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Bwrdd Iechyd Prifysgol
Hywel Dda
University Health Board

Our Digital Operational Plan 2021 - 2022

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Introduction



An ambitious Response powering our digital future...

This document outlines the Digital Operational Plan for Hywel Dda University Health Board for 2021/2022. It is based around the Digital Response which goes beyond a typical ICT Strategy, encompassing the digitisation of processes, workflows and care pathways, supporting emerging healthcare technologies and ultimately transforming the way the Health Board works.

During the last year we have seen a shift in the reliance of Digital and accessibility from a variety of locations. The role of Digital Services is to be a key enabler in the NHS which recognises the value and need to make information accessible via electronic means, update it in real time and manage the patient journey proactively. This will enable:

- People to manage their wellbeing and connect with health and social care services efficiently, effectively and have

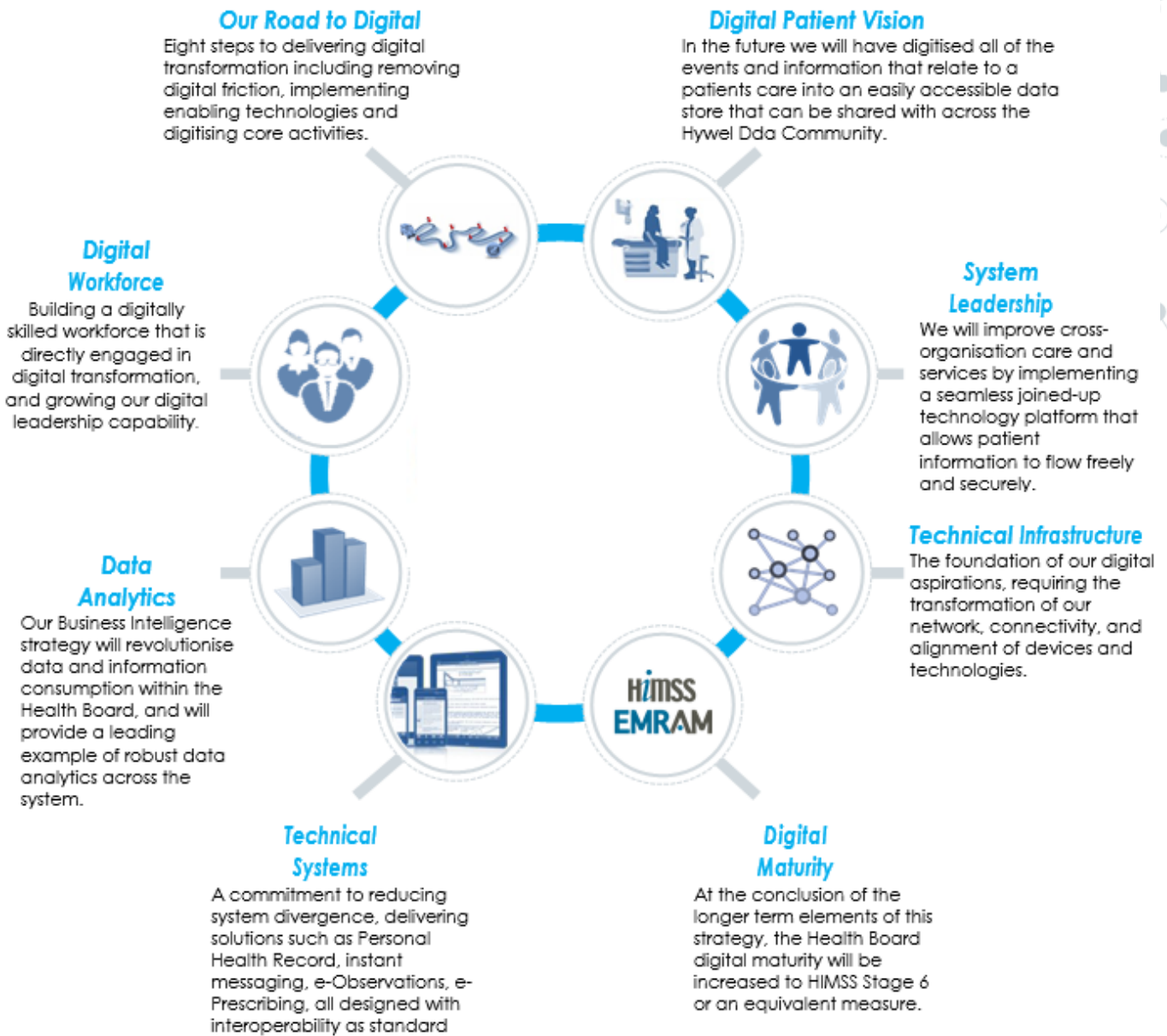
the best possible experiences of healthcare.

- Professionals to do their jobs and deliver safe, high quality services.
- Shaping of the services to meet the needs of current and future generations.

Digital Services will continue to grow and expand to continue to support the increasing need for Digital within the Health Board and supporting the provision of Digitally enabled health care. We strive to have an ambitious response powering our digital future.

The purpose of this document is to outline the key objectives and projects that will be delivered by Digital Services during the next financial year (2021 – 2022), that fits in with the Digital Response, Digital Services Operational Plan and the Health Board's Digital Delivery Programme Plan (2020- 2023).

Our Digital Vision at a glance...



The future vision for the Digital Response is underpinned by four key digital themes:



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

Setting the Scene

Digital technology is an integral part of most people's lives and is increasingly at the heart of the healthcare agenda. Digital technology is already transforming the way in which we deliver care and the way that we work as a Health Board.

There are increasing digital challenges for healthcare providers to contend with, e.g. recent cyber-security incidents have highlighted the vulnerability of healthcare systems; expectations regarding technology are well ahead of current systems on offer; and robust digital systems are vital to delivering seamless and safe patient care.

Our current Services

Digital Services provide Health Board-wide services for Information Management, Clinical Coding, Telecoms, Patient Applications and ICT Technical Services (ICT Service Desk, Devices, Networks, Storage, Data Centres, Security, Integration, Web Services and Information Governance).

In summary:



8,500 devices



10,000+ users across the Hywel Dda Community



£8.3m budget (0.98% of the Health Board)



137 staff WTE (1.37% of the Health Board)



81% excellent user rating

There are over 130 clinical ICT systems in use across the Health Board. Many of these are

unsuitable because they are either out of date, unsupported or lack key functionality. Many of these systems are silos of information and many systems will carry similar information. Inconsistencies in these sources of data could pose safety risks at worst and a significant administrative burden on staff at best. Even with so many systems in place, there is still a large amount of paper in use.

