



Developing and Implementing EMIS Community in NHS Ayrshire and Arran

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Programme Manager

Workshop Structure



- Overview of Evaluation Process
- Scoping
- Development
- Implementation
- Screenshots
- Discussion

Overview of Evaluation Process



- 3 Suppliers: EMIS, MiDIS, InterSystems
- Demonstrations:
Suppliers were invited to provide scripted demonstrations of a patient journey - incorporating key high level requirements highlighted in the System Specification

Information gained from the demonstrations along with the written response from suppliers underpinned structured discussions, weighted scoring and the evaluation of each product

Scoring

Following an analysis of previous evaluations of eHealth systems in Scotland, a risk based scoring process was adopted based on the following scoring criteria:

Score	Description
0	Contractor totally misunderstands question/requirement Does not meet our basic requirement Not Answered Very high risk
1	Contractor shows some understanding Only partially meets our basic requirement High risk
3	Contractor shows no misunderstanding and response is in line with basic requirement Some detail given in response to request for information Medium risk
5	Contractor demonstrates complete understanding and response goes beyond the basic requirement Low risk

Findings

Functional:

Following each demonstration, structured group discussions took place covering each element of the patient journey. Group scores were then applied to the Functional category



Functional Scoring	
1	Security and Access
2	Integration and Interfacing
3	Caseload Management
4	System Admin Functions
5	Client Alerts/Flags /Allergies
6	Referral Management
7	Appointments Management
8	Clinical Assessment Tools and Diagnosis Recording
9	Care Planning/Care Pathways
10	Prescribing & Administration of Medicines
11	Patient discharge
12	Printing
13	Mobile working
14	Diary & Workflow
15	Reporting & Performance Management

Findings

Technical:

The Technical category was addressed by examining written technical specification responses from each supplier, along with verbal discussions and participation in the system demonstrations



	Technical Scoring
17.1.1	Interface with systems using HL7
17.1.2	Interface with systems using National Scottish XML
17.1.3 a	How the system supports audit of messages between systems
17.1.3 b	What workflow functions the system supports
17.1.3 c	How the system alerts technical staff of problems
17.2	Integration: International Standards (W3C)
17.2.2	Integration: System native standards
17.3	Hosting and desktop
17.3.1 a	Hardware: Server Requirements
17.3.1 b	Hardware: Storage Requirements
17.3.2 a	Software: Server software and Licensing model
17.3.2 b	Software: Desktop software and Licensing model
17.3.2 c	Software: 3rd party dependencies
17.3.3 a	Desktop
17.3.3 b	Mobile desktop

Findings



Strategic:

Strategic scores were determined at a meeting of NHS Directors, Managers and key stakeholders.

Strategic discussions included the following key issues:

- Primary Care/Hospital Care perspectives on future care provision.
- Relationship to Clinical Portal
- Role based access to clinical information
- Recording of information in GP systems vs. Nursing and AHP systems
- QOF considerations/issues
- Dependencies – e.g. JAC/InterSystems, MIG/EMIS
- Consideration of which system would be best aligned with Community Wards
- Technical and Clinical Implementation
- Information entry and workflows

Findings



Financial:

Suppliers were asked to provide written cost implications for the following:

- User/Client costs
- Technical implementation
- Set up/Build/Configuration
- Project Management
- Application Support
- Train the Trainer
- Other miscellaneous costs

Weighting

Weighting of each of the 4 categories was determined in advance, approved by the Programme Board and assigned to each of the 4 categories.

Analysis and weighting of scores was carried out using the following breakdown:

Functional	-	40%
Technical	-	20%
Strategic	-	30%
Financial	-	10%

Summary

Discussions included deliberations regarding benefits and risks associated with each system.

It was noted that **EMIS**:

- Integrates well with the existing GP systems
- Has in-built prescribing
- Is locally tailored re clinical forms
- Fits closely with NHS Ayrshire & Arran strategic vision

EMIS would provide a high benefit in community based care, therefore this system was deemed to be a **low** risk option

Summary

Whilst **MiDIS** was considered to be a user friendly option it was felt that gaps existed regarding some clinical functionality and its integration with other national systems

Concern was expressed over the following:

- Availability of 24/7 support
- Delivery of future developments (specifically for NHS Ayrshire and Arran)
- The lack of clinical benefits it would bring

MiDIS was therefore considered to be a **high** risk

Summary

InterSystems offered similar clinical tailorability and benefits to EMIS, however, concern was raised over the following:

- The shared technical platform with our existing Hospital PMS system
- The potential challenges regarding downtime for patches and super patches etc.
- Financial implications (significantly increased with this option)
- The introduction of the electronic prescribing system (JAC) for community based staff would be a significant dependency & risk as it would not be interfaced with GP prescribing

Therefore, it was decided that InterSystems presented a **higher** risk than EMIS but a **lower** risk than MiDiS.

