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Implementing an electronic record into HV practice.

Mandy Lowery (INTL)
&
Janice Dobbs (IT Facilitator)

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Rationale

- Evidencing the Healthy Child Programme
- Evidencing a commissionable service
- Increased accessibility
- Improve information sharing
- Improve Audit
- Increase security
- Reduce storage issues

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One patient One record

- Children's services

  - 29 Health visiting Units
  - 3 School Nursing units
  - 2 child health units

- Adults services
- Allied health professionals
- Child health
- 47% GP practices to present date

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Strategic teamwork

- Director of Nursing (sponsor)
- NPFiT/TPP
- IT
  - Cable and network
  - Mobile solutions
  - Training
  - Smart card/passwords
  - Configuration
- Data quality team
- Information Governance
- Clinical leads
- Business Support

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Prince 2

- Strategic plan
- Pilot sites
- PiD
- As is
- Process mapping
- To be
- Training
- Implementation

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Fears

- Confidentiality
- Accessibility
- Data and information transfer
- Loss of autonomy
- What do I dare Write?
- Compliance

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Go Live

- New computers
- Caseloads registered
- SMART Card Role Based Access
- System designed by IT
- IT Floor walkers ready to help staff
- Good to help navigate the system
- Good to have to the medical record and share with the GP

We didn't get what we needed

A system without nursing tools

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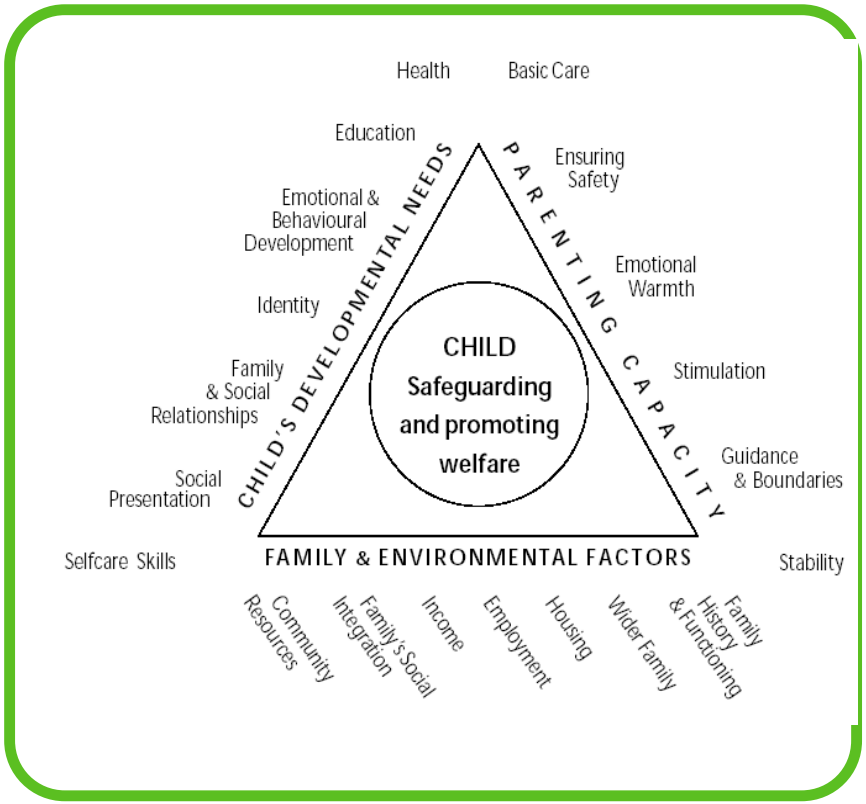
Tools of the trade

- It did not reflect our paper record
- Framework for child and family health needs assessment
- Assessments tools
- Significant events
- Care plans
- Evaluation



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Evidencing practice

- Utilise clinical record keeping for performance management and data quality
- Templates
  - Read codes used for clinical reporting
    - In the system attached to key terminology
    - Caesarean section, breast feeding, obesity
    - Used for QOF wrong read code could initiate a diagnosis and effect QOF – eg asthma
    - Wrong read code change the sex of a baby
  - Hazard Review Process
    - Rigorous quality checks design, method and duplication
    - Data quality and peer review
    - Patient safety
- Care plans- evidence based from HCP
- Clinical support for compliance and standardisation of record keeping

