



Planning for Success

Key learnings from NI Digital Health Journey

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#encompassNI

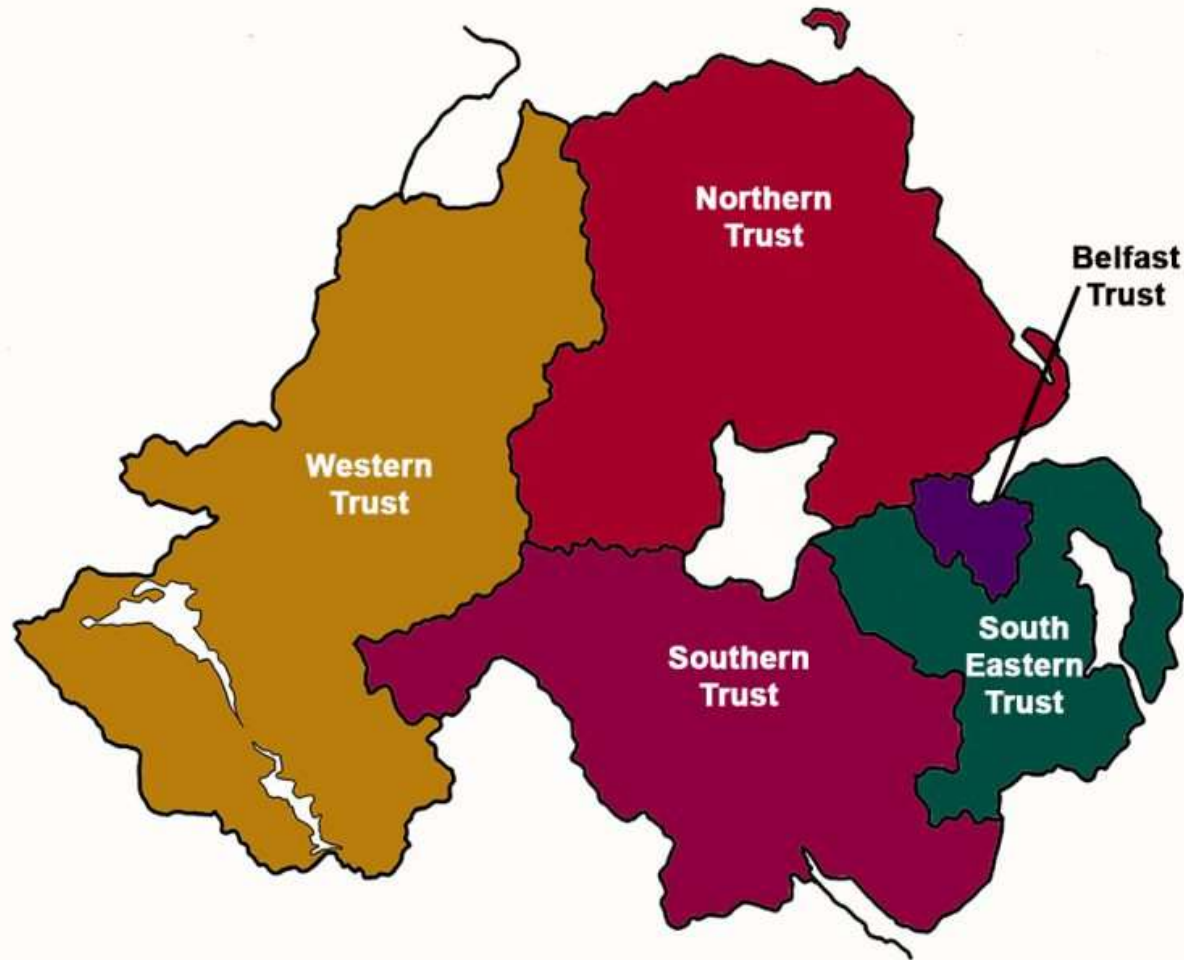


Today....



- **Who we are**
- **The Big Ambition**
- **Go-Live**
- **Key learnings**

Who we are....