Working with our partners

The Health Board already has a good working relationship with our local partners. We currently collaborate with partners at various levels including across the Hywel Dda Community.

This Operational Plan will look to develop a Digital Roadmap, which outlines the ambition for the design, implementation and wide-scale adoption of digital and technology solutions for health and care services within the Hywel Dda Community. The roadmap will highlight how digital will address key local challenges, including delays in leaving hospital, increasing wellbeing, creating greater ownership of health care and information, providing quality acute care across the Health Board area, and care closer to home.

Information Governance

In order to deliver much of the above, there is a need to have a strong information governance framework which can ensure compliance and provide the necessary assurance to the Health Board. Every citizen should feel confident that information about their health is securely safeguarded and shared appropriately as it is in their interest to do so. Everyone working in the healthcare system should see information governance as part of their responsibility.

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

Our Mission

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 Design Principles

To support our vision we have developed five Design Principles. Digital solutions should be:

Digital technology is constantly changing and evolving and as a Health Board we will be flexible and open to new opportunities. Though we outline the key planned programmes we feel that it is most important to outline the principles on which we will all be developing digital technology.

The Design Principles are a statement of our collective values for the development of digital technology in the future. They have been informed by the Health Board, the Digital Team and with partner ICT colleagues from elsewhere in the organisation.

The Design Principles will:

- Provide governance and oversight of all digital initiatives, i.e. when proposals come to the Digital Programmes and Business Case Assurance Group they will need to meet each of the five principles in order to be approved.
- Act as a consultation and engagement tool to create better conversations around the possibilities for digital transformation, i.e. when our Digital Business Partners are working directly with teams or providing training.
- Provide guidance and support for digital programmes or improvement initiatives that are in planning, development, implementation or review, i.e. these can be considered five success criteria against which a digital programme can be deemed to be effective.



Simpler

- We will rationalise the number of systems in use.
- We will not replicate complex processes before digitising.



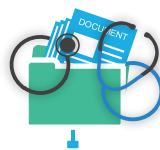
Connected

- We will create tools and systems that bring together information from disparate systems.
- We will not create closed systems which create silos of information.



Faster

- We will develop digital solutions that streamline work for clinicians, improving their speed and efficiency, whilst enhancing the patient experience.
- We will not develop inefficient solutions that detract from the patient experience.



Enabling

- We will create digital solutions to transform care pathways.
- We will not create solutions in isolation, and will learn from others to accelerate implementation.



Secure

- We will develop digital solutions that are safe and secure, and meet our security standards.
- We will not support any solutions that put patient data at risk.

Making Decisions

Prioritising the right things

In order to address the Health Board's current digital maturity challenges and deliver a strong foundation for the future a significant amount of work needs to be done. We have heard from people about technology that was outdated and hard to use, areas where improvements need to be made to keep pace, as well as more innovative forward looking technology.

Digital initiatives can be described as falling into three stages:

- **Maintain:** necessary work that needs to occur to address immediate issues and prevent problems from occurring ("keeping the lights on")
- **Improve:** work to improve current systems and ways of working; and
- **Transform:** work that fundamentally changes how we work and operate.

While work will need to be undertaken to address current issues, solely focusing on these activities will not help us to achieve our goals or keep pace with technological change.

The Digital Team has a prioritisation approach, and have worked closely with clinicians, care groups and partners to understand key priorities. This takes a balanced approach to rank priorities using weighted categories to ensure that we are focusing on things that will make the biggest impact. These categories, include:

- **Risk:** level of corporate and clinical risk of not implementing
- **Benefit/return on investment:** level of corporate and clinical benefit delivered against investment
- **Funding availability:** for implementation and support
- **Resource consumption:** required to implement

- **Political imperative:** meeting Executive and Board priority and national mandates
- **Time criticality:** on phasing of implementation
- **Response linkage:** how the development links to the overall Health Board Response
- **Audit recommendations:** how the Response ensures that the recommendations from Internal and External Audit are addressed

We will continue to work directly with clinicians to review this approach across the life of the Digital Response to ensure we are pursuing the right priorities.

Robust governance

We have identified that as a Health Board there is too much fragmentation and diversity in the digital solutions we have in place, and the ways in which they are used. The Design Principles outline the standards that the Health Board will collectively work towards and this will be supported by robust governance.

All proposals for digital investment will be reviewed at the Agile Digital Business Group. To be approved, business cases must demonstrate how they meet the Design Principles, in addition to existing requirements to show alignment with the Health Board's strategic aims and good programme management. Guidance and advice will be provided to assist with developing business cases. There is a clear line of governance and oversight from the Board / Executive Team downwards. We acknowledge that there are additional key governance forums and the need to ensure consistency of messaging.



Delivering the Digital Response

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.

To deliver against this aim, the Digital Team has identified a number of programmes of work within a five-year implementation plan. These programmes are designed to organise the many strands of work that need to be completed, and the implementation plan will be used to organise resources and plan for the future.

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.

Below you will find a summary about each programme of work including the desired outcomes and key projects. More detail about the programmes can be found in the supporting implementation plan.



Role



Care



Delivery



Our People



Foundations

	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	●	●			●
Improving Analytics / Real Time reporting		●	●	●	●
Beyond the Health Board	●				●



Delivering the Digital Response



Why

The Digital Response begins with this document and work will need to be undertaken to make sure that it is embedded in the organisation and structures are put in place for the objectives to be realised.

Outcomes to Achieve

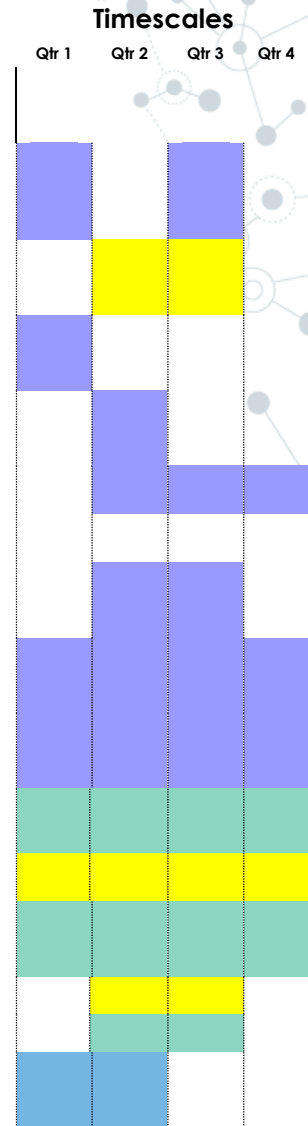
- Launch and communicate the Digital Response to support successful delivery of the objectives
- Establish necessary governance and prioritisation arrangements to support the Digital Response
- Create the teams and skillsets to support the delivery of the Digital Response
- Engage with staff, partners and patients to support the delivery of the Digital Response
- Regular measurement of benefits delivered and review of progress against the Digital Response

Highlight

Launch and embed the new structure and roles in the Digital Team.

