

Caring for digital health



Mersey Care
NHS Foundation Trust

Successful Implementation of an EPR using Blueprints

BACKGROUND

North West Boroughs Healthcare NHS Foundation Trust (formerly 5 Boroughs) and Mersey Care NHS Foundation Trust are two of thirteen providers of care within the Cheshire and Merseyside Health and Care Partnership STP.

There were several initiatives and objectives of the STP that included:

- A single information sharing framework and agreement across Cheshire and Merseyside (C&M)
- A regional health information exchange to facilitate interoperability across C&M
- A unified interoperability approach to facilitate transfers of care between providers and primary care

As part of a programme of work to improve patient care and raise its digital maturity, North West Boroughs commenced implementation of a new EPR, RiO - which was being supported by Populo Consulting - which went successfully through go-live of the new system.

Mersey Care, who was awarded global digital exemplar status (GDE) selected North West Boroughs as their fast follower. The Trust; who had twice failed to implement an EPR, approached North West Boroughs to use the blueprint for the RiO implementation developed with Populo Consulting.



APPROACH

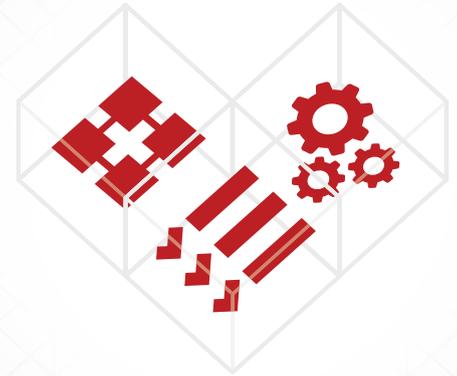
Populo Consulting met with both Trusts and reviewed the blueprint, performed a gap analysis and identified challenges between the two organisations' needs from RiO. The blueprint was amended, and this information delivered to the programme board.

The Populo Consulting team that had then delivered RiO at North West Boroughs were engaged in developing the implementation and subsequent change management required for the rollout of RiO at

Mersey Care. At the same time, all background activities, such as review of data quality, data migration, testing and training plans, were also developed and rolled up into the programme plan.

Populo Consulting recommended a phased implementation with four cohorts to cover the various service areas (child services, adult services, etc.) over a period of 12 months.

CLINICAL OPTIMISATION **SYSTEM OPTIMISATION**



PROGRAMME DEVELOPMENT & DELIVERY

OUTCOME AND BENEFITS

Mersey Care delivered a successful go-live of RiO in June 2018 and had a configuration that closely matches its fast follower. Populo Consulting remained on board to further support change, early life support and adoption after the go-live to ensure that planned benefits were realised.