HSC South Eastern Health and Social Care Trust

encompass
DELIVERING CARE TOGETHER

Weekly activity





The BIG Ambition

#encompassNI



The problem



8 PAS
14 ED



6 Labs and Rad Order
Comms



4 Clinical Noting



10 Theatre
Management



10 Maternity



11 Community and
Social Care



10 paediatric and
Adult diabetes



one clinic



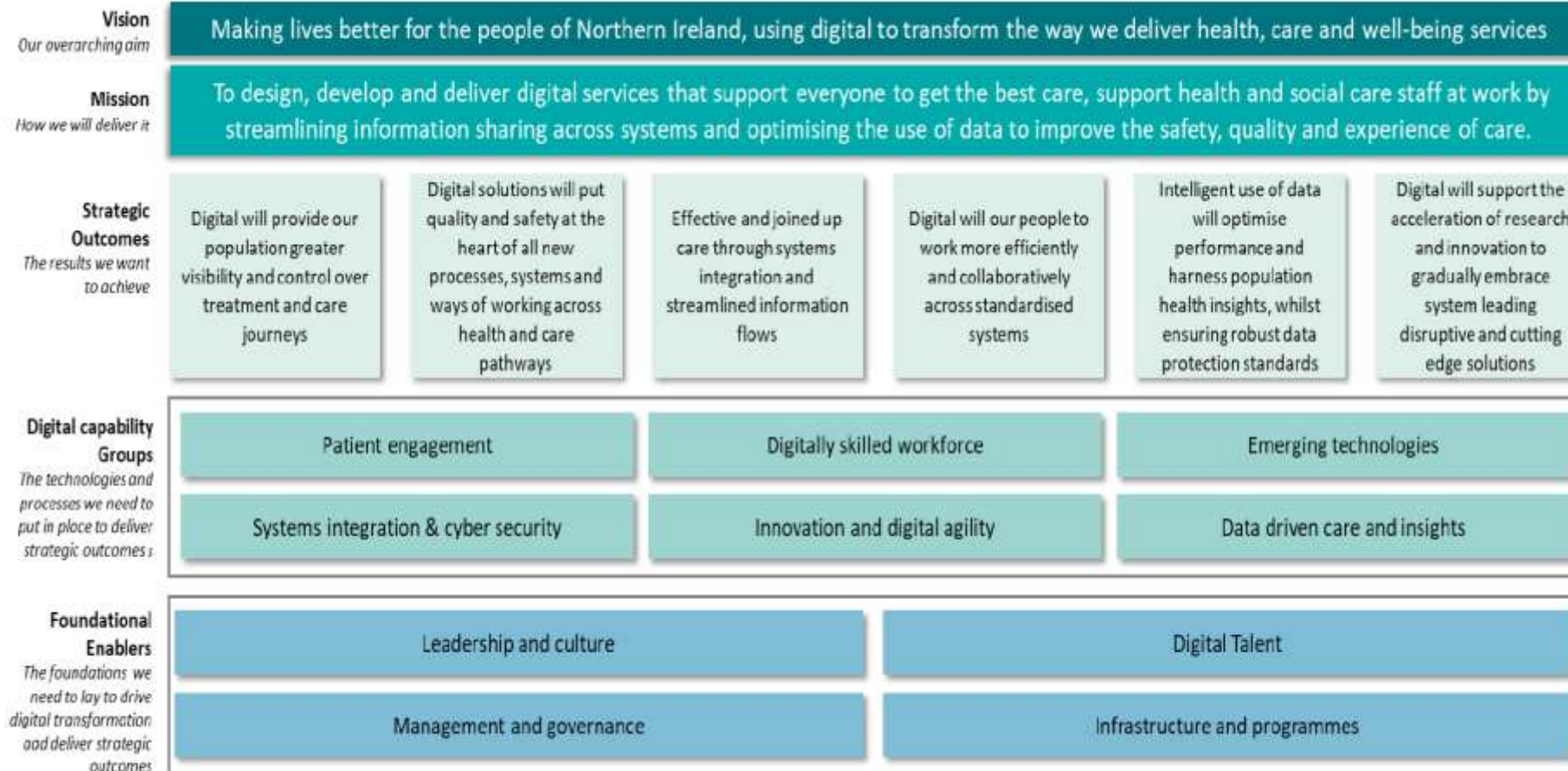
one patient

What is encompass?



