

Caring for digital health



EPR Enabled Transformation in Mental Health

BACKGROUND

Lancashire Care NHS Foundation Trust (LCFT) is a combined mental health and community trust providing services including community nursing, health visiting and a range of therapy. The Trust specialises in secure, inpatient and community mental health services. LCFT covers the whole of Lancashire and employs around 7,000 members of staff across more than 400 sites.

LCFT committed to making the best use of technology to deliver healthcare and have a large Health Informatics/IT department, as well as a Chief Clinical Information Officer (CCIO). LCFT is a fast follower to Berkshire Healthcare NHS Foundation Trust as part of the Global Digital Exemplar (GDE) programme to accelerate the UK's digital healthcare agenda.

Following an in-depth tender process overseen by Trust stakeholder management, LCFT signed off Populo Consulting's five-year Health Informatics strategy,

which included the rollout of a new EPR; RiO.

This was done in a phased approach over a three-year period. The project will improve the quality of care, clinical safety, patient experience and productivity by securely sharing comprehensive clinical information electronically, both within the Trust and with partner providers across general practice and social care.

To support this decision, LCFT engaged with Populo Consulting to support the planning and delivery of RiO.



APPROACH

LCFT asked Populo to provide support, guidance and expertise to plan for and rollout RiO; ensuring that services were minimally affected by the change from the existing EPR.

The work was broken down into multiple workstreams that focused on broader technical infrastructure, integration and support of RiO with other systems, and the integrated care agenda for the local STP as well as the service and user-based configuration of the system.

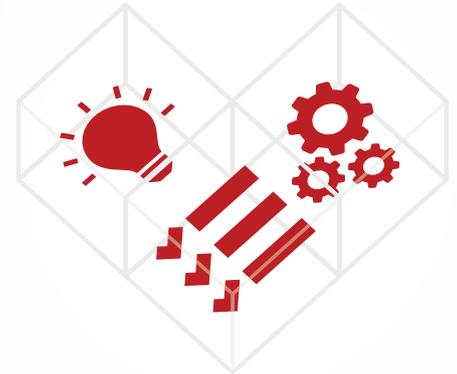
Populo Consulting advised on the approach to deliver against these workstreams:

- Development of forms and advanced forms in the new EPR
- Early adoption of RiO and associated support and change management
- Construction of EPR test plans
- System design and configuration activities for a range of services, including learning disabilities, neurology, eating disorders
- Providing expertise and ensuring workflows were mapped into the system
- Drawing on previous experience to support the ongoing build and functionality design within the delivery of care across services
- Information and performance
- Technical environment and infrastructure
- Integration and interoperability including the Windip (EDM) interface plan

This programme of work was managed through Populo PMO and delivered in the overall Trust EPR programme board.

ADVISORY
SERVICES

SYSTEM
OPTIMISATION



PROGRAMME DEVELOPMENT
& DELIVERY

OUTCOME AND BENEFITS

LCFT successfully went live with RiO in June 2018 in the first cohort of services. Populo Consulting maintained support throughout the go-live and subsequently provided additional optimisation and change support across current and planned RiO services.

The Trust has already seen significant improvements and efficiencies from the new system, and clinical and staff adoption has exceeded original estimations.

The benefits from Populo Consulting's provided service to LCFT have been fed back into the GDE programme; masterminding a blueprint to support further and future mental health digital adoption.