

Planning Goal 5: People First, Digital Always

Executive Lead: Huw Thomas, Executive Director of Finance

Reporting Period: Quarter 1

Overall status: On-track

Rationale for overall status (please provide a brief summary of current progress indicating any key highlights or potential barriers to delivery)

Since March 2026, Digital has focused on delivering tangible improvements to patient care and staff experience through the deployment of key clinical systems (BadgerNet, Miya Flow, electronic observations (eObs) and Electronic Prescribing and Medicines Administration ePMA)), strengthening digital governance and workforce capability, advancing AI and data innovation, modernising clinical electronic records management, and establishing a clear strategic roadmap for long-term digital transformation. Collectively, these initiatives support the Health Board’s ambition of delivering safer, more connected and person-centred services through a **People First. Digital Always** approach.

Progress against planned outcomes / trajectories / milestones:

Please see table below

Activities completed in previous reporting period

- Enhanced **Miya Patient Flow**, introducing digital referrals, Digital Home Ward improvements and patient journey functionality to support flow, discharge and operational management
- Progressed rollout of **eObs**, reducing reliance on paper-based processes
- Advanced the **ePMA** programme to improve medication safety, prescribing accuracy and clinical efficiency.
- Matured the **Digital Strategic Plan** into a structured, capability-led roadmap aligned to organisational priorities and benefit realisation.
- Progressed procurement of a new **Electronic Document and Records Management System (EDRMS)** to improve access to patient information and support a paper-light organisation.
- Developed the Health Board’s **Data Strategy (“Turning Data into Insight”)**,

Activities planned for next milestone and reporting period

- Established an **AI and innovation framework**
- Expanded **digital workforce capability** through digital skills development, workforce readiness activity and adoption support.
- Progressed the **Miya Emergency Department Module**, supporting the future transformation of urgent and emergency care pathways.
- Advanced the Health Board’s **Data Strategy (“Turning Data into Insight”)**, strengthening the use of information and analytics to support decision-making and service improvement.

Any other Comments

Matters for information:

Risks to delivery: Capacity with the operational teams, and the business change required. We are now looking at additional support

Any other comments:

Objective Summary

Overview

Goal 5 – People First, Digital Always: To use digital, data and technology to improve outcomes and experiences for patients and staff, ensuring that all digital transformation is person-centred, clinically led, safe, inclusive and focused on delivering sustainable improvements in quality, access, productivity and population health

Key themes associated with the objective include:

- Designing digital services around the needs of patients, carers and staff.
- Increasing access to digital tools and information to support better care and experience.
- Developing digital skills, confidence and literacy across the workforce.
- Embedding digital adoption as a cultural and organisational priority rather than simply an IT programme.
- Ensuring strong information governance, clinical safety and ethical use of digital technologies, including AI.
- Supporting the move towards integrated digital health records, paper-light working and digitally enabled care pathways.