A digital health and care record for every citizen in Northern Ireland

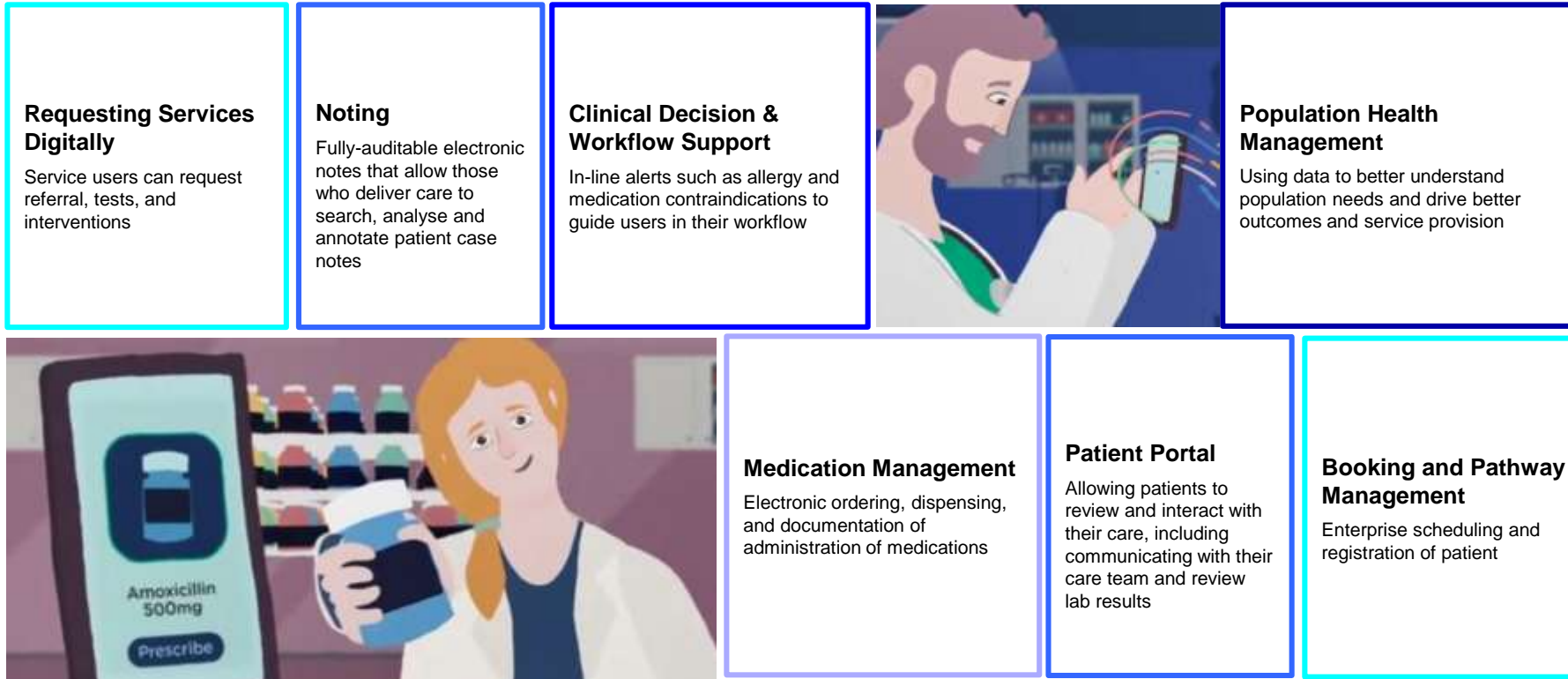
DHCNI Strategy 2022 - 2030



Our Strategic Framework



encompass functionality



Epic



With the Patient at the Heart



South Eastern Health
and Social Care Trust





Go-Live - 9 November 2023

#encompassNI



We Did It...



First Trust in Northern Ireland to implement a major new **Digital Health Operating System:**

- **Safely**
- **On Time**
- **To Scope.**



“The launch of encompass signals a new era for HSC services... it means for the first time ever all patient information will be in one place.”
Permanent Secretary of Health & Social Care, 9 November 2023

Go-live – In Focus



7,500+ SET staff attended class based Training sessions



120+ encompass Focussed Content Design Groups with over **1,950 unique nominees** designing regional, standardised content and pathways



12,300 net new Devices Printers, Rovers Devices, iPad's PC deployed across Trust.



12,000+ Devices(Desktop/Printer/Barcode Scanners) tested to ensure compatibility/functionality at go-live

- **15,000+ referrals** created
- **12.7 million interface messages** sent / received
- **185,000+ electronic medication administrations**, including 4,745 fully closed loop administrations using barcoded med administration (BCMA)



Epic Care Link Logins - 10,500 Regionally (inc 561 GP's) successful logins

- 1,180 Imaging referrals
- 420 Outpatient referrals

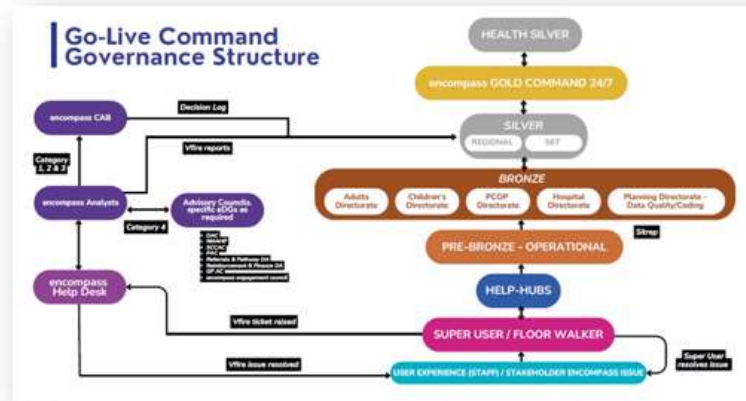


Manual Data Migration – Inpatients
Patients Cutover c1k
2,400+hrs(Community)
1,750+hrs(Acute)Hours