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Clinical IT Facilitator

- To provide 1:1 support and support groups
- To enhance quality of data information/entry
- To ensure compliance and maintaining standards
- Ensure record keeping is within Clinical Governance framework
- Standards are within NICE guidelines
- Ongoing development of system to reflect changes to services and service needs. i.e. creating new care plans and read codes to templates.
- Be on the other end of the phone
- Systmone Guidance for Clinical Practice

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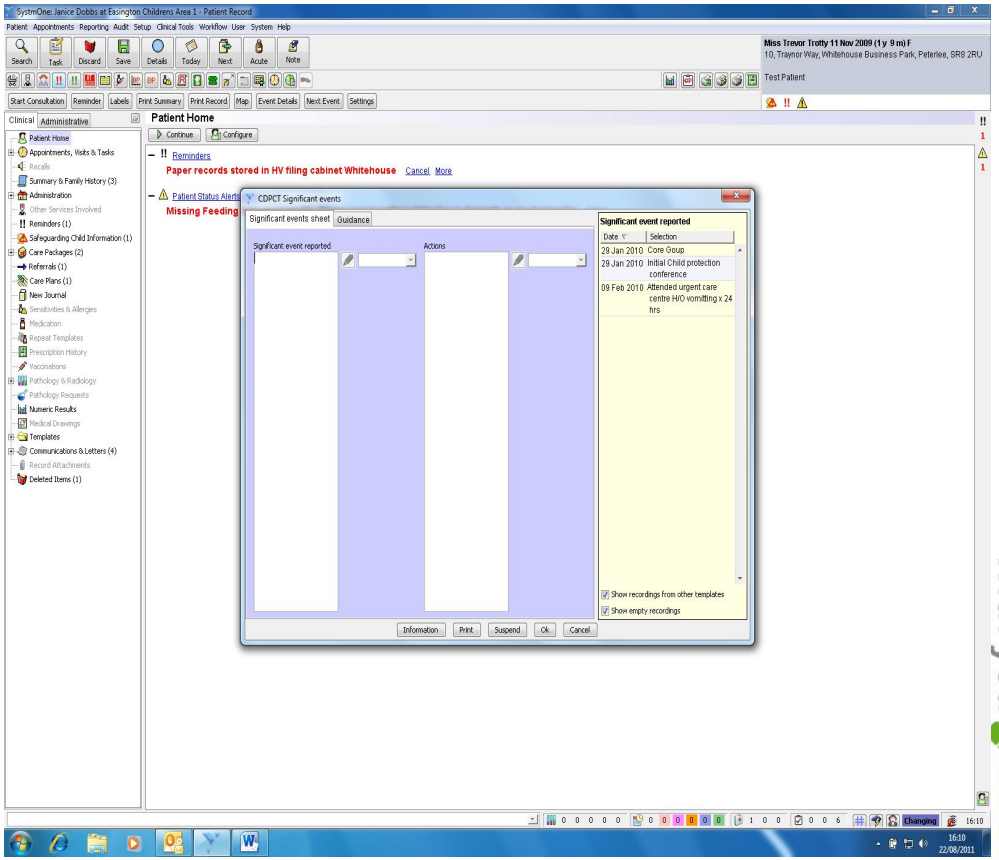
Templates

- Child health templates
  - Feeding status
  - Immunisations
  - Blood spot
  - NCHP
- Significant events
- Health needs assessment
- Clinic contact
- Safeguarding



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Primary Visit

SystmOne: Mrs Mandy Lowery at Easington Childrens Area 1 - Patient Record

Patient Appointments Reporting Audit Setup Clinical Tools Workflow User System Help

CDPCT Primary Visit Baby

Physical Assessment | Baby Assessment | Family History | Smoking | Support Systems Available to Family

Baby's Physical Condition

Birth weight		Kg
Weight		Kg
Weight centile		%
Low birth weight infant (below 2.5kg)		
Very low birth weight infant (below 1.5kg)		
Birth head circumference		cm
Apgar at 1 minute		
Apgar at 5 minute		
Feeding at Birth		
Feeding at 10 days		

Birth weight

Date	Kg

Sep Oct Nov Dec Jan Feb Mar Apr May Jun Jul Aug

Show recordings from other templates

Show empty recordings

Information Print Suspend Ok Cancel

27 Journal Entries (0 Selected)

Search features

Changed 13:44

Start 13 Microsoft Offi... IronKey Control P... 6 Microsoft Offic... 3 Microsoft Offic... SystmOne: Mrs ... 13:42

