Key Information Summary (KIS)

Improving patient experience through better communication of important information

The aim of KIS is to improve the sharing of key information for patients who have
- Long Term Conditions
- Complex care needs
- Mental Health Issues

KIS will enable key patient information such as
- diagnoses
- patient wishes
- future care plans and
- special alert messages including resuscitation status

to be downloaded automatically into an easy-to-access user interface
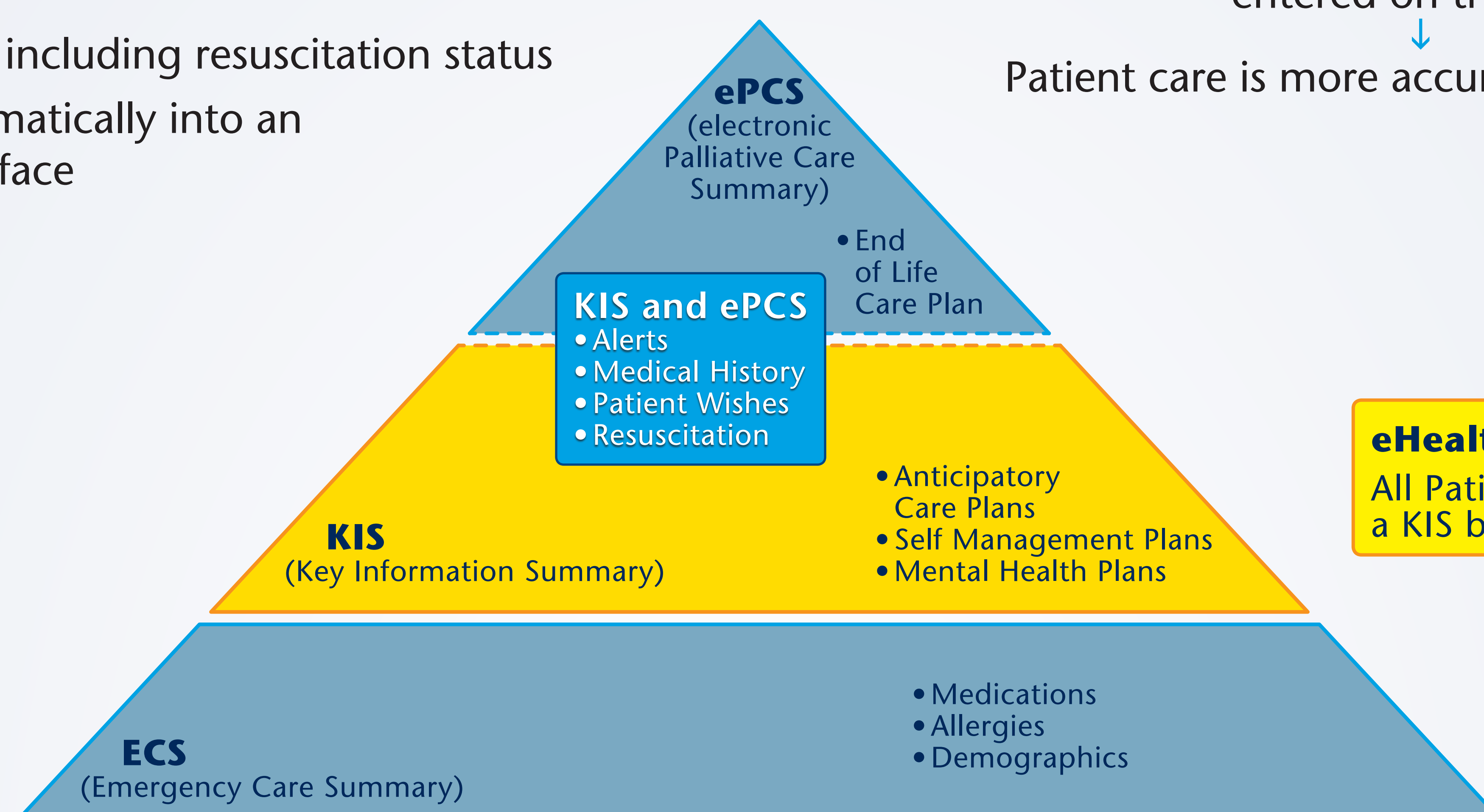
KIS Process

Patient and GP discuss patient needs, medical conditions
↓
Patient health conditions that require future planning are taken into account
↓
Patient agreement is required to create and update their KIS
↓
The patient's specific wishes and health conditions can be entered on their KIS
↓
Patient care is more accurate, focussed, safe

ePCS
(electronic Palliative Care Summary)

- End of Life Care Plan

KIS and ePCS
- Alerts
- Medical History
- Patient Wishes
- Resuscitation

KIS
(Key Information Summary)

- Anticipatory Care Plans
- Self Management Plans
- Mental Health Plans

ECS
(Emergency Care Summary)

- Medications
- Allergies
- Demographics

eHealth Strategy
All Patients to be offered a KIS by 2014

Building on Success...