At The Elbow...
c600 additional support staff sourced from epic, encompass and across globe

Governance At Go-Live



RAISING A VFIRE

A Super User or Floor Walker may be able to resolve an issue. If not a vFire will need to be raised.

The encompass Help Desk will operate 24/7 during the Go-Live period.

FOR URGENT PATIENT SAFETY OR WORK STOPPAGE ISSUES

- Call the ICT Help Desk. A vFire will be logged on the caller's behalf.

FOR NON URGENT ISSUES

- Log an issue via the vFire Portal. The link is available on iConnect.
- We recommend logging via the portal so that your issue is immediately routed to the appropriate team.

Tickets will be prioritized depending on the nature and the impact of the issue.

- System access/permissions issues will be fast-tracked to the relevant team
- Issues regarding desktop support/hardware will be routed to the on-site teams
- Critical issues that impact on workflows will be escalated via the Change Control process

Updates & reports on resolutions for issues with a wider impact will be disseminated to:

- Silver Command, Help Hubs, Super Users & Floor Walkers and Change Control Team

Standard issue resolutions will be fed back to the impacted colleague(s) directly.

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COMMUNICATION METHODS

Good communication during Go-Live is crucial. How we will communicate with one another?

- TEAM HuddleS
- VOCERA GROUPS
- SECURE CHAT
- HELP HUBS
- SUPER USER BRIEFINGS
- SUPER USER WHATSAPP GROUPS

REMEMBER! Patient/service user representative should NEVER log system issues via Victoria or Vlocity.

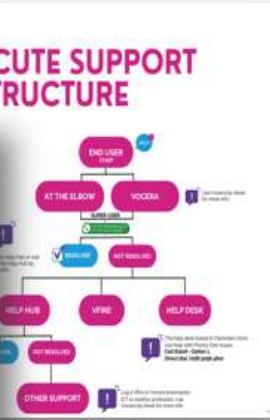
If you don't have WhatsApp already, please download it on the same phone with the number you provided.

If you are unsure on how to download or use WhatsApp, a guide will be made available ahead of Go-Live.

A guide on Vlocity will also be made available to you prior to Go-Live.

Help Hub Opening Hours

ULSTER HOSPITAL General Rooms 1 & 8, Level 0, Acute Services Block Help Hub Team: 10:00-18:00 including 10:00-12:00 Epic City Lead (12:00-18:00), Clinical & Professional Support (12:00-18:00), IT Support (12:00-18:00) Hours of Operation: 10:00-18:00 physical presence 24/7 Systems: 24/7-24/7 and 24/7-24/7 When 2 covered - hours of operation will vary according to need	DOWNE HOSPITAL Meeting Room, Top Floor Help Hub Team: 10:00-18:00 including 10:00-12:00 Epic City Lead (12:00-18:00), Clinical & Professional Support (12:00-18:00), IT Support (12:00-18:00) Hours of Operation: 10:00-18:00 physical presence 24/7 Systems: 24/7-24/7 and 24/7-24/7 When 2 covered - hours of operation will vary according to need
LAGAN VALLEY HOSPITAL Board Room Help Hub Team: 10:00-18:00 including 10:00-12:00 Epic City Lead (12:00-18:00), Clinical & Professional Support (12:00-18:00), IT Support (12:00-18:00) Hours of Operation: 10:00-18:00 physical presence 24/7 Systems: 24/7-24/7 and 24/7-24/7 When 2 covered - hours of operation will vary according to need	ARDS HOSPITAL Bar Room, 0/0 Help Hub Team: 10:00-18:00 including 10:00-12:00 Epic City Lead (12:00-18:00), Clinical & Professional Support (12:00-18:00), IT Support (12:00-18:00) Hours of Operation: 10:00-18:00 physical presence 24/7 Systems: 24/7-24/7 and 24/7-24/7 When 2 covered - hours of operation will vary according to need



Expected Discharges

Completed Discharges

Your data source returned no rows.