Specific Projects

- Relationship Management approach
- Communication Strategy
- Digital Champions Network
- Scope Digital Maturity within the Health Board
- Digital services internet resources (external access)
- Digital Services online resources (internal)
- Digital Staff Development
- [Health Pathway](#)
- Digital Training Needs Analysis and Delivery
- Improved Social Media presence
- Mandatory Compliance/Governance
- Project Management documentation standardisation
- Digital Inclusion and accessibility
- Portfolio Management
- Implementation of Freshworks / Service Desk Replacement



Enabling Patients



Why

Patients are keen to see improvements in current technology, and in exploring how digital improvements could change the way in which they receive care enabling them to take the lead and giving more choice.

Outcomes to Achieve

- Enable patients to have more choice over how they receive care and provide options to access their personal information
- Improve patient and visitor navigation around the Health Board
- Continually improve patient and visitor Wi-Fi throughout the Health Board
- Support divisions and specialities to implement tools and technology to support research and innovation
- Provide patients with more opportunities to access information and give feedback

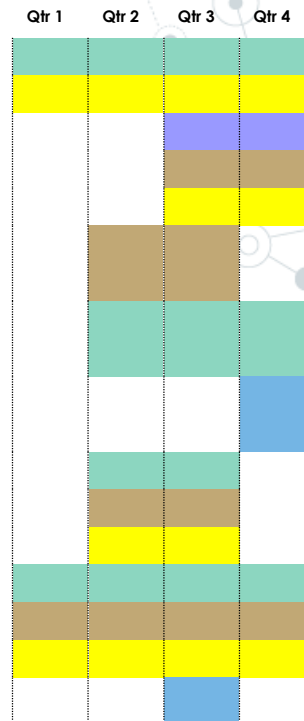
Highlight

Deployment of the personal health record through which patients will be able to directly access information about their healthcare.

Specific Projects

- Attend Anywhere Rollout
- Digital Patient Comms
- HealthCare Comms - Text messaging Service
- Commence the rollout iPads at the Bedside (BECS)
- Scope out the use of Patient Check in Kiosks
- Scoping of Patient Held record
- Patient Reported Outcome Measures / Patient Reported Experience Measures
- Patient Wayfinding

Timescales



Enabling the Workforce



Why

We have heard from staff that many of our current systems and technology are a point of frustration

Outcomes to Achieve

- Enable staff to prescribe and manage medicines safely and

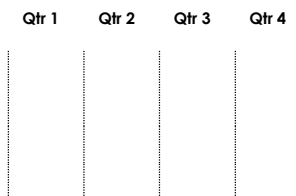
Highlight

Introduce Health Board-wide electronic prescribing and medicines management,

Specific Projects

- SharePoint Developments (please see Annex B)
- [CANTAB IPADS](#)
- [Consultant Connect](#)

Timescales





Why

and provide a barrier to delivering great patient care. We know that we need to plan for different ways of working in the future, and the digital capabilities, training and culture we need to create.

Outcomes to Achieve

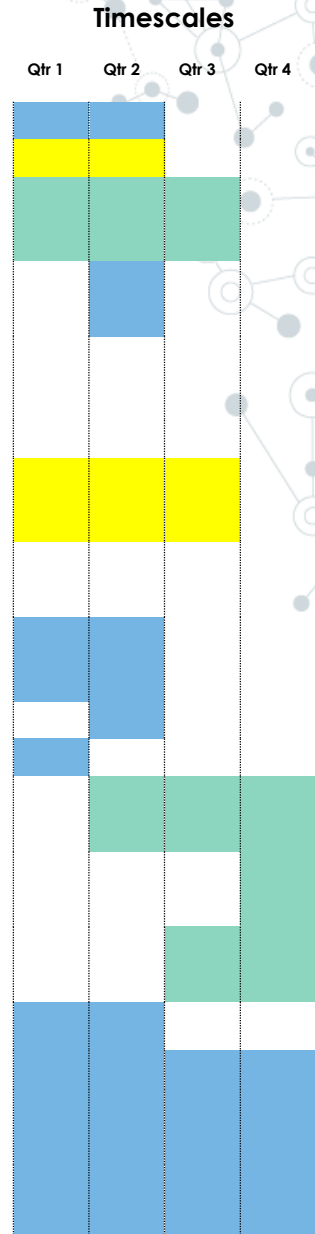
- digitally by delivering a Health Board-wide medicines administration solution
- Enable staff to communicate and collaborate more quickly, reliably and securely
- Provide the necessary infrastructure to enable mobile working
- Support staff to work differently, utilising new digital innovations to address fundamental workforce challenges

Highlight

enabling staff to prescribe and manage medicines safely.

Specific Projects

- Deployment of Mobile Devices (WCCIS)
- Finance Directorate Digital Transformation Programme
- Imprivata Single Sign-On Upgrade and Restart
- [M/H Business Intelligence Testing](#)
- [PPH Block 6 Relocation](#)
- Scope out a Psychology Staff Wellbeing system replacement
- [Relocate ART to Waungadog Farm](#)
- Relocate Clinical Engineering to Dura Park
- Service Desk Review
- Starters, Leavers & Movers
- Workforce and OD Digital Transformation Programme
- Clinical Effectiveness Transformation Programme
- Mental Health Transformation Programme
- VC Replacement
- Medical device tracking
- Networking of patient monitoring devices
- Network connectivity of infusion pumps



Enabling the Workforce



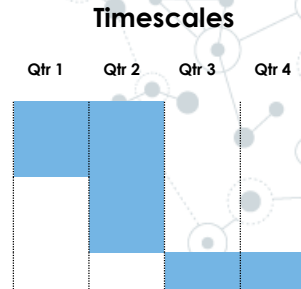
Why

Outcomes to Achieve

Highlight

Specific Projects

- Teams voice (Proof of Concept)
- Scoping of Hand Hygiene System
- [Cancer Tracking - AI](#)



Digital records & Interoperability



Why

Outcomes to Achieve

Highlight

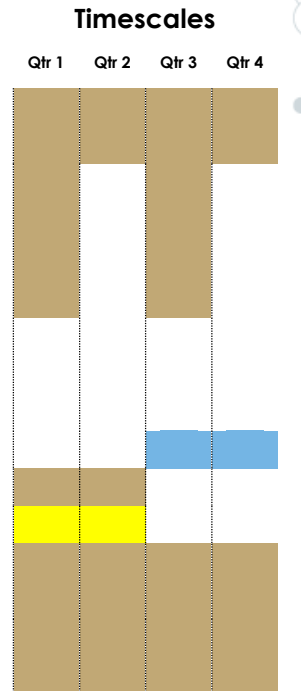
Specific Projects

The Health Board has over 130 clinical applications many of which are silos of information that some clinicians cannot access. Where systems can be accessed there are many to navigate with time-consuming logins and access obstacles to overcome. Systems may contain different versions of the same data, which could lead to inconsistencies and potential safety concerns.