Recommendations

The evidence in this report illustrates that **EMIS** offers the best solution in terms of affordability and specification.

EMIS also demonstrates the least risk to NHS Ayrshire and Arran; therefore, approval is sought by the Community eHealth Programme Board that **EMIS** is declared as the preferred option.

Scoping of Programme

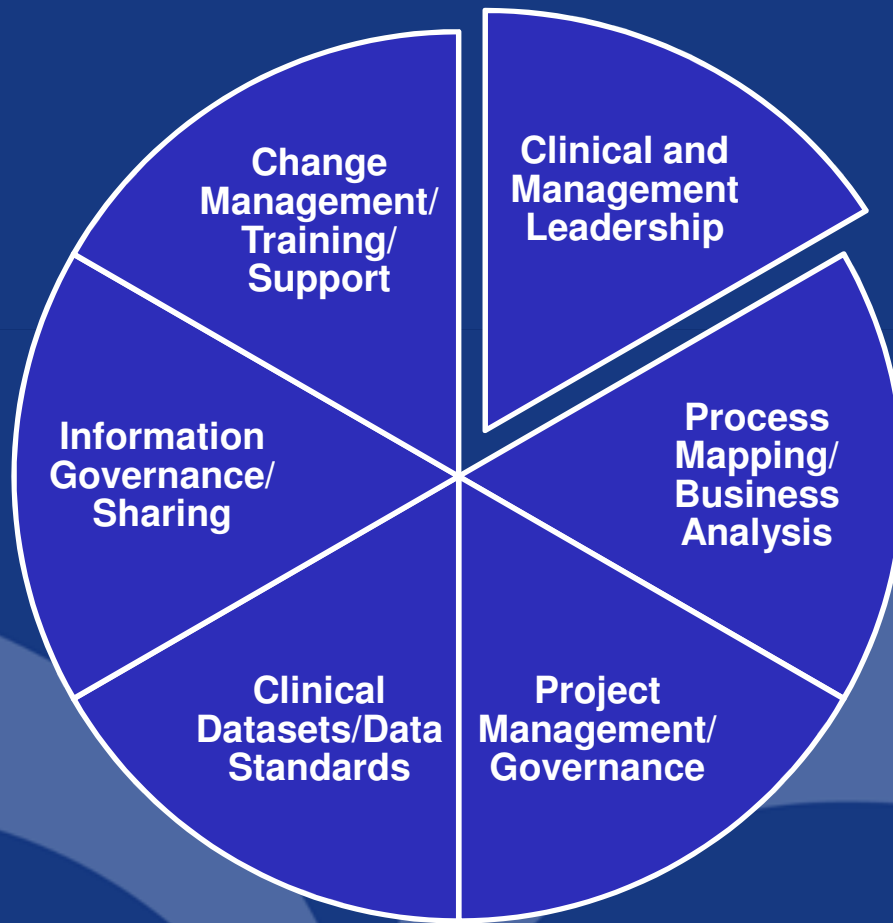
- System to support General community services
- Community Based General AHP's
- General Community Nursing Services
- Community Wards
- Integrated Care and Enablement Services
 - New Developments of
 - ❖ Health and Social Care Partnerships
 - ❖ Community Hubs
 - ❖ Single Point of Access