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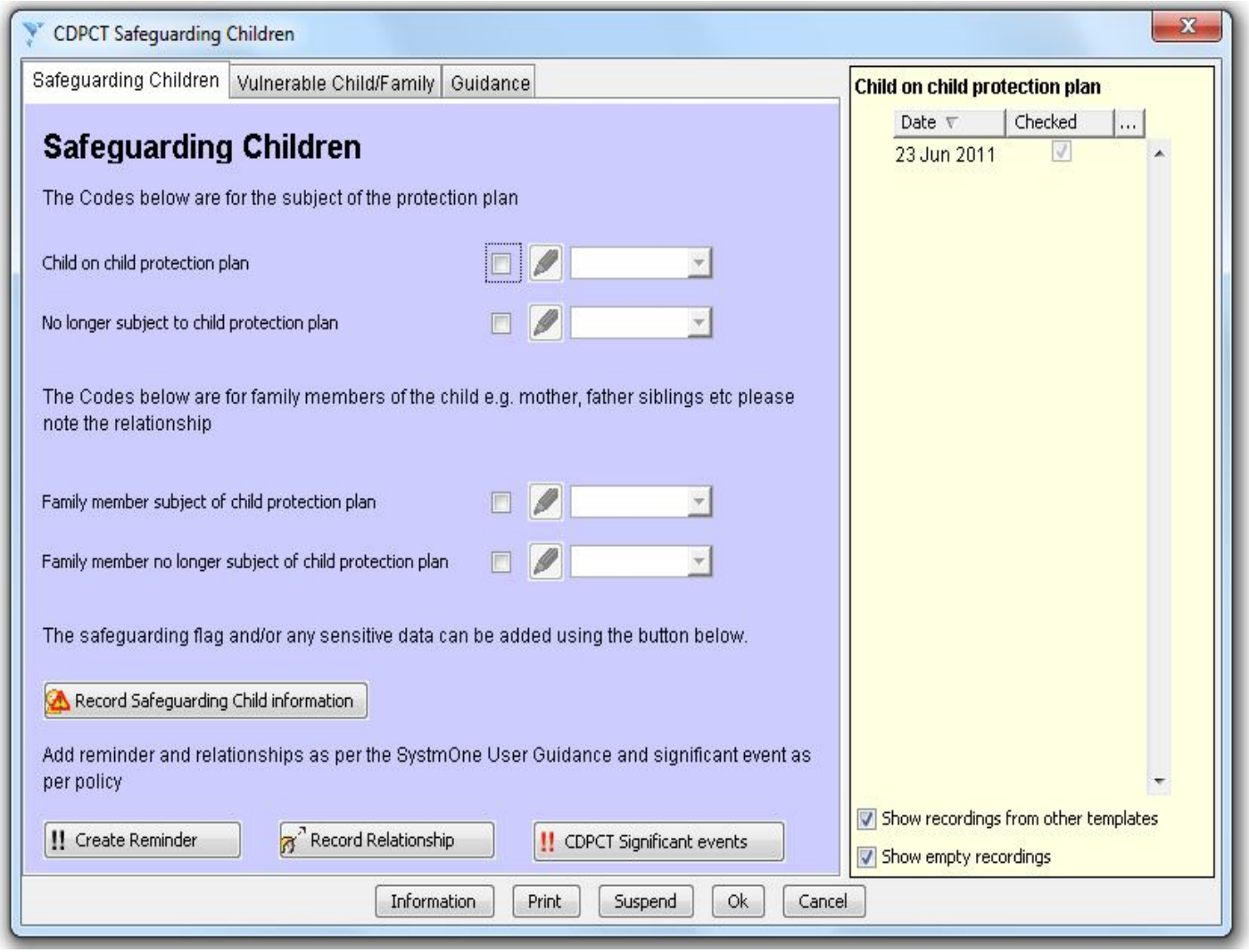
Safeguarding