- Deliver a single clinical information portal, giving a unified clinical view of patient data for staff, with information from a variety of clinical systems
- Improve our digital maturity as a Health Board and continue our journey from paper to digital records

Continued evolution of the Welsh Clinical Portal providing staff with a unified clinical view into the electronic patient care record.

- Acquisition of new data sources (patient journey)
- Action of any DSCNs and the support and reporting of those with the Services
- [Electronic Document Management System \(paper light\)](#)
- RFID
- WPAS scanning of ED Cas Cards
- Expansion of the Data Quality Programme
- Implementation of SNOMED CT within the Health Board



Protecting patient information



Why

Following the 2017 Wannacry attack, cyber security in healthcare is high on the national agenda. We have initiated a cyber-programme of work to address serious security failings within the Health Board. During consultation patients told us how important it is for them to know that their personal information and data is kept safe.

Outcomes to Achieve

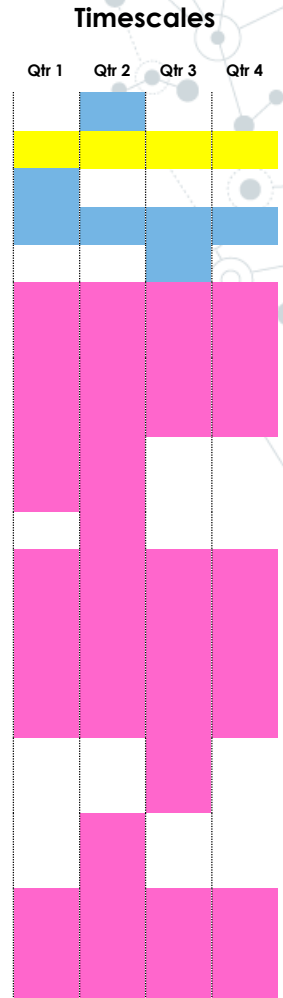
- Deliver a safe and secure Enterprise Security Architecture which protects the Health Board's data and assets

Highlight

Deliver a robust cyber security Response covering governance arrangements, data classification and data handling, cultural improvements and the establishment of a Cyber Security Operations Centre.

Specific Projects

- Cyber Security Response Plan
- [Electronic Patient Consent](#)
- NISSUS Implementation
- NIS-D Compliance
- SIEM Implementation
- Improve Information Governance presence
- Improve compliance with Welsh IG Toolkit
- Completion of Information Asset Register for HB
- Improve the NIIAS monitoring
- Review of Procedures under the All Wales Information Governance Policy, and All Wales Information Security Policy.
- Introduce IG Audits across Health Board
- Provide IG service to Managed Practices
- Supporting the Health Board in implementing new solutions across HB (DPIAs)



Strengthening digital healthcare systems



Why

There are a number of systems in use around the Health Board which are either out of date, unsupported, or lack key functionality. Any change in clinical systems should be led by the Design Principles with support from the ICT Department to ensure we are meeting our strategic ambitions.

Outcomes to Achieve

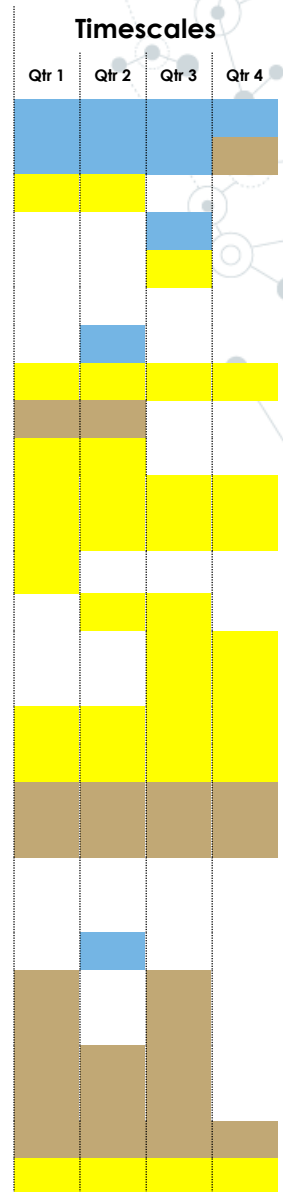
- Support the replacement and improvement of priority clinical information systems
- Collaborate with directorates and teams to identify appropriate decisions in relation to end-of contract and end-of-life digital healthcare systems

Highlight

Develop and implement a roadmap for the development of Electronic Patient Record (EPR) systems currently supporting clinical speciality areas.

Specific Projects

- Allocate
- Capsule Endoscopy
- Cardiology PACS
- **Cardiology Solus**
- Chemocare Upgrade
- Digital Dictation
- Set-up of Bed Management Module (WPAS)
- Electronic Test Requesting usage improvement
- Endoscopy System
- ENT Imaging
- Scoping of E-Prescribing & Medicines Administration
- E-Referral usage improvement
- Eye Care Wales
- Implementation of WPAS Service backlog
- **Home Care Live Pharmacy App**
- Hugs System Upgrade
- Implementation and utilisation of Medicode 360
- Implementation of the Clinical Coding Development plan
- Implementation of WPAS national upgrades



