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NHS
WALES

Bwrdd Iechyd Prifysgol
Hywel Dda
University Health Board

A Healthier Mid and West Wales: Our Future Generations Living Well



Digital Response / Digital Planning – Finance Committee

Digital Response - *An ambitious response powering our digital future...*

Goes beyond a typical ICT Response, encompassing the digitisation of processes, workflows and care pathways, supporting emerging healthcare technologies and ultimately transforming the way the Health Board works.



Digitally Connected Patients - empower patients to actively manage their health and care



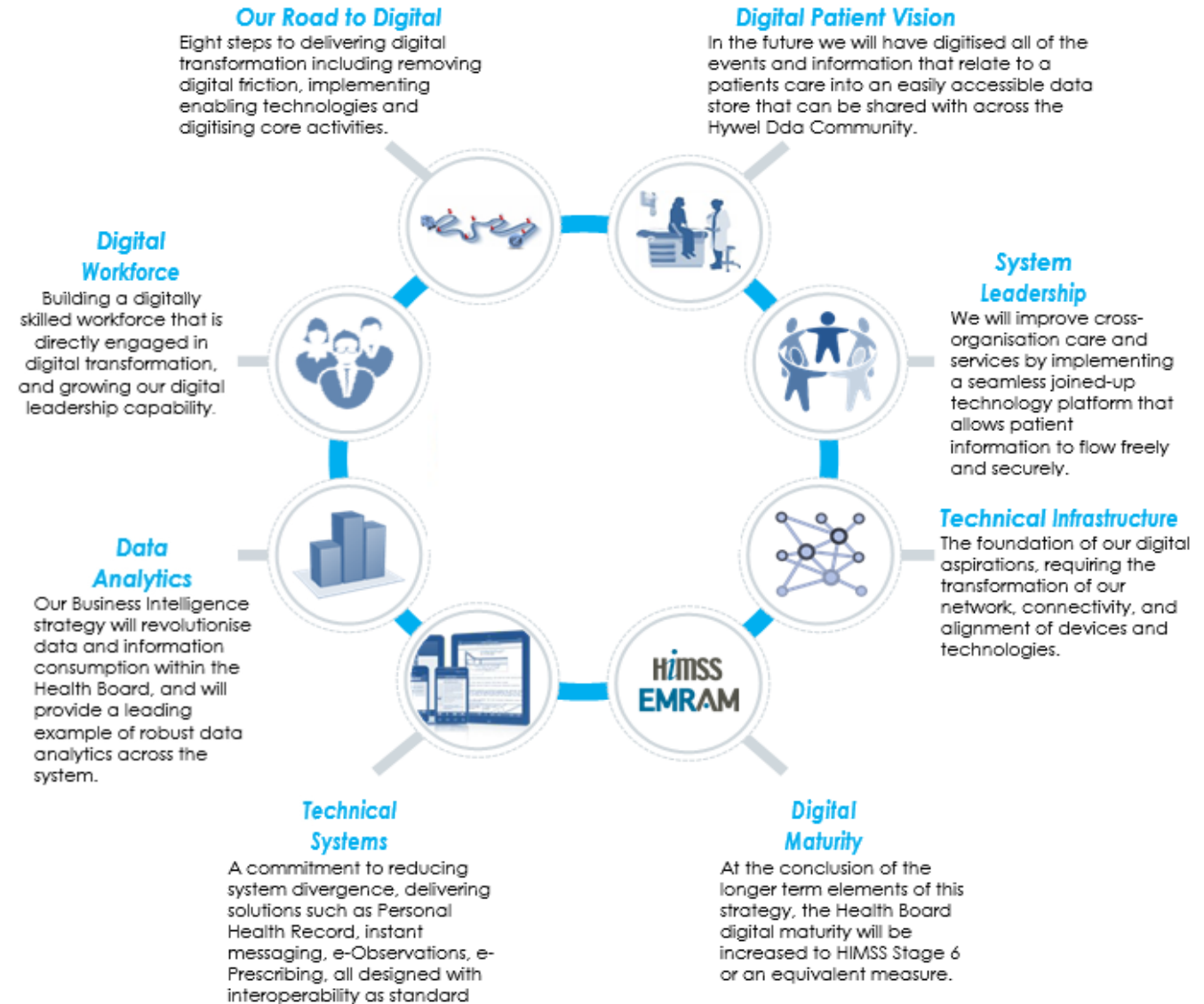
Digitally Enabled Workforce – enable staff to access shared health and care records