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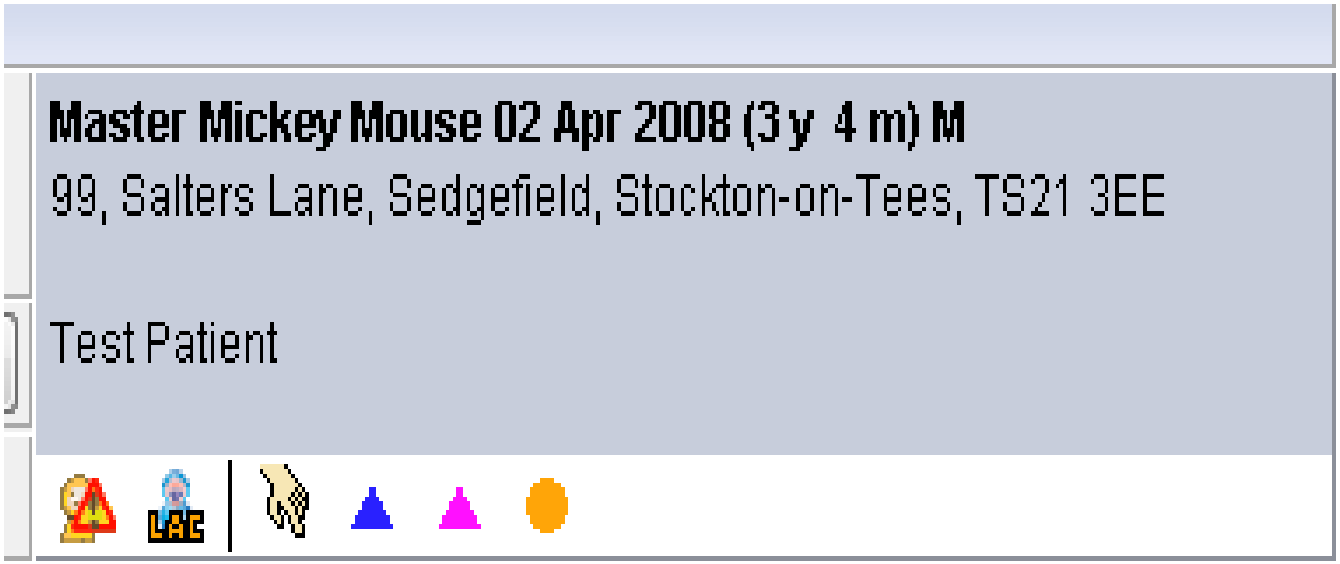
Demographic label



System Wide and Organisation Warning Icons

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Care Plans

- Based on the Healthy Child Programme
- Goal
- Objective
- Research based
- 57 Varieties-child, mother and family
  - Core interventions-
  - Targeted interventions
  - Specialist interventions

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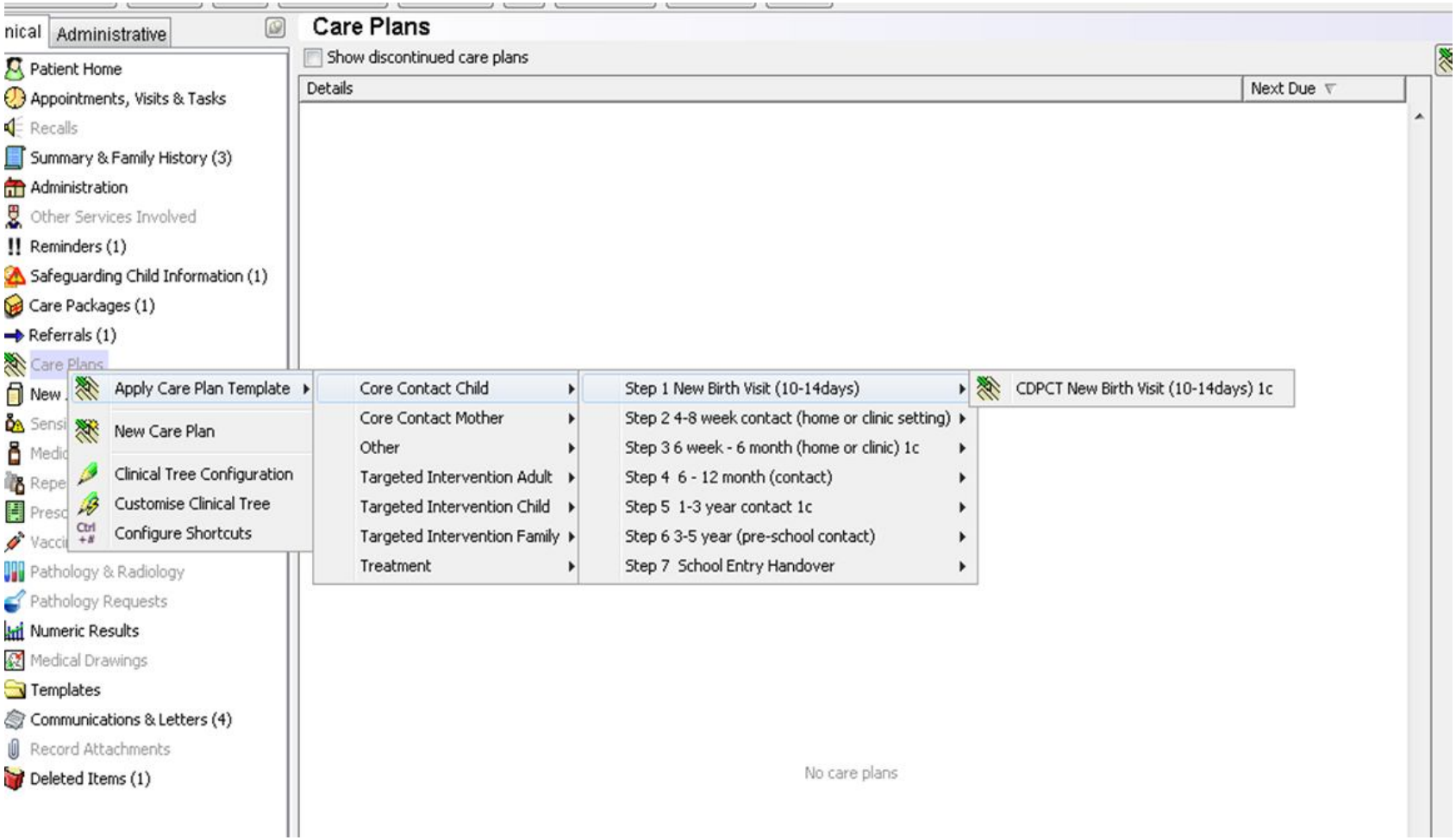
Core Care plans