KIS Benefits

Safety | KIS will:
- be automatically downloaded from GP Practices to the Emergency Care Summary (ECS)
- reduce the chance of errors in the transcription of data from paper-based records
- make care safer through reducing the risk that inappropriate care will be given

Efficiency | KIS will:
- use a standardised form that will allow users to display information to suit clinical needs
- make information clear and minimise the need for training. Clinical time will be used more efficiently
- reduce manual data entry in Out of Hours

Patient Centred | KIS will:
- create records for individual patients with their involvement
- facilitate the availability of patient wishes, care plans and other important information that a patient wants to share
- have a clear consent process for sending and sharing patient information

Effectiveness | KIS will:
- replace the need for faxing or manual updating of patient records
- eliminate potential data entry errors and make best use of clinical time
- share information effectively through the Clinical Portal or any urgent or emergency care system

Equity | KIS will:
- allow any patient to benefit from KIS
- help with the sharing of information for more vulnerable groups, particularly paediatric and Long Term Conditions patients
- make care more equitable through the sharing of information across Scotland

Timeliness | KIS will:
- enable patient information to be available to end user clinicians in an emergency or urgent care situation in a timely manner
- be up to date with the latest information for a patient
- potentially save time for clinicians as information will be available without phoning GP Practices

KIS Information Flow

Patient and GP Consultation

Your Emergency Care Summary
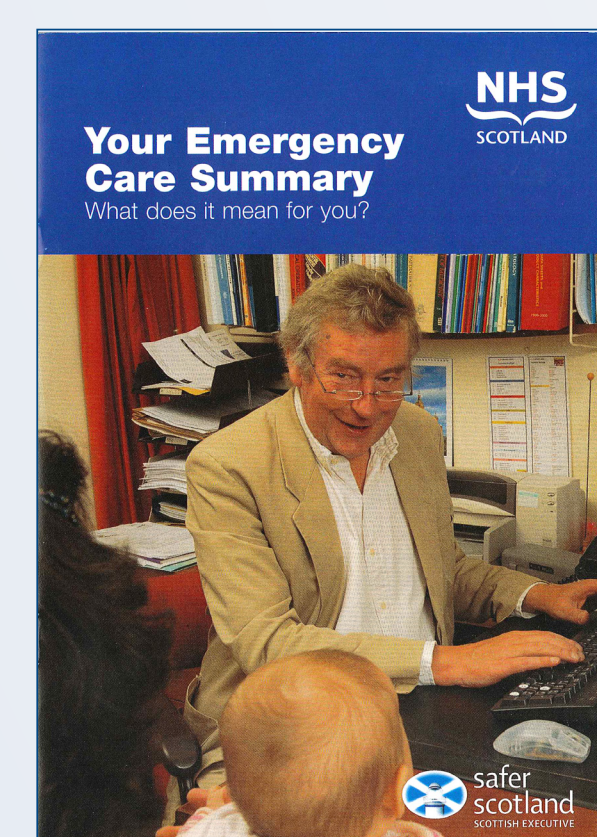
GP Practice

Secure, encrypted Patient Information sent

Key Information Summary (KIS)

ECS Store

Secure Login

NHS 24

Accident and Emergency
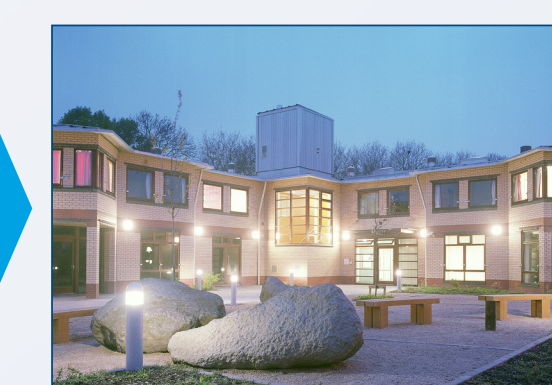
Hospital Pharmacy

Scottish Ambulance Service

Out of Hours

Accident & Emergency — Drop off only (10 mins)

Methodology
- A broad range of professional and patient groups were consulted
- Best practice points were transferred from paper-based projects
- Workshops were held to achieve the best technical solution

Long Term Conditions
KIS is critical to supporting Long Term Conditions across Scotland and will be used in 4 pilot projects, which are underway across the following Board areas
- NHS Forth Valley
- NHS Greater Glasgow and Clyde
- NHS Highland / NHS Grampian
- NHS Tayside / NHS Grampian

KIS Timescales
Development of KIS is underway and plans are in place to test and pilot KIS in GP Practices by the end of 2011 across 5 Health Board areas.
KIS will be rolled out to all Boards in Scotland during 2012.

Conclusion
Improving communication of important patient information between clinicians in primary care and other organisations will provide better patient centred care and reduce inappropriate patient admissions.

More information at **www.ecs.scot.nhs.uk/kis**

National Information Systems Group