Business Intelligence and Analytics – insight driven culture to improve quality, outcome & research



Digital Infrastructure – provide secure access and interoperability



Our Digital Vision

To become the most digitally integrated care organisation in NHS Wales which will enable the delivery of patient centred high quality, safe and sustainable care to our community

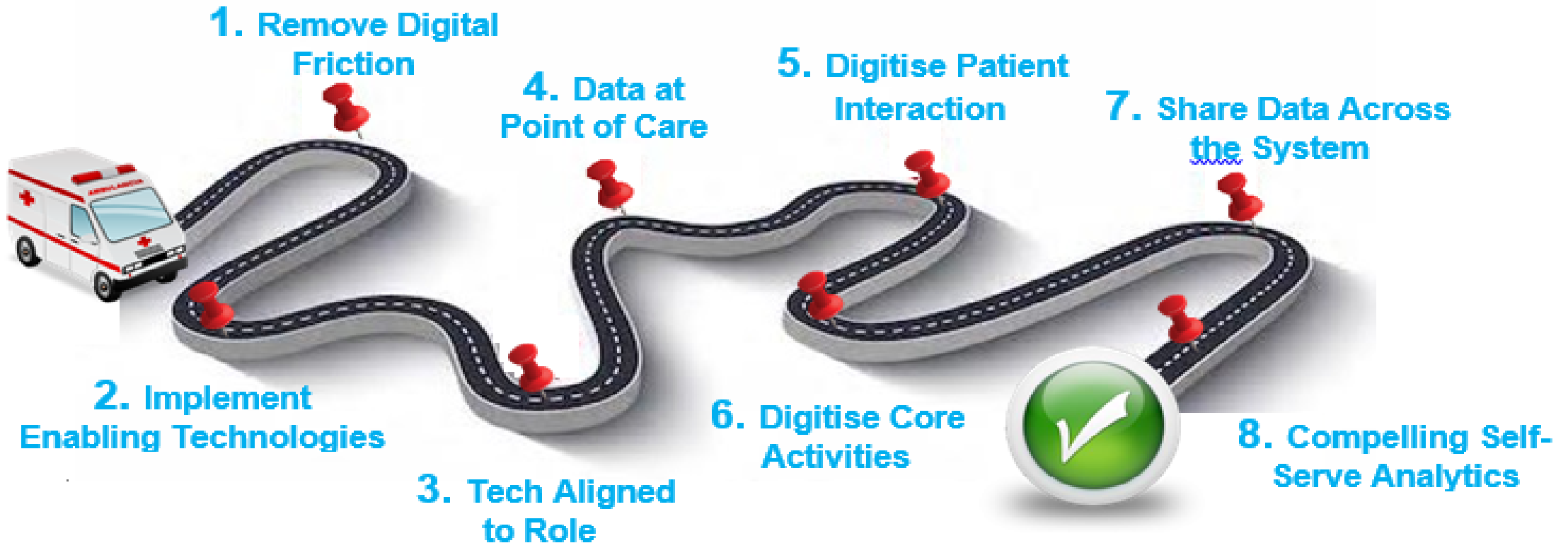
To empower patients and staff to securely access information anytime, anyplace, on any device.

We will deliver a *Digital Health Board*, providing *exceptional care, quality and safety* for our patients, a *single view of information* for our clinicians, with *collaboration* at our core.