Strengthening digital healthcare systems



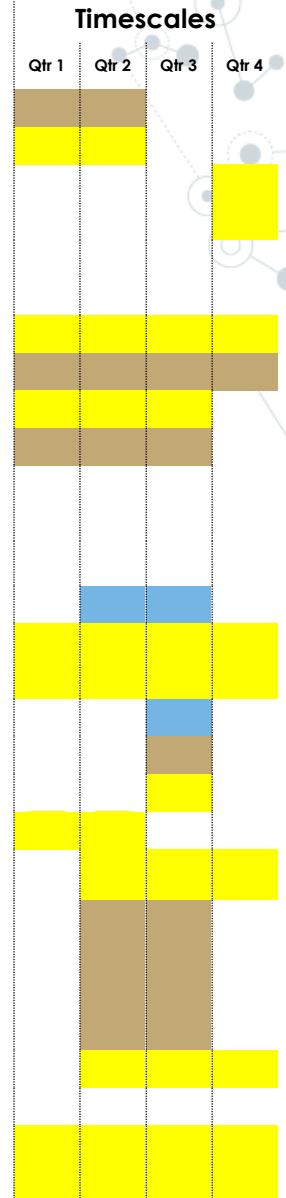
Why

Outcomes to Achieve

Highlight

Specific Projects

- Development of an electronic patient record (Physio)
- Laboratory Information Network Cymru (LINC)
- [Low Vision Service O365 solution](#)
- M/H CarePartner Releases
- Malinko
- [Mental Health Dementia Equipment](#)
- [Automate/App](#)
- MRI WGH
- MTED DALs usage improvement
- Once for Wales (Concept)
- Pharmacy WellSky
- Prostate Cancer Tracker
- Realise benefits of EMPI to the service and in addressing the duplicate records creation issue
- Results Notifications
- [Single Cancer Pathway](#)
- WCCG Implementation / new functionality



Strengthening digital healthcare systems



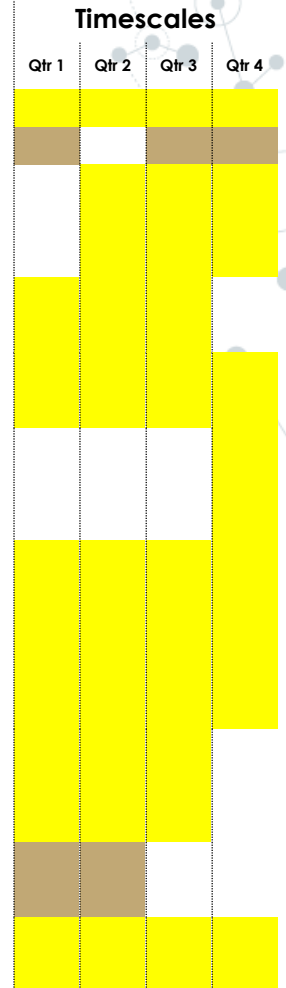
Why

Outcomes to Achieve

Highlight

Specific Projects

- WCCIS - Welsh Community Care Information System
- WCCIS - Welsh Community Care Information System - Mobile App
- WCNR - Welsh Nursing Care Records System
- WCP - Welsh Clinical Portal Implementation
- Scoping of WEDS - Welsh Emergency Department Solution
- Readiness WICIS - Welsh Intensive Care Information System
- WIS - Welsh Immunisation System
- WISDM - Welsh Information System for Diabetes Management / E-Forms
- Mental Health PAS – Completion
- Canisc Replacement



Strengthening Digital Infrastructure



Why

In order to deliver the ambitions of the Digital Response the Health Board needs to invest in the necessary hardware and software infrastructure. There are a number of must do infrastructure investments, alongside activity to prepare for the future.

Outcomes to Achieve

- Maintain and improve the Health Board's data centre and network capability, capacity and performance
- Support patient care through the management and tracking of medical equipment and devices, ensuring they are in the right place at the right time

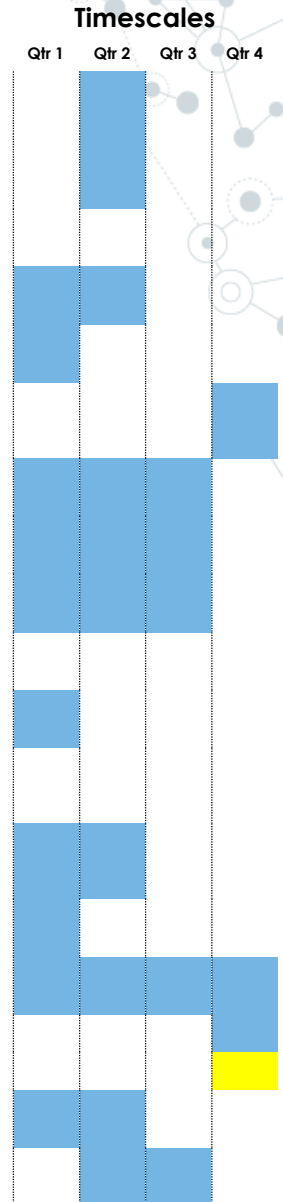
Highlight

Refresh the Health Board's data centres and networks, replacing end-of-life equipment and providing the digital infrastructure to support the Health Board.

Introduce a Health Board-wide asset tracking and management solution for medical equipment and devices.

Specific Projects

- Asset Tracking
- BGH Core / Edge Network Upgrade
- **BGH Hub and Spoke VC**
- Bitlocker Upgrade
- Block 8 Hafan Derwen
- Carmarthenshire Domain Removal
- Citrix Hardware Replacement
- Citrix XenApp Upgrade
- Cloud Readiness (Azure v DC)
- **Cylch Caron Tregaron**
- Data Centres
- **Dementia ICT Equipment Deployment**
- Estates Computer Aided Facilities Management
- Firewall Replacement
- Fixed Line Migrations
- PACS / Radiology Replacement
- GE Monitoring WGH
- GGH Network Redmediation