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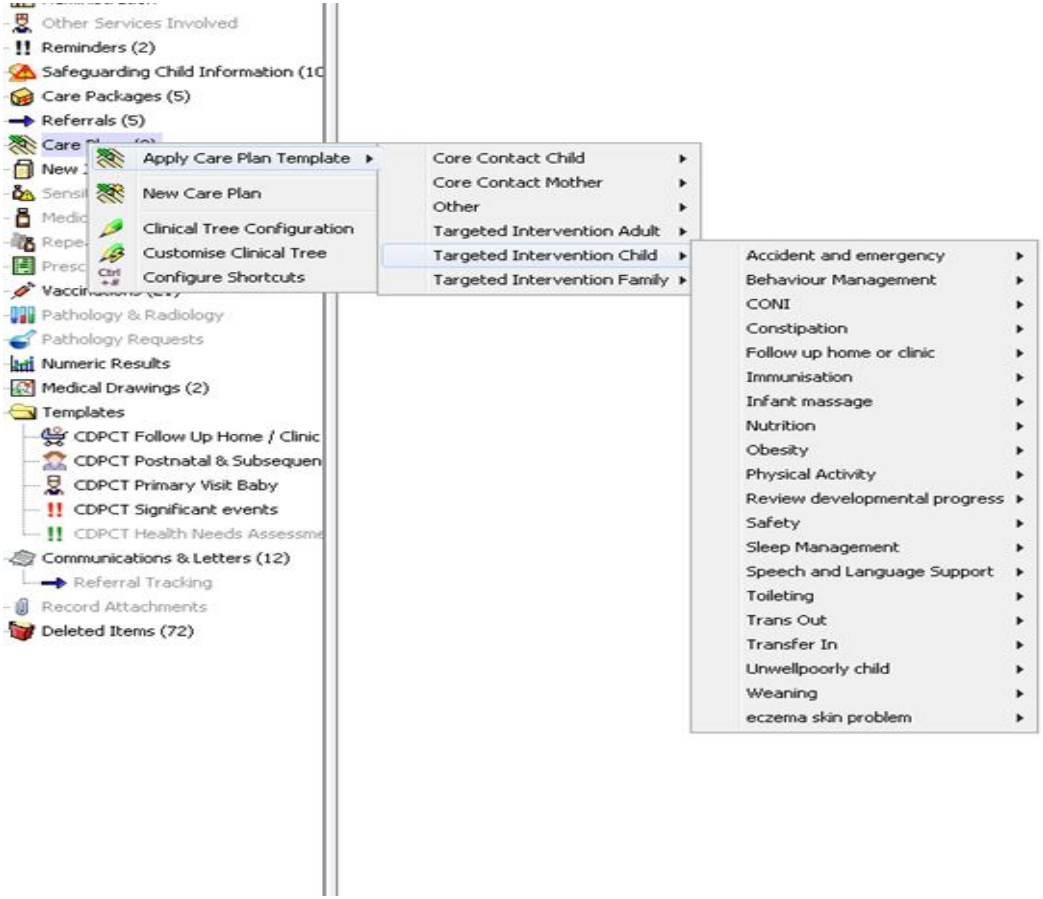
Targeted interventions



