

Caring for digital health



Yorkshire & Humber
Care Record

Current State Assessment

SUMMARY

The Yorkshire Humber Care Record (YHCR) programme commissioned Populo to assess the current state of digital maturity throughout their region for NHS Trusts and Local Authority social care services. 70 respondents were interviewed across the 50 participant organisations. The report provides a view of current technology, infrastructure and resource capacity and capability. All of this will help the programme team and local organisations in rolling out the YHCR.

BACKGROUND

Yorkshire and Humber are one of five wave 1 Local Health and Care Record (LHCRE) programmes. They were awarded £7.5m in national funding during September 2019 to develop a regional shared health and care record. Over an 18 month period they are developing new technology which will connect their existing NHS and Social Care IT systems together. Ultimately YHCR aim to join up their acute, primary care, mental health, ambulance

and social care information across the entire region. The 50 or so organisations are spread throughout Humber, Coast and Vale STP and South Yorkshire and Bassetlaw and West Yorkshire and Harrogate ICSs. The programme is already underway with pilot phases due to complete by March 2020. Following on from this the YHCR will be rolled out over a 2 to 3 year period gradually joining up data as each organisation comes on-board.



APPROACH

Gathering data from 50 sites, collating and making sense of it is a considerable task so the work was broken into 5 key activities with subsequent actions:

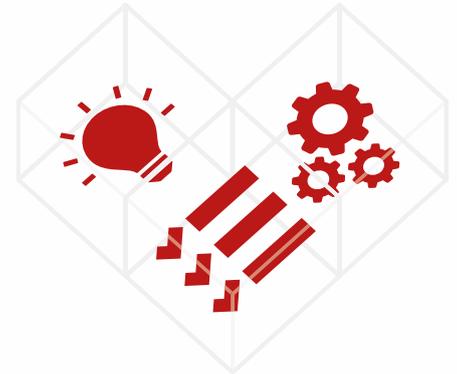
Activity	Action
Contacts	<ul style="list-style-type: none"> • Confirm all the key contacts at each site, obtain phone and email addresses • Send an introductory email to each contact explaining the objectives and the benefits of the work
Questionnaire	<ul style="list-style-type: none"> • Design and test the questions to collate information on the following topics: <ul style="list-style-type: none"> - Levels of existing shared records - Gaps in local shared records - Local plans and strategies to develop shared records - Infrastructure constraints and improvement plans - Local resources, capacity and capability - Local commitment in being part of the YHCR • Issue questionnaire to contacts
Interviews	<ul style="list-style-type: none"> • Follow up on the introductory email and arrange either site visits or conference calls
Clarification	<ul style="list-style-type: none"> • Collate the interview notes and create report template • Clarify any questions outstanding from the interviews to ensure completion and consistency
Write up	<ul style="list-style-type: none"> • Write up the notes from each interview and format into the document template

The research focused on technology rather than its application so the interviews were held with IT leads and directors rather than clinical or CCIO team members. Using a standardised questionnaire the interviewer focused on a number of key areas to collect consistent data. The interviewer asked questions to explore the appetite for implementing the YHCR; whether there was local organisational capacity and capability, infrastructure constraints and the maturity of their electronic patient record or social care systems. They also discussed what plans are in place for future technology projects.

Each organisation was asked to review an interoperability map of what YHCR considered the 'current state' to be. This was taken from historical information. Amendments were marked up so an up to date graphical representation could be produced. Using this common basis to collect data will allow YHCR to identify trends and compare local requirements in the future. Each interview averaged an hour depending on the complexity of each organisation and the level of detail that was available. The output report was written up as each interview was completed and follow up questions were answered to ensure completeness.

ADVISORY
SERVICES

SYSTEM
OPTIMISATION



PROGRAMME DEVELOPMENT
& DELIVERY



BENEFITS AND OUTCOMES

The final report provides a baseline of the 'current state' for each organisation identifying gaps in technology, enablers and possible challenges to implementing the YHCR.

As expected there are a wide variety of systems and technology in use. Many sites have EPR solutions along with integration that enable data sharing. However this is often limited to within a single organisation or across a small number of providers in a localised area. Often disjointed this offers only limited improvements in patient care. We also identified duplication of effort and where wastage was likely to occur.

The findings of the report were consistent with expectations. Some questions outside the baseline questionnaire were raised by respondents, especially about 'trust' and how the YHCR would use patient and citizen data. How would they make it secure from cyber-attack and also what benefits and communications support would be available to engage stakeholders. These types of periphery questions were important and therefore captured as part of the process although they were not necessarily the focus of the interviews.

The benefits of this research will provide YHCR with valuable feedback as they continue to deliver their programme. It will assist in developing the rollout plan and what criteria needs to be in place at each organisation before on-boarding can begin. They will be able to provide advice and guidance to prepare local organisations ensuring everyone has the right infrastructure, software, resource capacity and capability in place. It will also help identify what benefits can be anticipated and what level of communications messages will be required. Being prepared will help deliver successful implementations which will in turn bring the benefits YHCR expect as they join up local provider services.



**DEVELOPING
ROLLOUT PLAN**

**BEING
PREPARED**

**SUCCESSFUL
IMPLEMENTATIONS**

“The report gives us an important snapshot of all our local organisations” said Lee Rickles, YHCR programme director.

“As we approach the end of our pilot phase it will provide us with the information we need to plan the longer term project and give Yorkshire and Humber a fully integrated care record”