Development and Implementation

Key Features

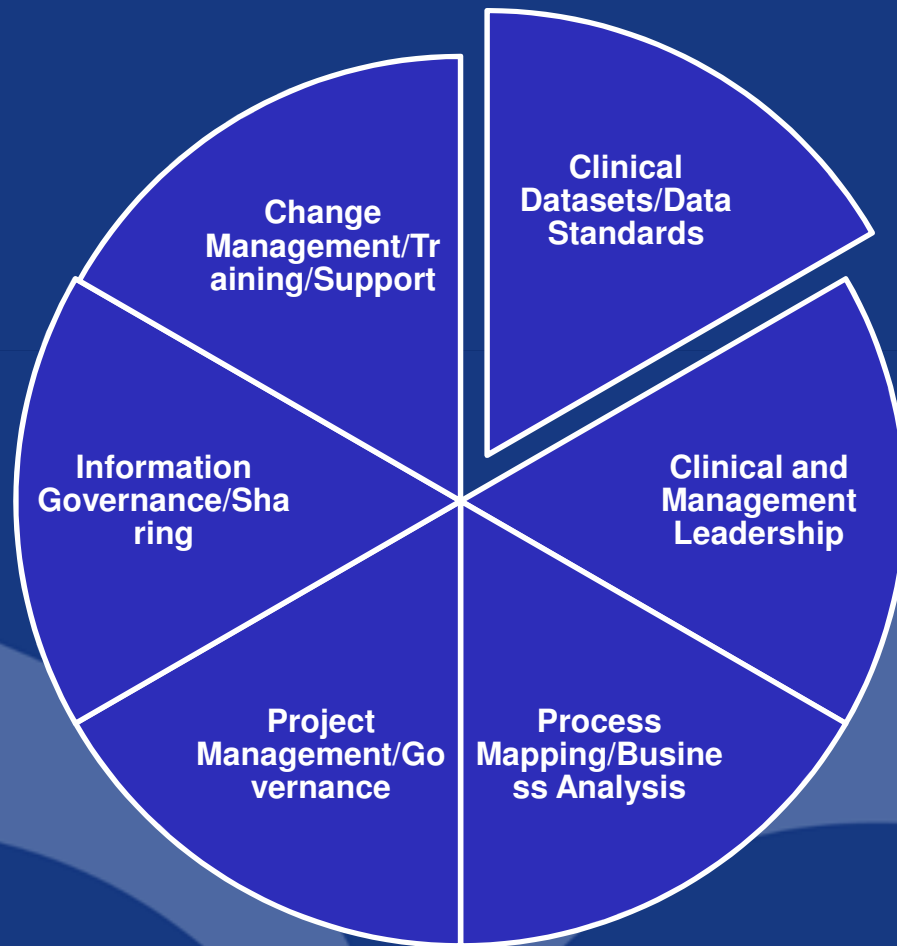


Clinical and Management Leadership



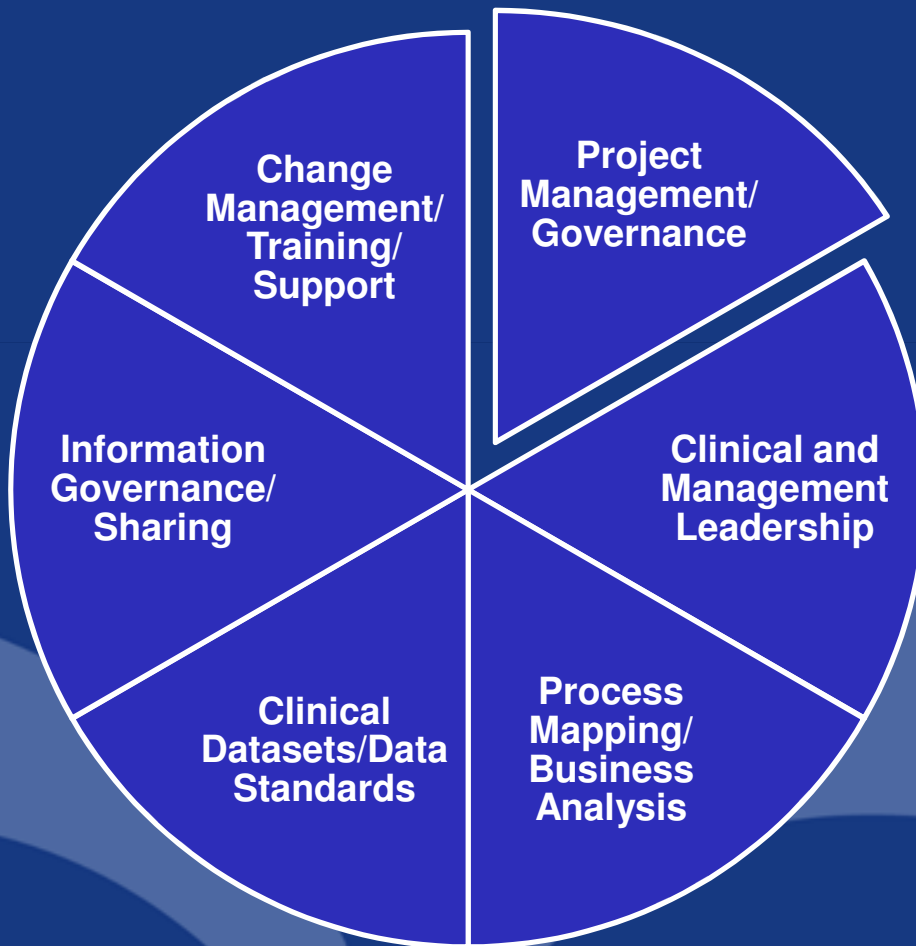
- Essential in each service
- Change Managers
- Drivers
- Service Improvement
- Using Information to Improve services