Expected Discharges

Report completed: Thu 23/11 12:57

Specialty Group	Order Today	EDD Passed	EDD Today
Cardiology	2	2	0
Discharge Lounge	7	0	2
Elderly Care	3	6	1
Emergency Medicine	1	0	0
General Medicine	14	27	6
General Surgery	10	1	1
Gynaecology	0	0	0
Orthopaedics	2	3	1
Plastics / OMFS	3	1	0
Total count	42	40	11

Medically Fit and Discharge Orders

Report completed: Thu 23/11 12:57

131
Medically Fit

64
DC Order

21
DC Order not Medically Fit

43
DC Order and Medically Fit

D/C Milestones Progress

2 Patients
All milestones complete

Barriers

Discharge Ancillary Bottlenecks

48
Missing Consult

39
Missing Imaging

59
Missing Lab

Missing Signoff for EDD Today and Tomorrow - Therapies

64 / 115
PT Signoff

62 / 101
OT Signoff

13 / 24 SLP Signoff

Missing Signoff for EDD Today and Tomorrow - Social Work

0 / 10
SW Signoff

0 / 55
Transition Form Signoff

Current Discharge Delays

81 Patients

Compliance

> 20 days LOS not Medically Fit

Department	Number of Patients with LOS > 20 Days
Cardiology	1
Elderly Care	23
General Medicine	55
General Surgery	11
Gynaecology	1
Orthopaedics	13
Plastics / OMFS	2
Total count	106



Historical

Yesterdays Discharges

Report completed: Thu 23/11 12:57

102
Total Discharges

21%
% Before 2 PM

202 MO to DC
Median Mins

Specialty Group	Total Patients	Simple DC	Complex DC	% Before 2 PM	MO to DC
Cardiology	2	0	0	50%	—
Discharge Lounge	17	0	10	12%	1,849
Elderly Care	6	0	3	0%	78
Emergency Medicine	10	1	0	40%	1,102
General Medicine	39	1	3	23%	115
General Surgery	18	1	0	11%	171
Gynaecology	4	0	0	25%	335
Orthopaedics	2	0	0	0%	235
Plastics / OMFS	4	0	0	50%	—
Median	—	—	—	—	202
Ratio	—	—	—	21%	—
Total count	102	3	16	—	—

Discharge Lounge Utilisation Yesterday

Report completed: Thu 23/11 12:57

20 Total Transfers

From Ward
Total Transfers

Our Public..



Why are staff using mobile phones?

Staff are using these devices to access your patient records on our new digital patient record system called **encompass**.



Find out more:
www.setrust.hscni.net



PLEASE BEAR WITH US

We are introducing a new digital patient record system called **encompass**.

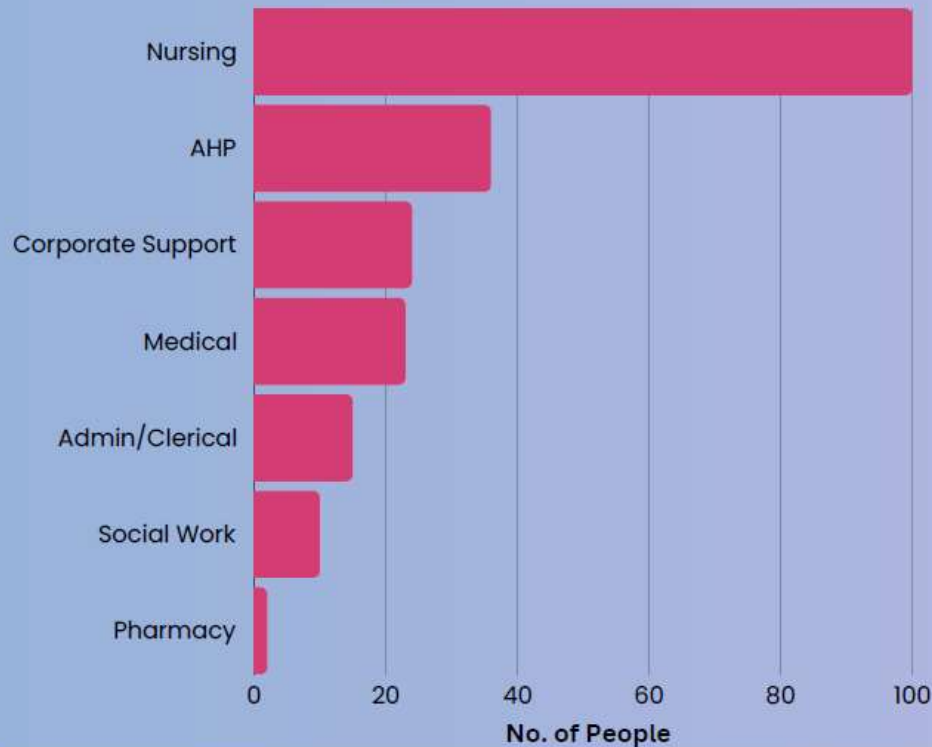
In the first few weeks after **encompass** is implemented you may wait longer for your appointment. This is because we are learning to use our new system - but it will only be for a short time!