Our Road to Digital

By embracing the Response and making digital technology a key component of all organisational transformation, we will ensure it is part of every clinical pathway and contributes to the care given to, and safety of, our patients. Digital transformation will blend into our culture to become a foundation of change that leads to improved patient care and safety

The need to collaborate and interoperate with our local / national partners is also key to our digital vision, and reflects that we are part of a wider team of organisations and that patient care will be greatly improved if we all have sight of each other's actions.



Our Patient Vision

Our digitally transformed future healthcare vision...

In the future we will have digitised all of the events and information that relate to a patient's care into an easily accessible data store that can be shared with our partners. Clinicians will be able to view all the requests and results relating to a patient, including images, not only from our Health Board but also our partners in primary, secondary and community care.

By digitising the complete care pathway, from admission through medicines administration and onto discharge, patients will receive better and safer care as our teams will have a clear and easily understood picture of the patient's health.

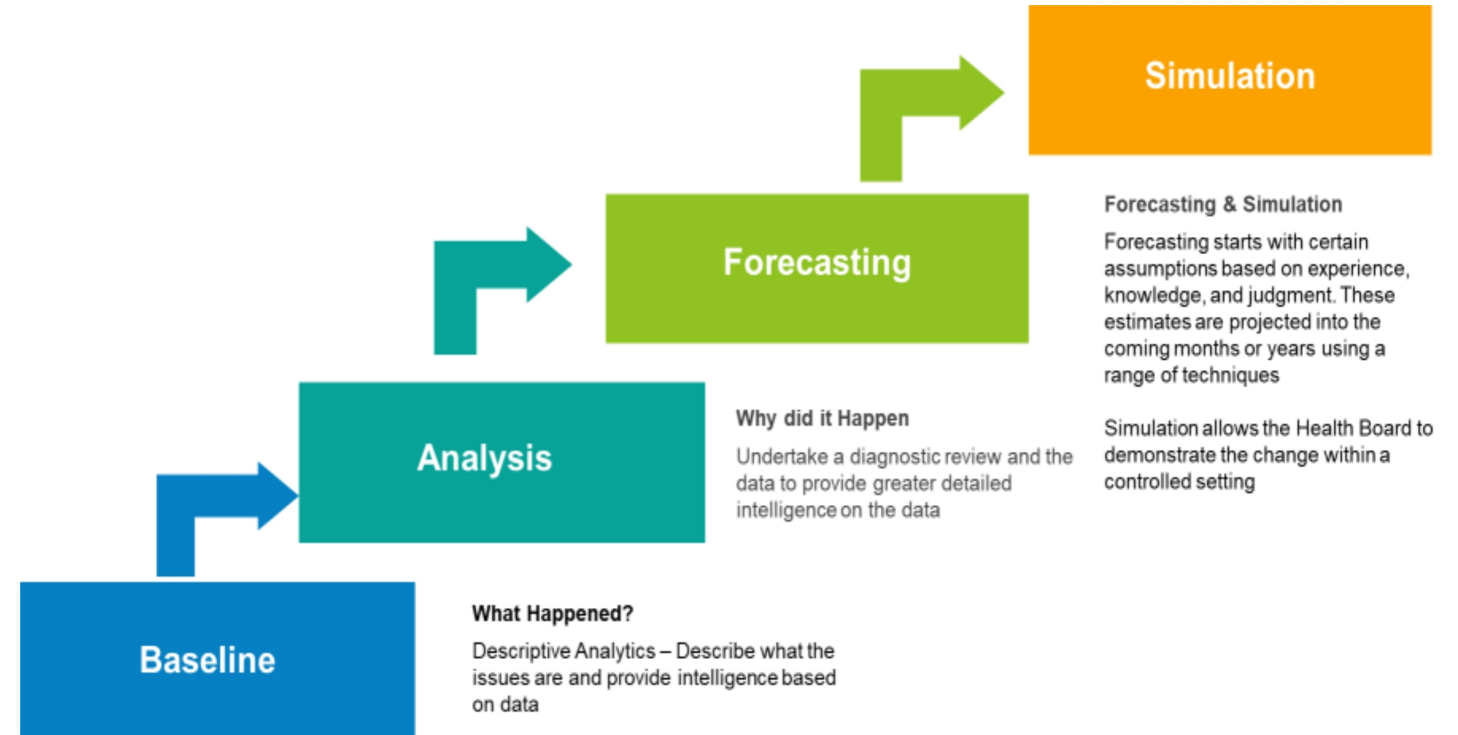


Business Intelligence and Data Analytics

Getting smarter with self-serve intelligence...

Our Business Intelligence Response will revolutionise information consumption within the Health Board, and will provide a leading example of robust data analytics across the system. The objectives are organised into a number of phases over the next 5 years. They represent the roadmap to improving the use of data and information in health and care across Hywel Dda.

Utilising national products such as the NDR, locally will improve the access to a wide range of information sources required to develop the full patient journey



The foundations of our digital aspirations...

Enabling new ways of working...

Embracing the 'Internet of Things'