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Patient status alert

SystmOne: Janice Dobbs at Easington Childrens Area 1 - Patient Record

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Search Task Discard Save Details Today Next Acute Note

Mr Donald Duck 15 Aug 2011 (1 wks) M
100, Belmont Business Park, Durham, DH1 1TW

Test Patient

Start Consultation Reminder Labels Print Summary Print Record Map Event Details Next Event Settings

Clinical Administrative

Patient Home

Continue Configure

- Patient Status Alerts & Warnings

Guthrie result: *Guthrie results not recorded on SystmOne; please ensure results have been received* Action
Missing Feeding Data at Birth: *Please record method of feeding in template as per trust policy* Action
Missing Feeding Data at 6 Weeks: *Please record method of feeding in template as per trust policy* Action
Missing Feeding Data at 10 Days: *Please record method of feeding in template as per trust policy* Action
Missing Feeding Data at 12 month: *Please record method of feeding in template as per trust policy* Action
Missing Feeding Data at 9 months: *Please record method of feeding in template as per trust policy* Action
Missing Feeding Data at 6 month: *Please record method of feeding in template as per trust policy* Action
Missing Feeding Data at 4 month: *Please record method feeding in template as per trust policy* Action

Patient Home
Appointments, Visits & Tasks
Recalls
Summary & Family History
Administration
Other Services Involved
Reminders
Safeguarding Child Information
Care Packages (1)
Referrals (1)
Care Plans
New Journal
Sensitivities & Allergies
Medication
Repeat Templates
Prescription History
Vaccinations
Pathology & Radiology
Pathology Requests
Numeric Results
Medical Drawings
Templates
Communications & Letters

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Other Functionalities

- Letters and forms
- Referrals
- Electronic transfers
- Chronologies
- Non patient contact activity
- Waiting lists- forward planner
- Holidays
- Messaging
- Tasks
- Clinic lists

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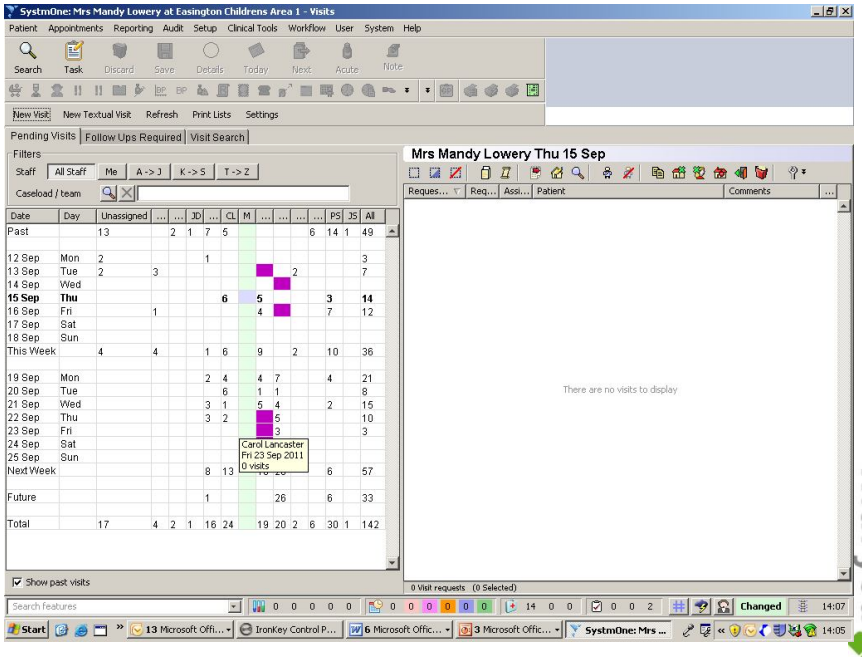
Managerial Benefits

- Ready access to diaries
- Caseload analysis
- Visit screen
- Clinical Audit and investigations
- Clinical reporting