Clinical Datasets/Data Standards



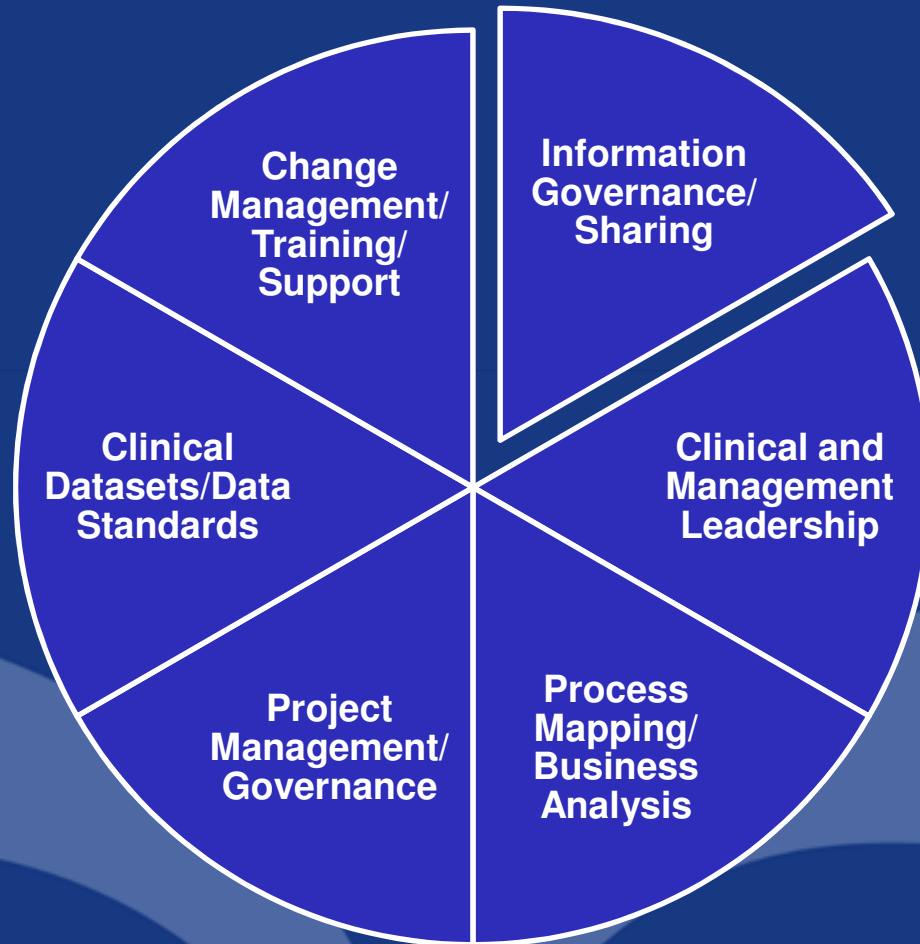
- Standardisation
- Data Standards
- Core documentation
- Clinical Governance record keeping standards
- Audit/Reporting

Project Management/Governance



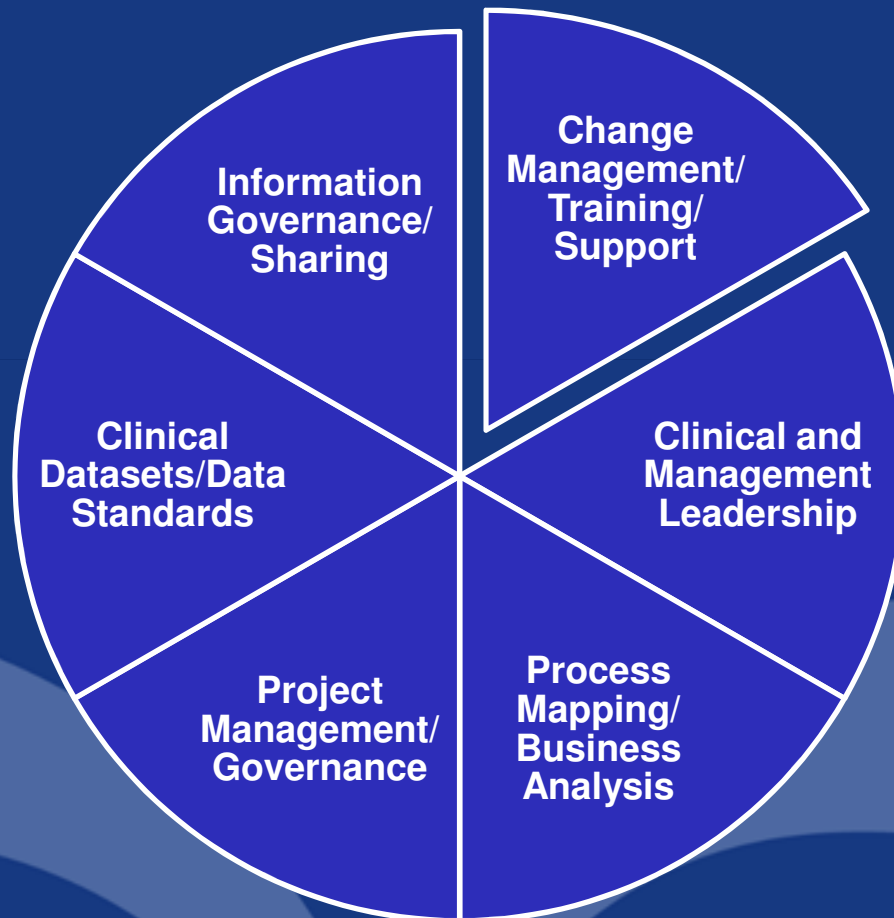
- Essential to structure projects
- Framework
- Benefits based
- Progress checks
- Engagement aid