Strengthening Digital Infrastructure



Why

Outcomes to Achieve

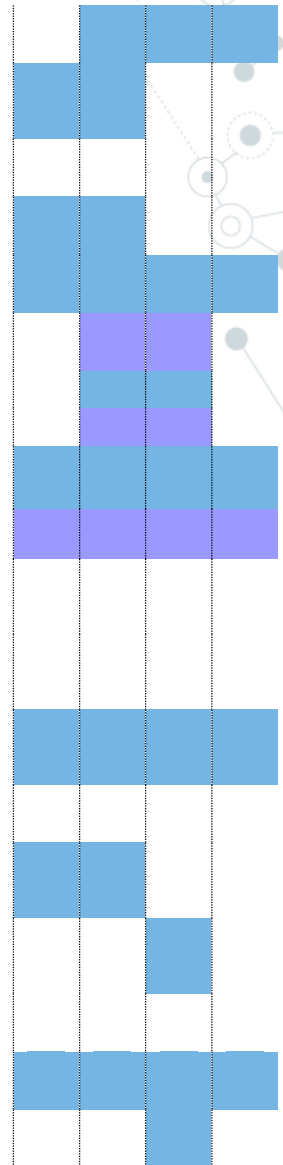
Highlight

Specific Projects

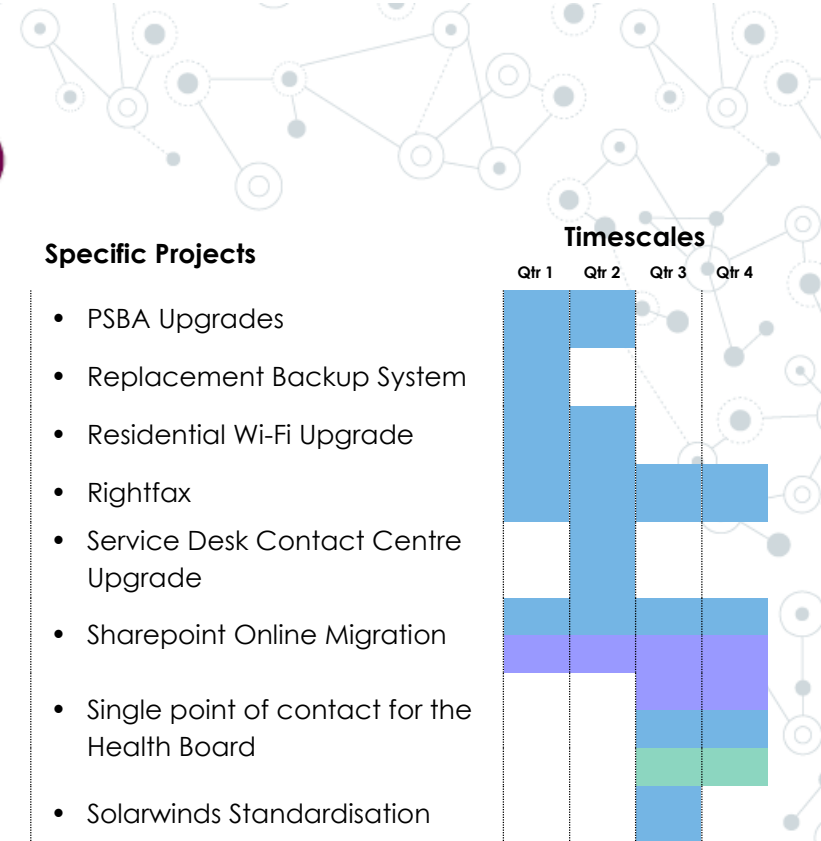
Timescales

Qtr 1 Qtr 2 Qtr 3 Qtr 4

- GGH Pathology Refurbishment
- Govroam / Eduroam Implementation
- [HD Tudor House](#)
- Internet Link Upgrades
- IP Telephony Core
- Modernise Switchboards
- Modernise Telecom Infrastructure (community)
- Modernise Telecom Infrastructure across Health Board
- [Nant-Y-Ci Clinical Learning Relocation](#)
- [Nav Pro Upgrade \(Audiology XP Replacement\)](#)
- Network Edge & Core Withybush
- [Paediatric Heart VC](#)
- Pantyfeddyn Network Implementation
- Pembrokeshire Domain Removal
- [Pond Street Network Upgrade](#)
- PPH Network Upgrade
- Printing Replacement



Strengthening Digital Infrastructure



Why

Outcomes to Achieve

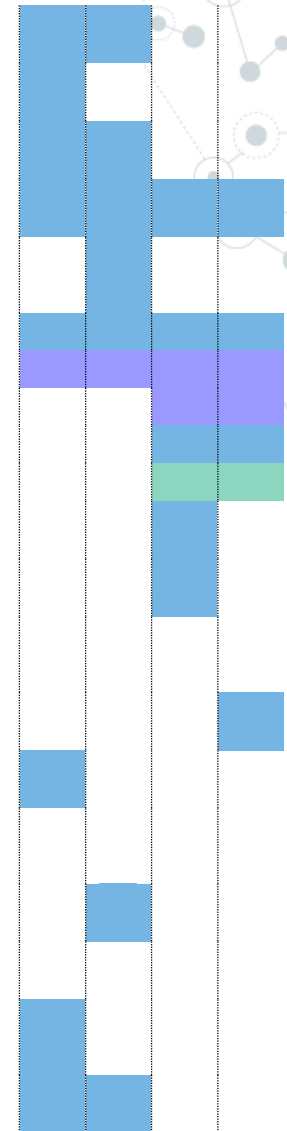
Highlight

Specific Projects

Timescales

Qtr 1 Qtr 2 Qtr 3 Qtr 4

- PSBA Upgrades
- Replacement Backup System
- Residential Wi-Fi Upgrade
- Rightfax
- Service Desk Contact Centre Upgrade
- Sharepoint Online Migration
- Single point of contact for the Health Board
- Solarwinds Standardisation
- Sophos Cloud Central
- [South Pembrokeshire Ward Refurbishment](#)
- SQL Consolidation
- Storage Upgrades
- [Tegfan -Ammanford Health Centre HDD_2018_016](#)
- Thycotic Secret Server
- [Tregaron PSBA Upgrade](#)
- Ty Elwyn Network Implementation
- UPS Replacement Programme



Strengthening Digital Infrastructure



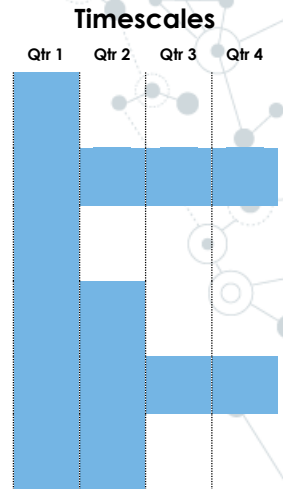
Why

Outcomes to Achieve

Highlight

Specific Projects

- VMWARE Upgrade (NSX-T / SRM)
- Womens & Children - Phase 2
- WGH Medical Education Simulation Lab
- Windows 10 Device Deployment (Autopilot)
- Windows 2003
- Windows Defender Implementation



Enabling hospital flow & integrated care



Why

Managing the flow of patients through the hospital efficiently, especially those admitted via the Emergency Department for unscheduled or urgent care, is critically important.