Thank you so much for your patience and understanding.

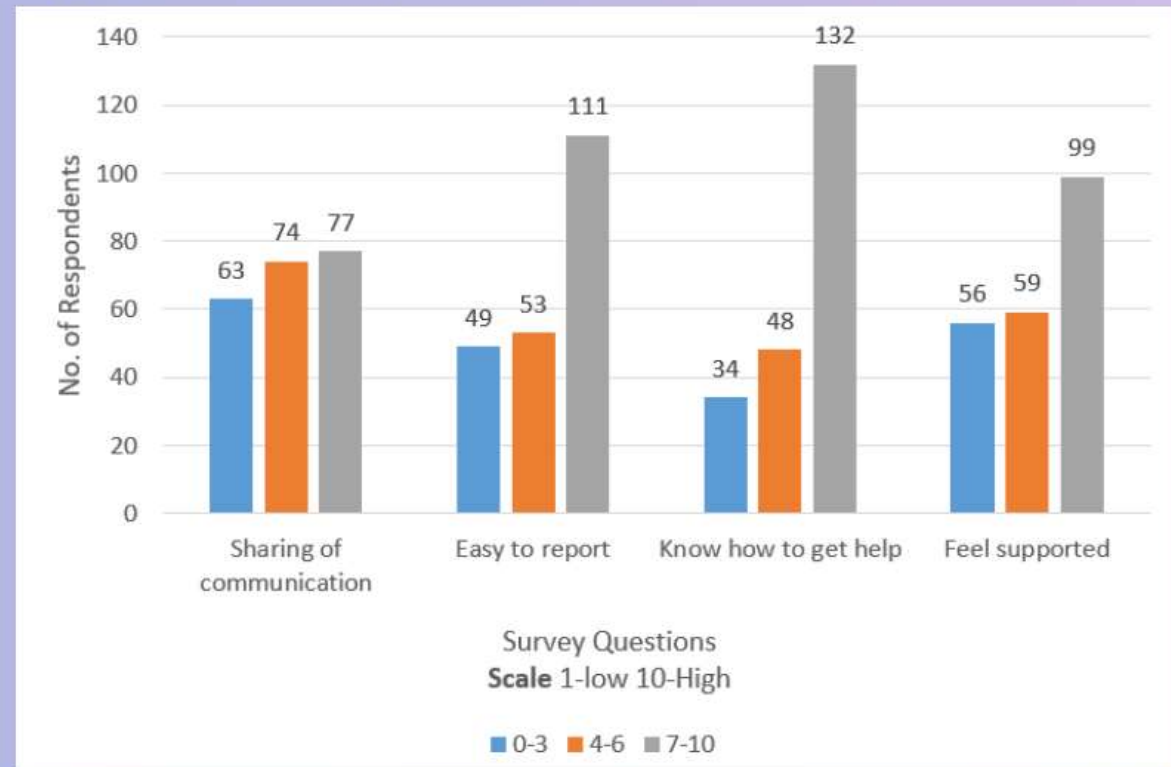


Go-Live Initial Learning

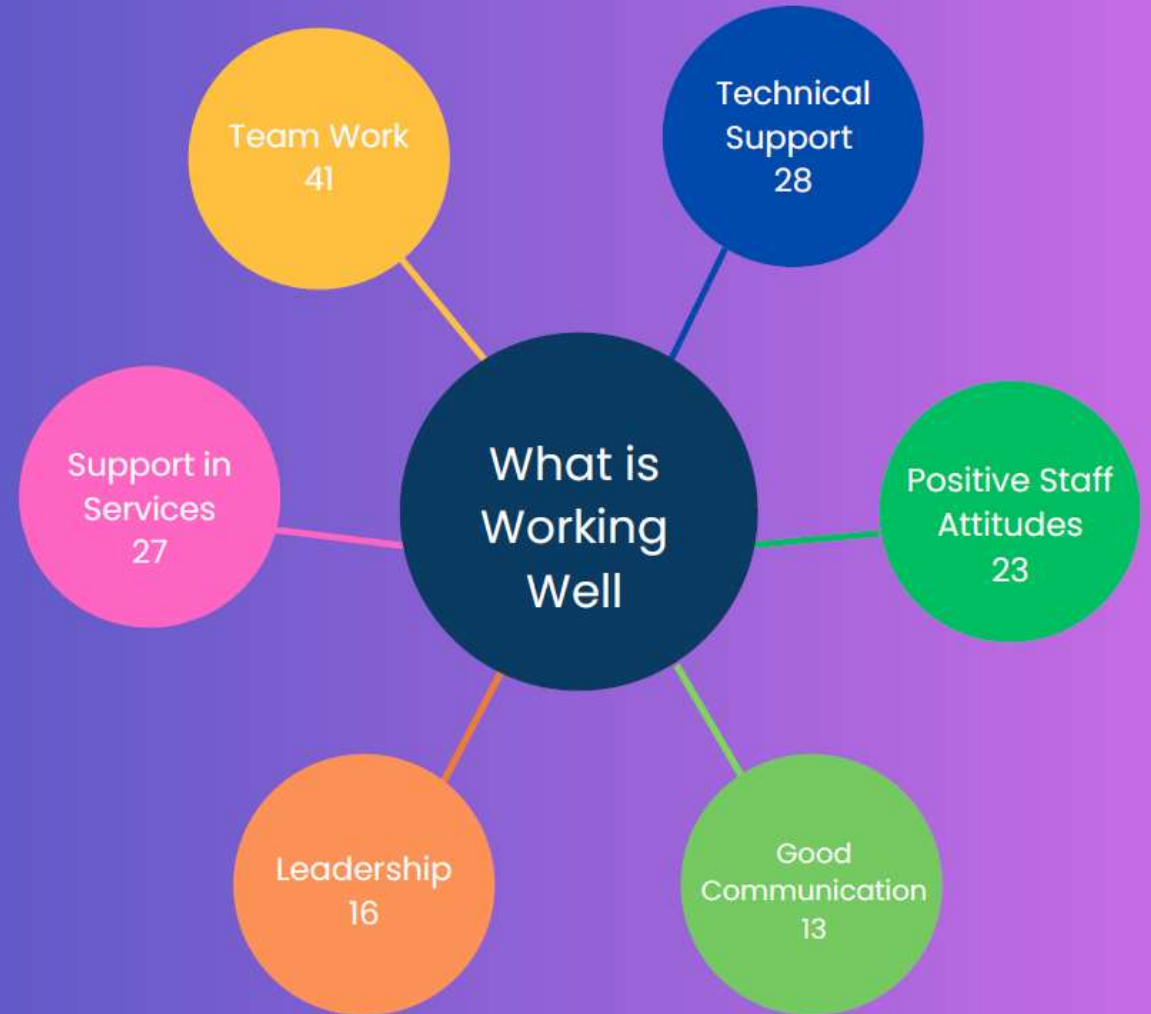
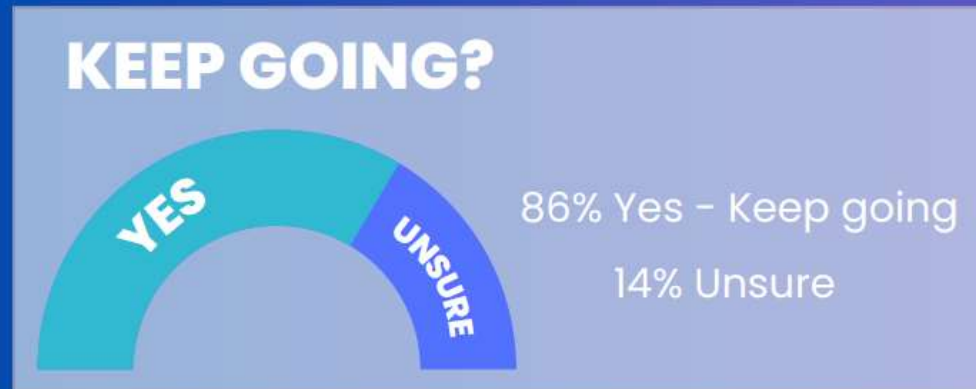
Participants: 215



Reported Experience



Go-Live Initial Survey





Key learnings

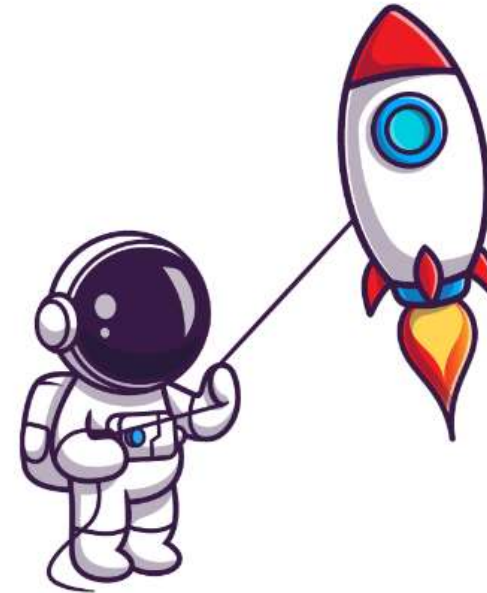
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Implementation