Information Governance/Sharing



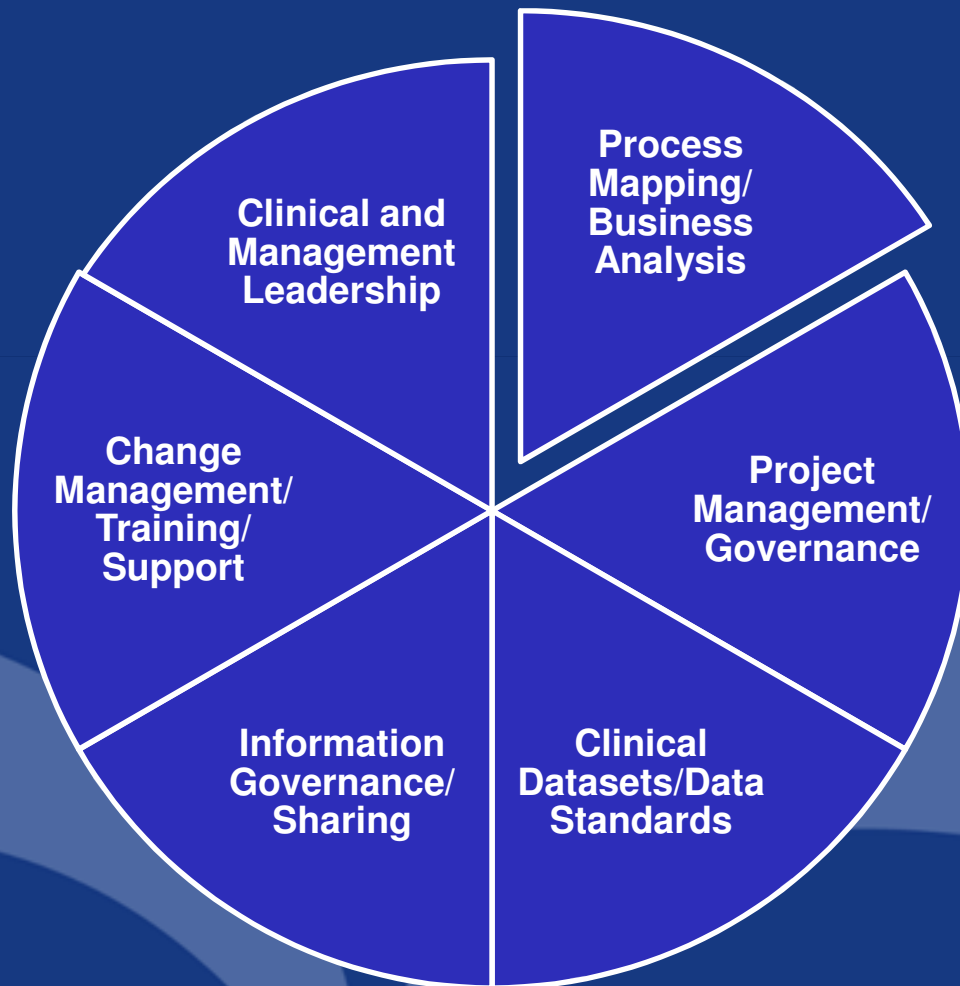
- IT/Information Security Improvements
- Information governance skills
- Sharing agreements with Practices