As we progress further, the use of Internet of Things sensors along with dedicated telemetry and tracking devices will provide data to improve the care given to our patients by providing real-time feedback of observations and locations

Renewed Cyber Security

To support this level of flexibility, we must also continue to invest in Cyber Security measures so that our Citizens data is kept safe. Our software will be maintained in line with supplier support and we will commence the rollout to the latest versions of desktop operating systems and office productivity tools over the next 12 months.

Cloud-Based Solutions

The move to cloud-based Office 365 is more than a simple replacement of our aging productivity tools. As our data is moved into the cloud, our teams will be able to access the data, securely, wherever they may be. The highly collaborative nature of the platform will allow us to share our data, subject to information governance rules, with other providers and commissioners far more efficiently.

A Place Where IT Just Works






The underlying IT Service will be standardised into an industrial strength solution where things will “just work”. When incidents and problems do occur, we will ensure there are skilled teams available to remedy the situation with minimal impact to the staff and patients.

Implementing IT solutions that just work...

Delivering the Digital Reponses

The Health Board has set strategic aims which outline the key priorities for the organisation to deliver. The strategic aims are part of a larger strategic and governance framework and are designed to effect positive change and Digital has a part to play.

Digital transformation is an important foundation upon which greater transformation can occur. The implementation plan will deliver a number of benefits against all of the Health Board's strategic aims

	 Role	 Care	 Delivery	 Our People	 Foundations
Delivering the Digital Response					●
Enabling Patients	●	●			●
Enabling the Workforce		●	●	●	●
Digital records & Interoperability	●	●			●
Protecting patient information		●			●
Strengthening digital healthcare systems	●	●	●	●	●
Strengthening digital infrastructure			●	●	●
Enabling hospital flow & integrated care	●	●			●
Beyond the Health Board	●				●

What & When?