- **Operational ownership**
- **Be agile**
- **Activity downturn**
- **Superusers and floor walkers**
- **Admin leadership**
- **Safety vs risk**
- **Perfect is the enemy of good**



Training, Roles and User Provisioning



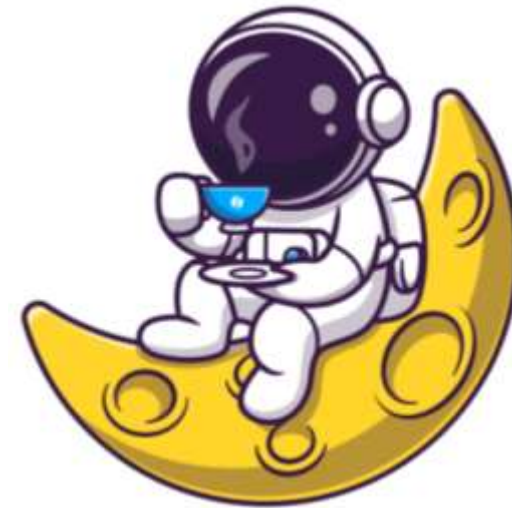
- **Operational ownership, EMT accountability**
- **HR data**
- **Temp staff: students, affiliates**
- **Peer to peer training**
- **Login labs**



Clinician Builders



- **3 grades of builder**
- **Improve**
 - Efficiency**
 - Communication**
 - Clinical Leadership**
 - Autonomy**



Information and Data

- **Operational ownership**
- **Clean up in advance**
- **Invest in data analysts**
- **Prepare for debate** e.g. proxy access, confidentiality, 'break the glass'
- **Migrate the minimal & cleansed**
- **Have a clinical archive plan**



Communication



- **Trust comms vital**
- **Be available – stay curious & listen**
- **Use the familiar – practice early (top 12 at 12)**
- **Daily Broadcasts to Super Users**



A Snapshot Of Our Encompass Headlines

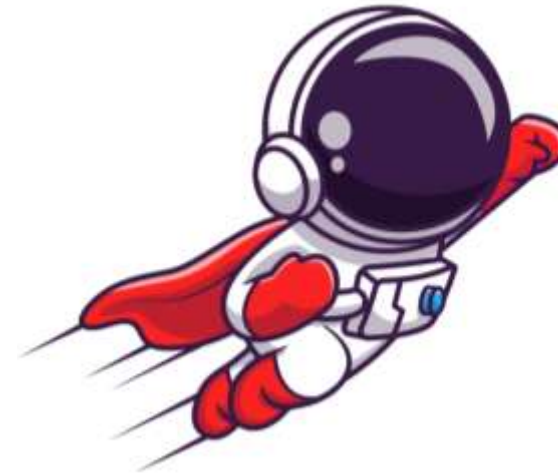


Resource



It usually takes more !

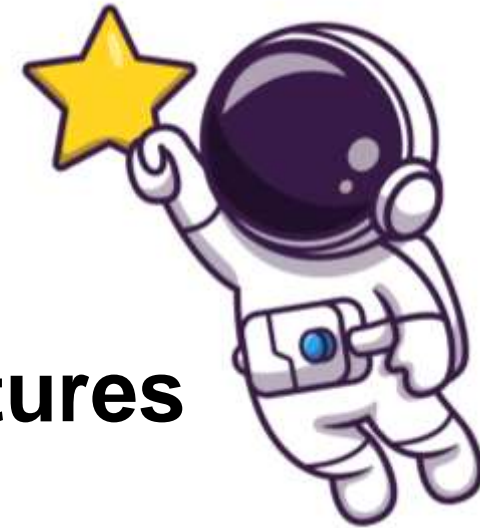
- Clinical informatics teams
- Training – space, people, hardware
- Technical dress rehearsal
- Estates work
- Bedded Cutover
- Data Migration
- Go live planning



Digital Clinical Safety



- **Agree a strategy**
- **Build capacity**
- **Develop a structure & culture**
- **Align existing risk management structures**
- **Encourage/ enable ownership**
- **Keep learning**



It takes a village...



encompass
TELL ME HOW IT FEELS TO BE PART OF IMPROVING HEALTH & SOCIAL CARE IN N.I.?