Change Management/Training/Support



- Leaders play key role
- Good training essential
- Hand holding on site
- PDSA cycles
- Super users
- System admin/Training/Support Role

Process Mapping/Business Analysis



- Most important
- Time consuming
- Admin workflow
- Clinical workflow

Referral Management



EMIS Web Health Care System - NHSAA Training Org 1 (24425) - 24425

Patient Administration

Find Patient Episodes | Admin History | Care Record | Appt Preferences | Clear Selection | Batch Add | Episode Management | Service View | List View | My Configuration | Organisation Configuration | Filters | Print | Accept Referral | Move To Under Discussion | New Referral | Reject Referral | Common Actions

Referrals - 13 (1) Tasks - 1

Favourites

Services

- ICES: South Main Hub (10)
- ICES: South Rural Hub (6)

Lists

- Inbound Referrals (7)
- Under Discussion (3)
- Assessment Booked
- Treatment Booked
- SOS (1)
- Discharged (1)
- Rejected (1)

ICES: South Main Hub - 7 in List; 0 Emergency; 2 Urgent

Sorted By: Time In Service (Oldest to Newest)

Referral Urgency	Patient Name	Address	DOB	Referral Organisation	Ref Date
	THOMSON, Colin (Mr)	58 Manchester Road, Dudley Hill, Heptonstall, West Yorkshire,	19-May-1958	Station 7	10-O
	ANDERSON, Ann (Mrs)	48 Station Road, Dirk Hill, Hawsworth, West Yorkshire, HX7	17-Jan-1947	Station 7	10-O
	ANDREWS, Stuart (Mr)	67 King Street, Middle Gate, Cross Gates, West Yorkshire, HX1	30-Jun-1942	Racecourse Road Medical Group	13-O
!	HUNTER, Martin (Mr)	21 Manchester Road, Laisterdyke, New Mill, West Yorkshire, HD6	26-Aug-1991	Ayr-The Cathcart Street Medical Practice (80109)	09-O
	JACKSON, William (Mr.)	43 Church Street, Laxelles Hall, Seacroft, West Yorkshire, BD6	07-Feb-1955	Station 7	17-O
	GREEN, Alan (Mr)	7 The Lane, Main Street, Irvine, KA12 5GI	03-Jun-1945	Racecourse Road Medical Group	20-O
	HARRIS, Helen (Mrs)	58 St. John's Road, Clifton Villas, Mill Bank, West Yorkshire, LS2	11-Oct-1953	Station 7	20-O

Page 1 of 1

AA Super Admin | DIETITIAN, Leeanne (Miss) | NHSAA Community Services

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Appointment Management



EMIS Web Health Care System - NHSAA Training Org 1 (24425) - 24425

Appointment Book Week Templates Planner Holidays and Closures Appointment Reporting

Find Slot Book Cancel Appt Patient Appointments Session Properties Slot Properties Create Session Day View Week View All day AM Only PM Only Privacy Realloc. List Show Holidays Refresh Assign. List Location Filters Search Book Print Appts Config

Referrals - 13 (1) Tasks - 1

Active HUNTER, Martin (Mr) Born 26-Aug-1991 (23y) Gender Male CHI No. Unknown Usual GP BURGESS, Neil (Dr)

Appointments

Friday 24-Oct-2014

October 2014

Mo	Tu	We	Th	Fr	Sa	Su
29	30	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2
3	4	5	6	7	8	9

Today

Session Holder Filters

DIETITIAN, Leeanne (Miss)

☒ DIETITIAN, Leeanne (Miss)

Quick Pick...

South ICES Clinicians

DIETITIAN, Leeanne (Miss)

Time	Session Holder	Session Description	Session Type
11:00	MACPHERSON, Jane (Miss)	Diabetic Management	
11:30			
12:00			
12:30	BLOCKED		Slot Type: Default Slot: BLOCKED Notes: Private Appointment
13:00			
13:30	HUNTER, Martin (Mr)	Homecare Review	
14:00			

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Demographics/Personal Details



EMIS Web Health Care System - NHSAA Training Org 1(24425) - 24425

Registration Carers

Add Patient Edit Patient Change Patient Type Deduct Patient Re-Register Patient Warnings Confidentiality Remove Policy View GP Details

Referrals - 13 (1) Tasks - 1

Active HUNTER, Martin (Mr) Born 26-Aug-1991 (23y) Gender Male CHI No. Unknown Usual GP BURGESS, Neil (Dr)

