealthcommunications@scotland.gsi.gov.uk

For more information on eHealth projects, visit: www.ehealth.scot.nhs.uk
Information Assurance

NHSScotland is transforming the way it uses information, sharing considerable amounts of data and joining up services and systems on an unprecedented scale. Against this rapidly advancing and changing environment, Boards need to deliver confidence that their information is held securely and appropriately, maintained accurately and available when necessary. These requirements reflect what is defined as Information Assurance.

A newly developed Information Assurance Strategy sets out how NHSScotland intends to focus its improvement efforts. It aims to guide improvement in three broad areas: availability, integrity, and confidentiality. It will work to ensure that NHSScotland gets the best out if its information, moves forward and develops its use, confident that the risks associated with collecting, holding, using and sharing information are well managed.

The strategy will be available on the eHealth website, once approved.

eHealth Education Resources Bulletin

This bulletin offers an update on the various projects and initiatives that are underway to develop educational resources to support safe information handling across NHSScotland.

This work comes under the broad heading of Information Assurance, which is a term used to describe the holistic approach to ensuring the integrity, availability and confidentiality of information assets held by an organisation. An Information Assurance Strategy for NHSScotland is in the final stages of preparation and is expected to be published by early autumn. This will set out the strategic context in which this work will be progressed.

The Bulletin is available at http://www.knowledge.scot.nhs.uk/lg

Information Commissioner’s Office Data Sharing Code of Practice

A new statutory code of practice designed to help businesses and public sector bodies share people’s personal information appropriately was published in May 2011 by the Information Commissioner’s Office (ICO). Following wide consultation throughout 2010, the code aims to improve upon previously published guidance and aims to offer a best-practice approach across all sectors.

Already, the revised guidance has been put into practice, with West Lothian incorporating the new code into their revised information sharing procedures. David Robertson, Senior Responsible Officer for Information Sharing at West Lothian Council, said:

“We found the new code of practice to be a sound and comprehensive point of reference for our information sharing policies.

“Incorporating the latest guidance from the ICO within our existing framework ensures compliance in West Lothian with the most up to date interpretations of current information sharing practice, and helps to legally and unambiguously underpin the high volume and quality of cross-agency collaboration performed between health, social work, police, the Scottish Children’s Reporters Administration, housing and education within the West Lothian Community Health and Care Partnership area.

“This is especially important for the purposes of improved electronic child and adult protection, and better joined up service provision.”

Information Sharing Protocol Work with Fife
A new Fife Data Sharing Working Group has been convened, bringing together health, social care, and the police. It will initially function as a bridge between existing positive working relationships established through various other multi-agency information governance groups.

Their initial remit will focus upon a review of their current Information Sharing Protocol. As part of this, they will be considering the new ICO Code of Practice, as well as the potential use of the Wales Accord on the Sharing of Personal Information (WASPI), in the Scottish context.

Ivy Elder, Interim Head of Information Services for NHS Fife, said:

“It is most timely that the guidance from the ICO as well as the WASPI framework are available for our group’s consideration, and I am optimistic that the work will proceed well.”

Further details on WASPI are available at: http://www.waspi.org/

eHealth Information Assurance Team
The eHealth Information Assurance team comprises Kim Kingan, Information Governance Lead and Blythe Robertson, Information Assurance Manager.

Daniel Beaumont is the new Information Security Lead. He reports to the Head of Architecture and Design, though he collaborates closely on all strands of the Information Assurance strategy and delivery.

The team members are keen to develop and enhance collaboration between information governance practitioners across NHSScotland and its partner organisations, both locally and nationally. To discuss how the team can work with you on your information assurance challenges, please use the contact details below.

The team is already linking with a number of boards to progress strands of work under the strategy, and would welcome the opportunity to develop further relationships, particularly as the world of health and social care becomes more integrated.

For further details please contact:
Blythe Robertson, Information Assurance Manager
blythe.robertson@scotland.gsi.gov.uk or call 0131 244 2624

Safer Handovers in NHS Dumfries & Galloway and Grampian
A number of clinicians within NHS Dumfries & Galloway and NHS Grampian are now using technology to improve the quality of information at shift handovers.

The system, Cortix, runs on wireless, handheld touch screens or smart phones, as well as desktop computers. It is structured around the SBAR methodology (Situation - Background - Assessment - Recommendation), and uses a concise four part form that allows critical information to be passed on in a highly structured framework, ensuring clarity and completeness.
The SBAR form content is terse and precise, which lends itself to a handheld device for both viewing and updates. The system also allows recording of task lists, MEWS scores (Modified Early Warning Score) and resuscitation status. Since the data is stored centrally, updates entered by one user are instantly accessible by all others. All changes are tracked by user, date and time. Not only do doctors benefit from the instant information on their patients, organizations also have a complete audit log of their Cortix entries.

Without this technology, clinicians rely on written notes, verbal information and their memory to pass on physiological readings, laboratory results, forthcoming tests and narrative on the patients’ care. This information may be incomplete, is quickly superseded and is not audit logged.

Dr Kenneth Donaldson, Consultant Physician and Nephrologist, said:

“This application has significantly improved the quality of handover and subsequently patient safety. It is very easy to use and I look forward to it being rolled out to other areas of the hospital.”

The system meets required national security standards – the handheld units themselves store no data – all data remains on the hospital server and access is only available to authorised users using devices registered on the hospital WiFi network.

For further details please contact:
Graham Gault, Head of Information Management & Technology
NHS Dumfries & Galloway
graham.gault@nhs.net or call 01387 244064

MiDIS and Links to Social Care

MiDIS (Multi-Disciplinary Information System) was developed in Tayside on the requirements of three initial consortium Boards, and is now being adopted and implemented by seven NHS Boards in Scotland. The flexibility with the ‘form builders’ means that, where necessary, the information can be adapted for local use.

The system can be used in hospital and community settings and can be used by a wide range of health professionals. In addition, it can be used to share key information with other agencies, for example - the link to a multi-agency store (MAS) of information which shares essential information around vulnerable children who are on the Child Protection Register. This also sends a message to a child’s caseload holder to inform them of Child Protection Messaging (CPM).

Both Tayside and Lanarkshire are live with CPM and this will enhance communication and reduce the risks for vulnerable children.

Poor communication is often a feature commented on in high level enquiries into child deaths and this level of timely communication will go some way towards improving this.
Testing is also taking place in Tayside and Lanarkshire in relation to Single Shared Assessment data being passed to MIDIS and the MAS, and other Boards have expressed an interest in taking forward similar packages of work.

Clearly progress is taking place across Boards and Local Authorities and these stronger links to Social Care will only serve to enhance seamless care of those in our communities.

For further details please contact:
Jenny Bodie, NHS Tayside
jenny.bodie@nhs.net or call 01382 537700