Outcomes to Achieve

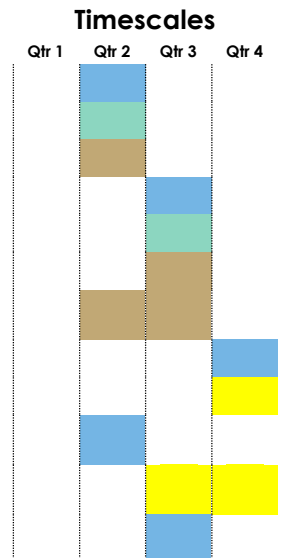
- Deliver digital solutions to enable improved patient flow in the Health Board and beyond
- Digitise workflow to support the removal of fax machines in use across the Health Board

Highlight

Introduce enriched features to systems to improve patient flow, both within and beyond the Health Board

Specific Projects

- Scope out the vision of a Digital Hospital
- Scope out the vision of a Digital Ward
- Electronic Whiteboards
- e-observations
- Junior Doctor Handover
- Radiology Requesting
- Scope out the use of Vocera



Improving Analytics and Real Time Reporting



Why

Move the Health Board from traditional “descriptive analytics” which reflects what has happened at points of the patient journey towards “predictive and prescriptive analytics”, therefore becoming a learning health system, which evolves its information and data to suit requirements.

Decision makers will use data and information as the primary source of their decision making, using analytics to understand the root cause of the issue and the question being tabled

Outcomes to Achieve

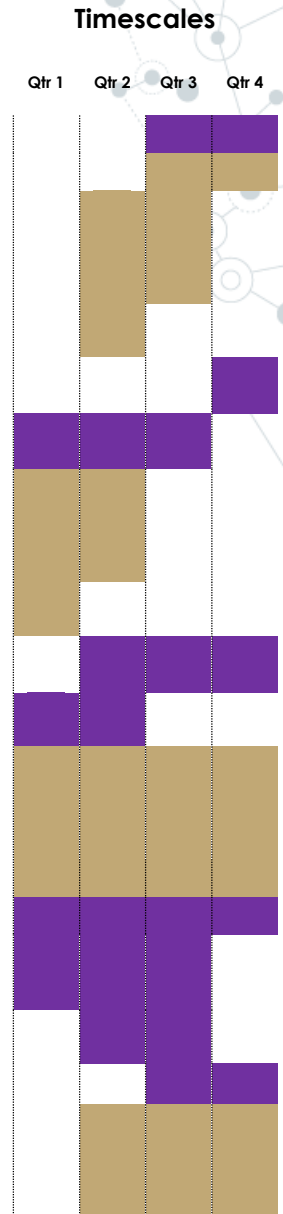
- Business intelligence and modelling – to establish real-time, integrated (across the patient pathway),
- Easily accessible and comprehensible data to support our clinicians and managers with day to day operational planning as well as support the organisation’s strategic objective to improve value of its services and shift resources into primary and community settings.
- Improve forecasting and simulation to provide predictive analytics

Highlight

Introduce real time reporting, predictive analytics within the Health Board which will improve decision making

Specific Projects

- Big Data & AI
- CHKS suite of reports – BADS/Mortality/Efficiency Reports
- Clinical Coding PBI Dashboard
- Drive Time Analysis
- EDAPT
- File upload functionality for other teams to upload data into the ISDW
- Finance reporting project
- Clustering Analysis
- Health Foundation Project
- Implementation of DrDoctor PROMS as per the Value Based Health Care programme
- Lightfoot
- Machine Learning Development
- Predictive Analysis
- Predictive Modelling
- Progress the ability to extract information from un-structured information sources



Improving Analytics and Real Time Reporting



Why

Outcomes to Achieve

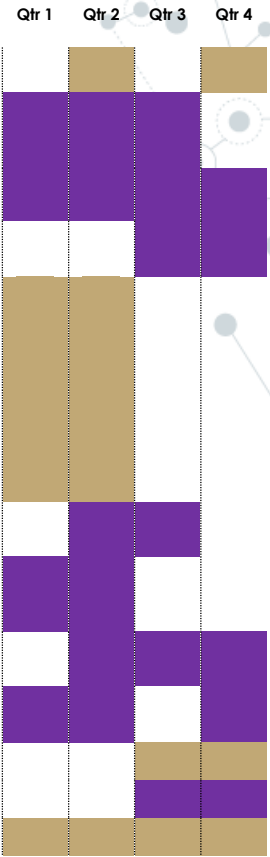
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Highlight

Specific Projects

- Real Time Data (via Cloud) ●
- Right Sizing Community Services
- SHIRLOC
- Simulation ▲
- Support the development of Quality, Safety and Experience Committee dashboard
- Support the development of the Performance Reporting (Improving together)
- Surveillance
- Time Series Analysis & Forecasting
- Whole System Pathway
- Winter Planning
- Improving the presence of Cloud Analytics
- National Data Respority (NDR)

Timescales



Beyond the Health Board



Why

Outcomes to Achieve

Highlight

Specific Projects

Timescales

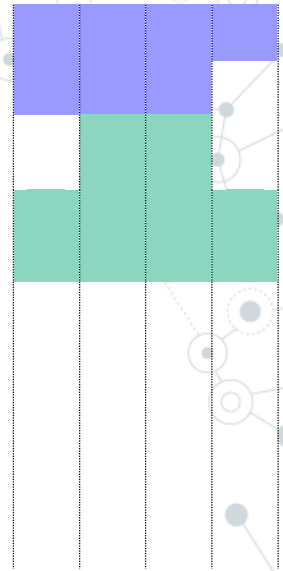
Qtr 1 Qtr 2 Qtr 3 Qtr 4

Our patients, staff and partners report frustration with the difficulty of sharing information with organisations beyond the Health Board. We and our system partners are committed to improving the use of digital technology to enable us to share clinical information with our care partners more effectively, helping to improve care for patients wherever they receive treatment.

- Support the implementation of Hywel Dda community-wide solutions which create greater system integration and digital interoperability
- Support the delivery of the Local Digital Roadmap for the Hywel Dda community
- Enable staff to connect securely to digital healthcare systems from wherever they provide patient care