1. Patient Details 2. Additional 3. Family / Relationship Links 4. Status History 5. Audit History

Personal Details

Name	HUNTER, Martin (Mr)	Current GP	BURGESS, Neil (Dr)
Date of Birth	26-Aug-1991 (23y)	Current GP Practice	Racecourse Road Medical Group 3 Racecourse Road Ayr South Ayrshire KA7 2DD
Gender	Male	Telephone No	(01292) 886622
CHI Number	Unknown	Fax No	
Marital Status	Cohabiting	Email Address	
Ethnicity	British or mixed British - ethnic category 200...	National Code	RacecourseRoad
Main Language			
Alt. Correspondence Format			
Patient Type	Community Registered		

Contact Details

Home Address	21 Manchester Road Laisterdyke New Mill West Yorkshire
Home Tel No	(0520) 224 5458
Work Tel No	
Mobile Tel No	

Primary Care

Additional Notes

Notes

HUNTER, Martin (Mr)

Alerts Unavailable

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Clinical Templates



EMIS Web Health Care System - NHS A&A Training Org 1 (24425) - 24425

Template Runner

HUNTER, Martin (Mr) Born 26-Aug-1991 (23y) Gender Male CHI No. Unknown Usual GP BURGESS, Neil (Dr)

Template Runner

Pages

- Personal Information
- Nutritional Assessment
- Assessment Notes
- Care Plan

Anthropometry

Weight (kg)	O/E - weight	No previous entry
75	kg	
Height (cm)	O/E - height	No previous entry
134	cm	
Body Mass Index	41.8	No previous entry
Body Mass index interpretation	O/E - weight 10-20% over ideal	No previous entry
BMI Centile		No previous entry
Ideal weight	65	No previous entry
Malnutrition Screening	Malnutrition universal screening tool score	No previous entry
	41 / 6	
Other		
Weight History		
Percentage weight change		No previous entry
Percentage Weight loss		No previous entry
Percentage weight gain		
Weight loss significance		
Text	Other Details:	

Cancel

AA SuperA

start

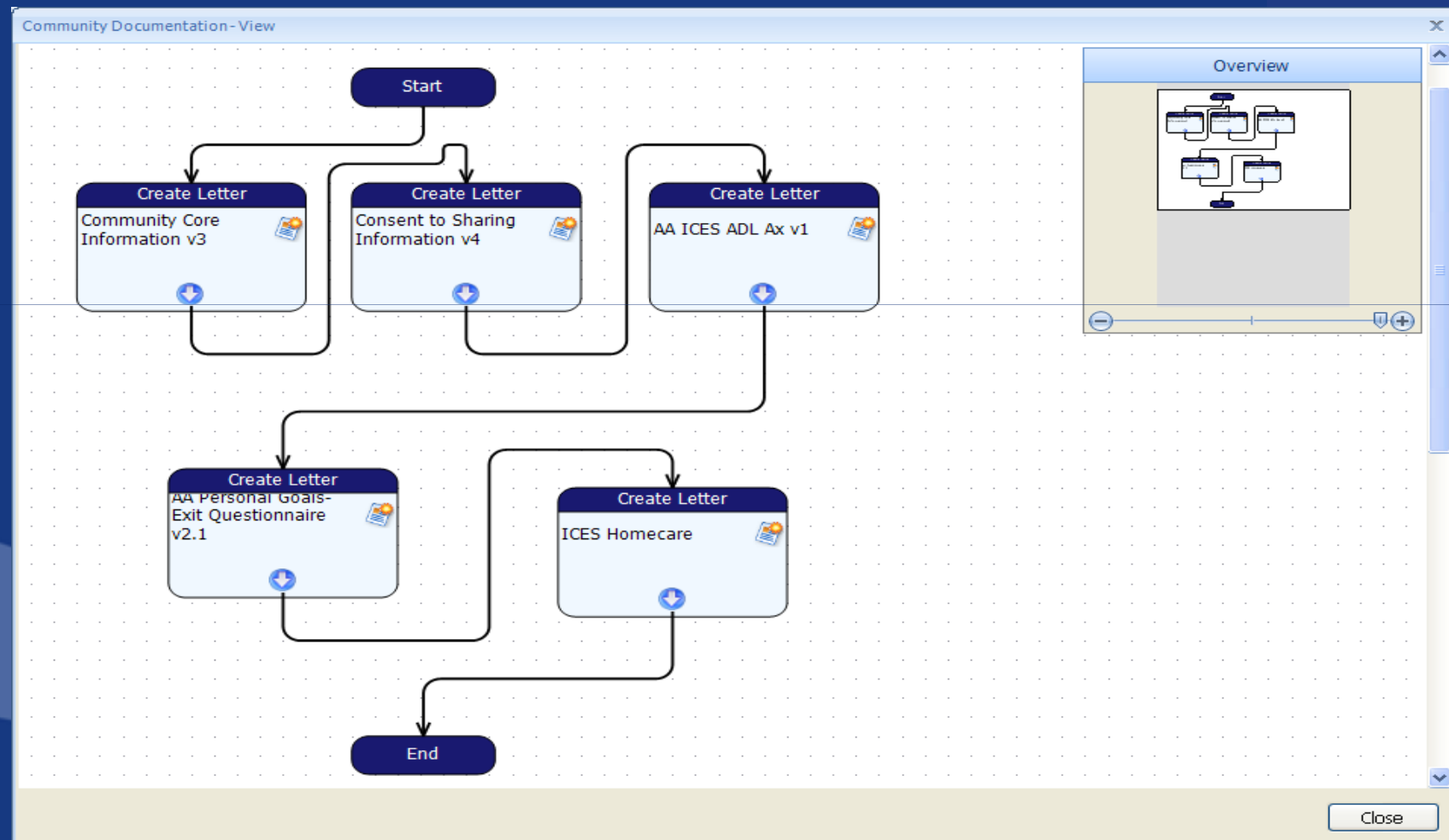
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Clinical Protocols/Pathways