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Clinical reporting

SystmOne: Mrs Mandy Lowery at Easington Childrens Area 1 - Clinical Reporting

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Search Task Discard Save Details Today Next Acute Note

New Join Copy Import Export Report Queue Refresh

- Amanda Abley (2)
- Astrid SchroderEdwards (3)
- Birthdays (2)
- Business Support (24)
  - Audit (24)
  - Janice Dobbs (10)
  - TEST (1)
  - audit (12)
- Carole Lancaster (1)
- Christine Mills (3)
- DH Flu Return (70)
- DH Flu Return 2008/9 (70)
- DH Flu Return 2010/11 (69)
- DH MMR Catch - Up 2010/11 (68)
- DH MMR Catch-up 2008 (68)
- DH Pneumococcal Uptake 2009 (3)
  - DH Pneumococcal Uptake 2010 (12)
  - DH Pneumococcal Uptake 2011 (12)
- DH Swine Flu Return (700)
- Debbie Cairns (2)
- Deborah Lowry
- Des Reports
- E Audit Query Version 2
- Eileen Moyle
- Flu Reports 2010 11 (10)
- Flu Reports 2011 2012 (10)
- Flu reports (initial) 2008/9
- Flu reports (initial) 2009/10

Audit

Data included up to 24 Sep 2011 17:05

Name	Count	%	Last Run	Flags
1. Number of Ante-natal visits	11	0.3 %	26 Sep 2011 15:17	
2. New Births	66	2.1 %	26 Sep 2011 15:16	
3. Primary contact	62	2.0 %	26 Sep 2011 15:18	
4.4-8 week contact	50	1.6 %	26 Sep 2011 15:12	
5. 6 week - 6 month	56	1.8 %	26 Sep 2011 15:35	
7. 6-12 month contacts	39	1.2 %	26 Sep 2011 15:12	
8. 1-3 year contacts	64	2.0 %	26 Sep 2011 15:22	
9. 3-5 year visit	3	0.1 %	26 Sep 2011 15:27	
Behaviour management	12	0.4 %	26 Sep 2011 16:22	
Breastfeeding at 10 days HV	14	0.4 %	26 Sep 2011 15:45	
Breastfeeding at 10 days team	111	3.5 %	26 Sep 2011 15:54	
Breastfeeding at 6 weeks HV	10	0.3 %	26 Sep 2011 15:47	
Breastfeeding at 6 weeks team	69	2.2 %	26 Sep 2011 15:56	
Breastfeeding at birth HV	29	0.9 %	26 Sep 2011 15:42	
Breastfeeding at birth team	187	5.9 %	26 Sep 2011 15:53	
CAF	7	0.2 %	26 Sep 2011 16:22	
children with safeguarding protection plan	19	0.6 %	26 Sep 2011 15:12	
Low Birth Weight	3	0.1 %	26 Sep 2011 15:15	
new births in team	436	13.9 %	26 Sep 2011 15:51	
postnatal depression	12	0.4 %	26 Sep 2011 15:21	
TACLP	5	0.2 %	26 Sep 2011 16:22	
TACNLP	1	0.0 %	26 Sep 2011 16:23	
Teenage mums	7	0.2 %	26 Sep 2011 15:31	
Tranfer into service	13	0.4 %	26 Sep 2011 15:26	

24 Reports (1 Selected)

Search features

Start 8 Microso... IronKey C... student in... Microsoft P... CPHVA scr... SystmOn... 2 Microso... 16:23