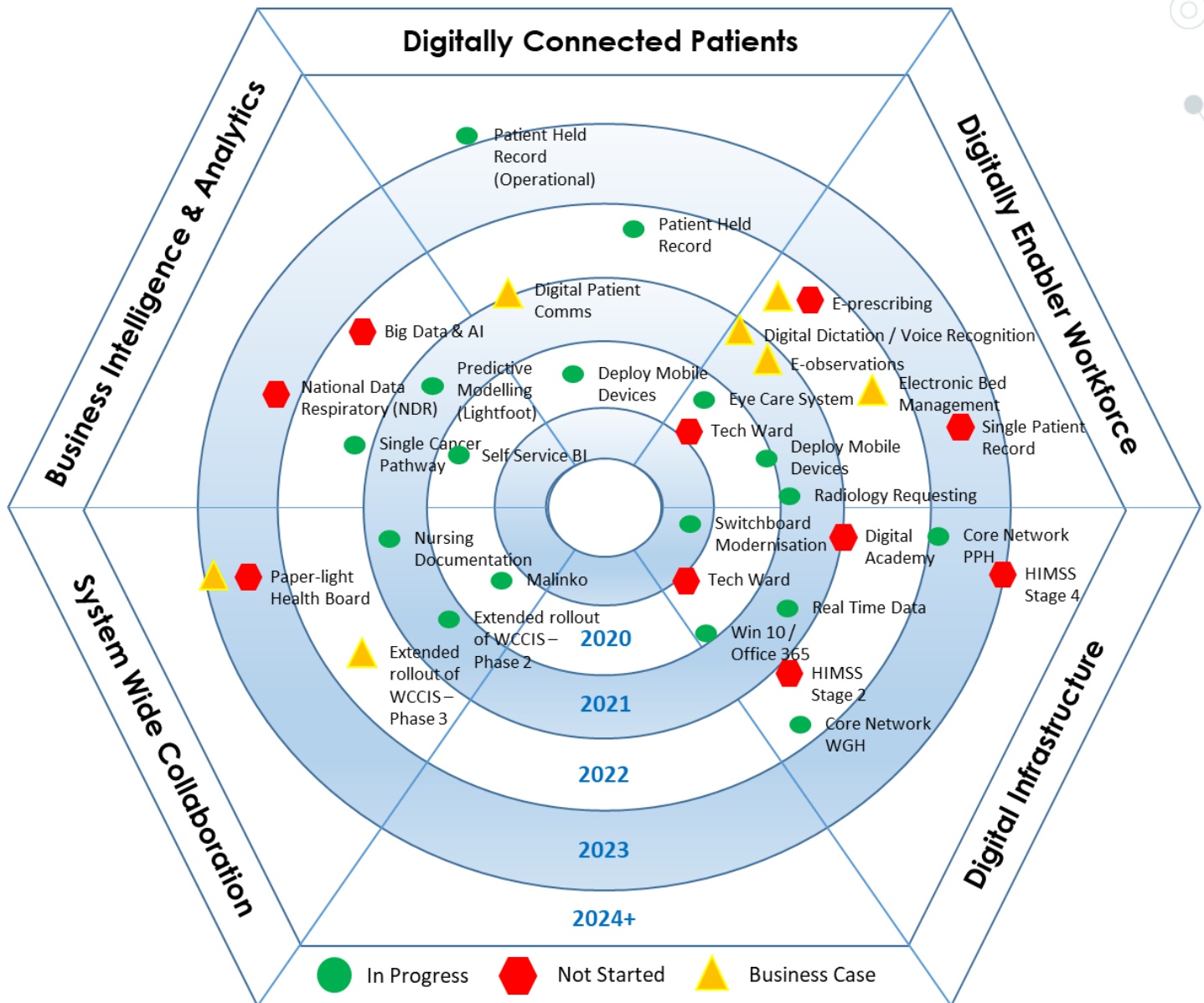
Enrich the shared care record held, improving access to patient information, supporting clinical decision making.

- Digital Academy
- Digital Apprenticeship Scheme
- Scope out the vision of a Digital County
- Digital Home / Technology Enabler Care (TEC)



What & When?

Key **activities** and **timings** within the Digital Operational Plan...



2021-2022

This period is characterised by key activities that will enable further phases of the Operational Plan, 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 academic roles.

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. As a Health Board we will learn from implementations elsewhere in the NHS and beyond, recognising that others also have the skills and ability to create

transformational solutions which we can assimilate into our operations.

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. After two years, given the rapidly changing external environment, we will review this Response and consider whether it requires a refresh.

SharePoint Developments



Why

We have heard from staff that many of our current systems and technology are a point of frustration and provide a barrier to delivering great patient care. We know that we need to plan for different ways of working in the future, and the digital capabilities, training and culture we need to create.

Outcomes to Achieve

- Enable staff to prescribe and manage medicines safely and digitally by delivering a Health Board-wide medicines administration solution
- Enable staff to communicate and collaborate more quickly, reliably and securely
- Provide the necessary infrastructure to enable mobile working
- Support staff to work differently, utilising new digital innovations to address fundamental workforce challenges

Highlight

Introduce Health Board-wide electronic prescribing and medicines management, enabling staff to prescribe and manage medicines safely.

Specific Projects

- 2013 site for Acute Oncology Service
- 2013 site for Breast Cancer reportal - review
- 2013 site for Brexit
- 2013 site for Cardiology - review
- 2013 site for Clinical Systems
- 2013 site for CLP - needs review
- 2013 site for Dementia Well being support teams - review
- 2013 site for e-obs - review (for a O365 solution)
- 2013 site for Hwyl Hub
- 2013 site for Intensive support team (MH/LD) - review
- 2013 site for Internal Transfers - review
- 2013 site for Memory Assesment Clinic
- 2013 site for Transforming Clinical Services
- 2013 site for turnaround
- 2013 site for Weekend handover Online /SMEAR / CARDIO Tke- also see below

Timescales



Why

Outcomes to Achieve

Highlight

Specific Projects

Timescales

- 2013 site for women and child health - Migrate
- Acute Phlebotomy Booking System - Retire 2103 / new O365 Solution
- Antigen/Antibody Booking System
- Carrers Wales - O365 repository and resouces
- Caseload Management MH - move to O365 solution
- Catch All for 2013 sub sites or sites overlooked - review
- Central Operations Team (On call rota 2013 calendars / list to Power Solutions)
- CICC and AICC Sharepoint sites - move to O365
- Community Phlebotomy Booking System - Retire 2103 / new O365 Solution
- Corporate Office Contact DB and FOI DB (2013 solution to O365)
- Covid 19 Contact Center solution (on Prem) to port to a O365 solution
- Health Contracting (migration off 2013 solution)
- ICT sites no longer used - close off / retire



Why

Outcomes to Achieve

Highlight

Specific Projects

Timescales

- Low Vision Service O365 solution
- Migration of 2013 Car Pool Site / (O365 and Power
- Migration of HEF+ 2013 site and DB to O365 (PowerApp solution)
- Migration of POVA 2013 site / DB to O365
- Migration of SGC enquiries 2013 site / DB to O365
- Migration of SIP2/3 2013 site / DB to O365
- Power App linked to above " Doctor Ward List" - CanvasApp
- Procurement 2013 Pages - migration to O365
- PSS (Patient Support Services) - New solutions within O365
- Resus solution (like the EBME/Medical equipment) / also e-forms / lists and reporting
- Sites unaccessible to access on 2013 (i.e. Information, informatics, igsc, faxing etc,)
- TB Tracker solution (2013 lists and DB -port to a O365 solution)