Word Templates



Test Merge

HUNTER, Martin (Mr) Born 26-Aug-1991 (23y) Gender Male CHI No. Unknown Usual GP BURGESS, Neil (Dr)

Home Insert Page Layout References Mailings Review View Design Layout

Paste Cut Copy Format Painter Clipboard Font Paragraph Styles Find Replace Select Editing

AaBbCcDc AaBbCcDc AaBbCc AaBbCc AaB AaBbCc Change Styles

1 Normal No Spacing Heading 1 Heading 2 Title Subtitle

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19

Ayrshire and Arran Community Services: Core Information

Demographic and Personal Information		
Name: Mr Martin Hunter		CHI No:
Permanent Address: 21 Manchester Road Laisterdyke New Mill West Yorkshire HD6	D.O.B: 26-Aug-1991	Social Work No:
	Age: 23y	Key Safe No:
	Gender: M	Ethnic Origin:
	Marital Status:	Religion:
Home Tel No: 05202245458		unknown
Mobile No:		
Current Address (if different from above)		Known Risks
No. & Street:		Warning Text
Town:		Double Visit
Postcode:		
Tel No:		
Who does the person live with?		
Name:		Relationship:
Accommodation Issues (if applicable)		

Close

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Clinical Consultations



EMIS Web Health Care System - NHS A&A Training Org 1 (24425) - 24425

HUNTER, Martin (Mr)

Summary Consultations Medication Problems Investigations Care History Diary Documents Referrals Edit Consultation

Save Next Problem Cancel Confidentiality Sharing 09-Oct-2014 12:27 THOMSON, Claire (Mrs) Inbound Referral NHS AA Community Services Run Template Book Appointment Create Task Medication Regime Review Spell check Print Configure Search

Referrals - 13 (1) Tasks - 1

Active HUNTER, Martin (Mr) Born 26-Aug-1991 (23y) Gender Male CHI No. Unknown Usual GP BURGESS, Neil (Dr)

Consultation 1. <No Problem>

Problem Referral x

- Referral to community intermediate care team From: Ayr-The Cathcart Street Medical Practice (80109)

History Document x

- Discharge letter sent to general practitioner (23-Oct-2014) for Referral to community intermediate care team - (Discharge Letter)

Examination Comment x

- O/E - weight 145 kg
- O/E - height 178 cm
- Body mass index 45.76 kg/m2

Family History

Social

Comment

Medication

Follow up

Procedure

Test Request

Referral

Document

Allergy

09-Oct-2014 Inbound Referral (NHS AA Community Services) THOMSON, Claire (Mrs)

Referral Referral to community intermediate care team From: Ayr-The Cathcart Street Medical Practice (80109)

Document Discharge letter sent to general practitioner (23-Oct-2014) for Referral to community intermediate care team - (Discharge Letter)

05-Feb-2014 Inbound Referral (NHS AA Community Services) THOMSON, Claire (Mrs)

Referral Referral to community dietician From: Ayr and Arran Practice 1

Latest Contacts

Summary Detailed

AA Super Admin DIETITIAN, Leanne (Miss) NHSAA Community Services

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Summary

Diary

Overdue Tasks

Pending Standard ... 23-Oct-2014

Next Appointment

Problems

Medication

Allergies

Summary

Resource

HUNTER, Martin (Mr)

Alerts Unavailable

Discussion