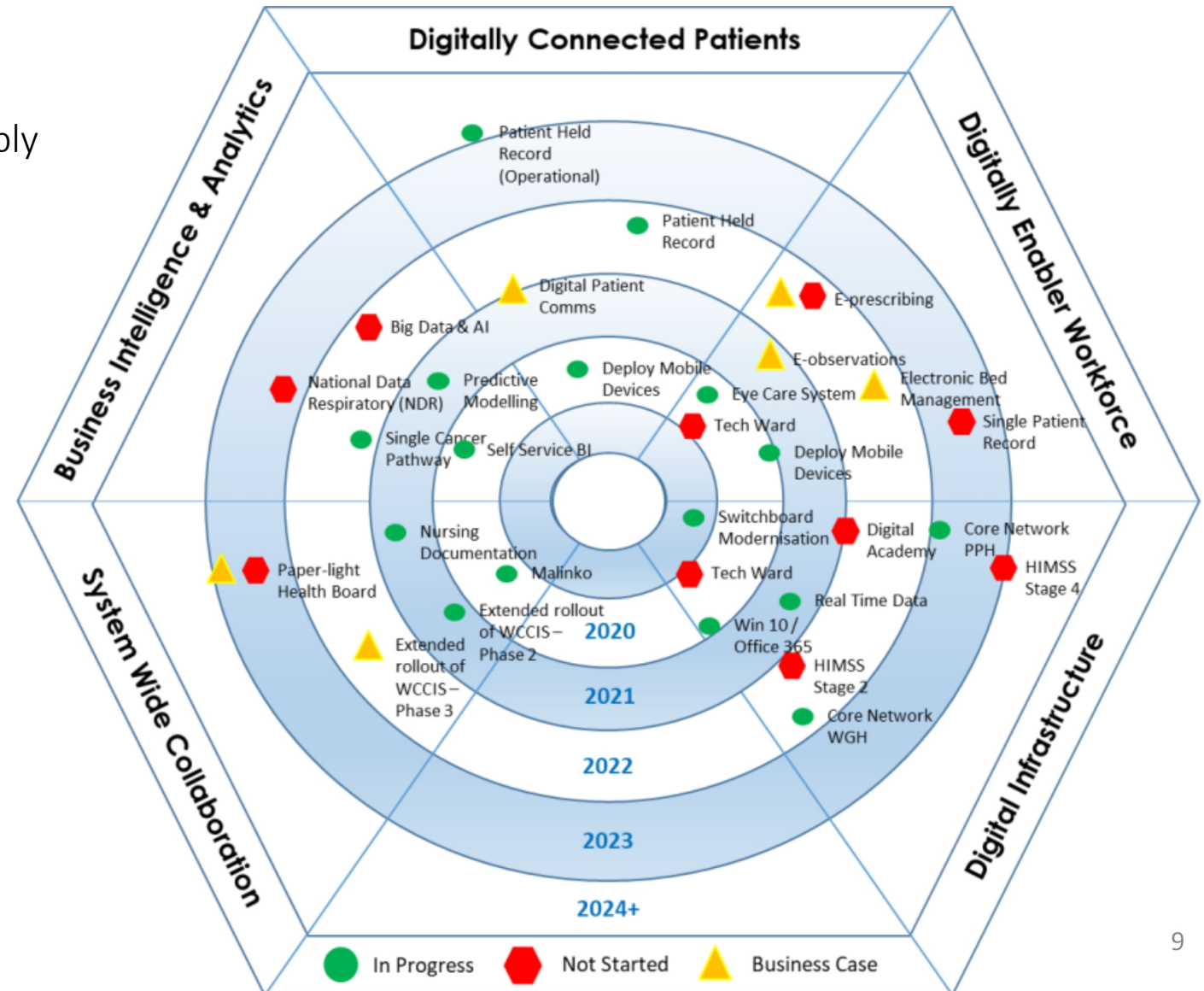
Key activities and timings within the digital Response...

2020-2021

This period is characterised by key activities that will enable further phases of the Response, notably the upgrading of our network, operating system and productivity tools. The data warehouse will move into production, and we will begin appointing key staff into transformation and programme roles.

2022-2024+

The early work on our foundations enables a consistent programme of delivery in our patient, clinician and system wide plans. New tools and services will begin deployment from 2020, including the pilot of a digital Patient Health Record, alongside E-prescribing.



Progress to date – with the additional resources

Project / Innovation	Progress to date
Patient Consultations – virtual consultations	<ul style="list-style-type: none"> Attend Anywhere has been embedded within the Health Board. Over 2,000 virtual consultations have already taken place. Microsoft Teams has been developed to provide Group sessions, and has been widely used within the Health Board Phase 2 of the implementation has now begun, across a further 8 specialities. This will be completed by December 2020, which will mean that 20 services will be live with either Attend Anywhere or Microsoft Teams
Enhanced features of Welsh Clinical Portal (WCP)	<p>The following features were released in WCP to enhance the clinical experience:</p> <ul style="list-style-type: none"> WCP Mobile – Hywel Dda is leading the way with the use of WCP mobile within the Health Boards. GP Record Access – this has been released to all WCP users Transfers – made available to all Consultants, Juniors etc Additional MTed wards have been released at the request of Pharmacy PROMs functionality has been released and is operational
Develop a system for Electronic Observations	A SharePoint site has been developed for all COVID wards to undertake electronic observations at the bedside. This has been introduced in lieu of the national solution being available. The Digital Team will be looking at the scalability of this solution in the coming weeks to all Wards within the Health Board.
Fast Track Office 365 programme	<p>Each week new functionality is being rolled out to the Health Board:</p> <ul style="list-style-type: none"> All emails inbox's have been migrated All staff have access to full MS Teams Live Stream meetings have been undertaken (first in NHS Wales) Additional functionality for Analytics in the Cloud will be released shortly All personal files / networked files will be available to staff (with the appropriate licence groups) which will allow staff to truly work from home without restrictions
Mobilisation of the Workforce	<ul style="list-style-type: none"> 3,000 devices have been rolled out since March 2020

Progress to date – with the additional resources

Project / Innovation	Progress to date
Fast Tracked the “proof of concept” for Digital Dictation	<p>50 staff have been identified for the proof of concept. The first staff will be using the new system by November 2020. This will then be used to inform the wider business case for the full adoption within the Health Board.</p> <p>All the information / readiness work has been completed to allow the system to be configured. Scheduling of related training is underway with the aim that users will be using the systems next week.</p>
Malinko – Community Scheduling Tool	<p>Version 2 of the software will follow after the go-live at Pembroke Dock. Expecting go-live at Pembroke Dock to be week 2/3rd week of October 2020. This will incorporate 15 staff, and then a rapid rollout will commence during October for Pembrokeshire, November for Ceredigion and December / January for Carmarthenshire.</p>
Welsh Nursing Care Record	<p>All the readiness work has been completed, and a formal project plan is in development for approval by the Director of Nursing, Quality and Patient Experience. It is anticipated that a full rollout will commence in January 2021 (Pembrokeshire) with a full implementation across the entire Health Board by March 2021.</p>
Dr Doctor	<p>The first service went live 19th August (Heart Failure Clinics). The Team are working on with the following specialities to implement Dr Doctor platform in the coming months:</p> <ul style="list-style-type: none"> • Trauma and Orthopaedics • Ophthalmology
Welsh Community Care Information System (WCCIS)	<p>Implementation work still continues at pace within Ceredigion, with readiness work underway within Pembrokeshire for them to become the next adopters. The additional project support has been targeting finalising the adoption within Ceredigion.</p>

In Conclusion

- By pursuing our vision we will build solutions where the core aim is to benefit our citizens ahead of the Health Board.
- We will act with the interest of the local health economy at the centre of everything we do and ensure collaboration is built into our digital solutions from the outset rather than added as an afterthought. Collaboration will not stop at the technology as we will share our resources and learning to ensure that as a community we are not re-inventing solutions.
- We will accelerate our digital transformation by assimilating existing best practice solutions into our organisation.
- Our success to date is due in part to having a clear sense of purpose, strong and committed leadership combined with appropriate financial and human resource investments, but fundamentally our “can do attitude” is the reason we do what we do.
- Delivering our ambitions will also require different ways of working and culture change within the organisation, and we will build provision for that into our approach to project implementation.
- The need to collaborate and interoperate with our local / national partners is also key to our digital vision, and reflects that we are part of a wider team of organisations and that patient care will be greatly improved if we all have sight of each other’s actions.