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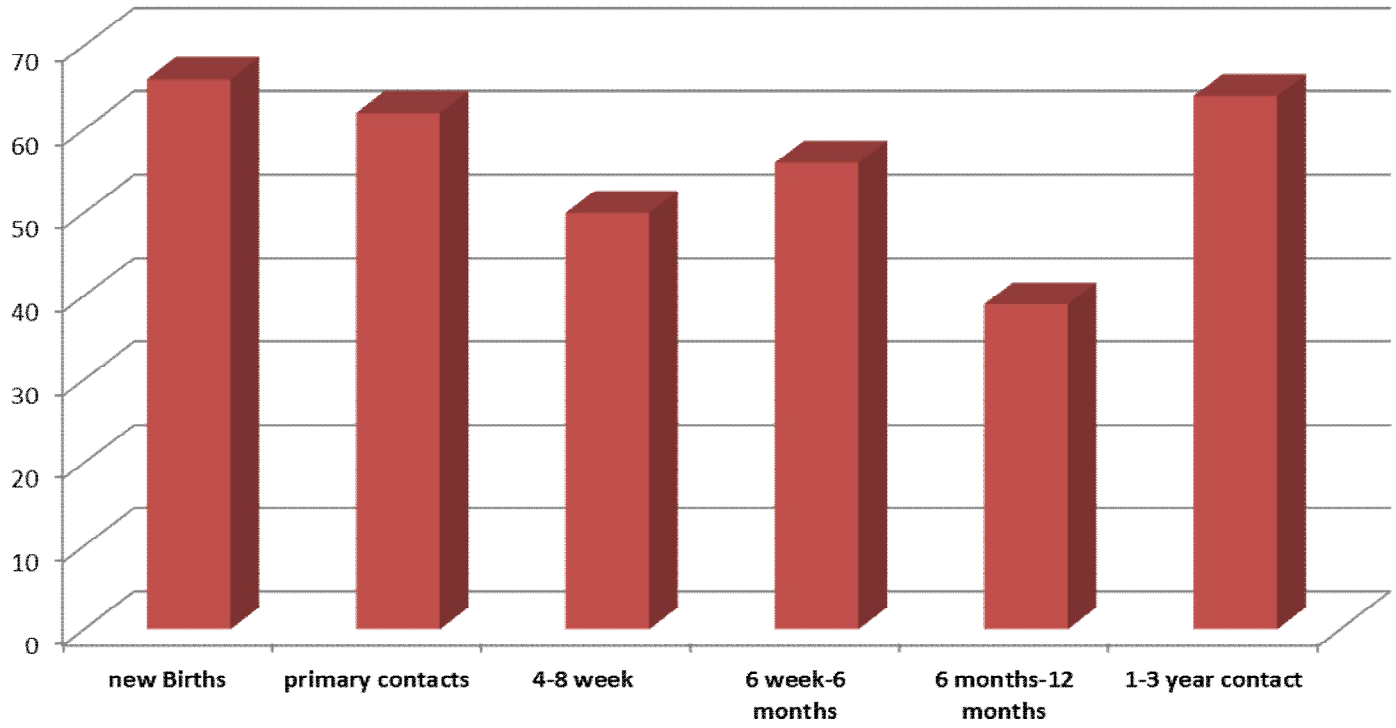
Core care plans for staff member per year



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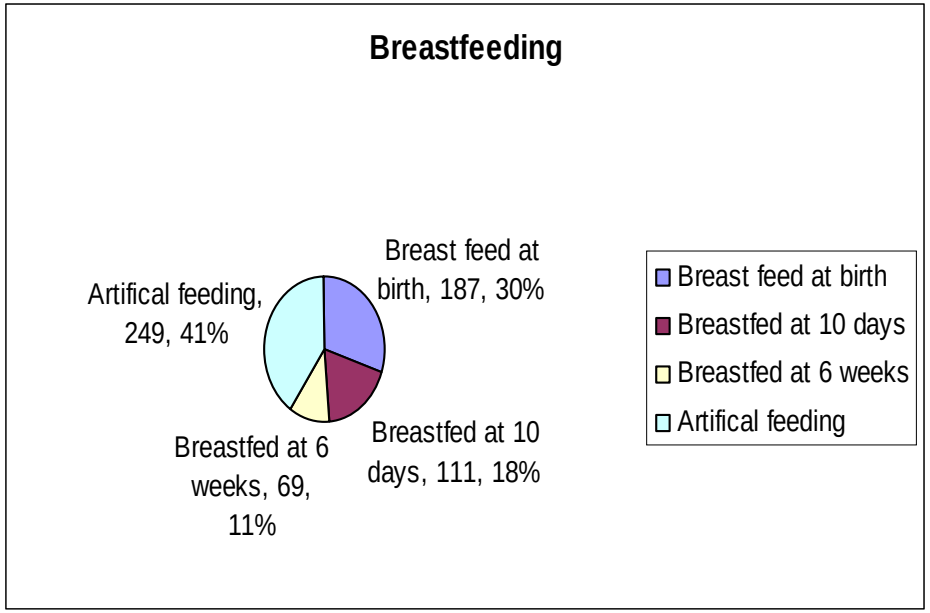
Breast feeding reports

- Data quality provide performance reports
- Clinical reference group to review reports
- Joint approach to merge acute Protos system against SystmOne to undertake quality checks.



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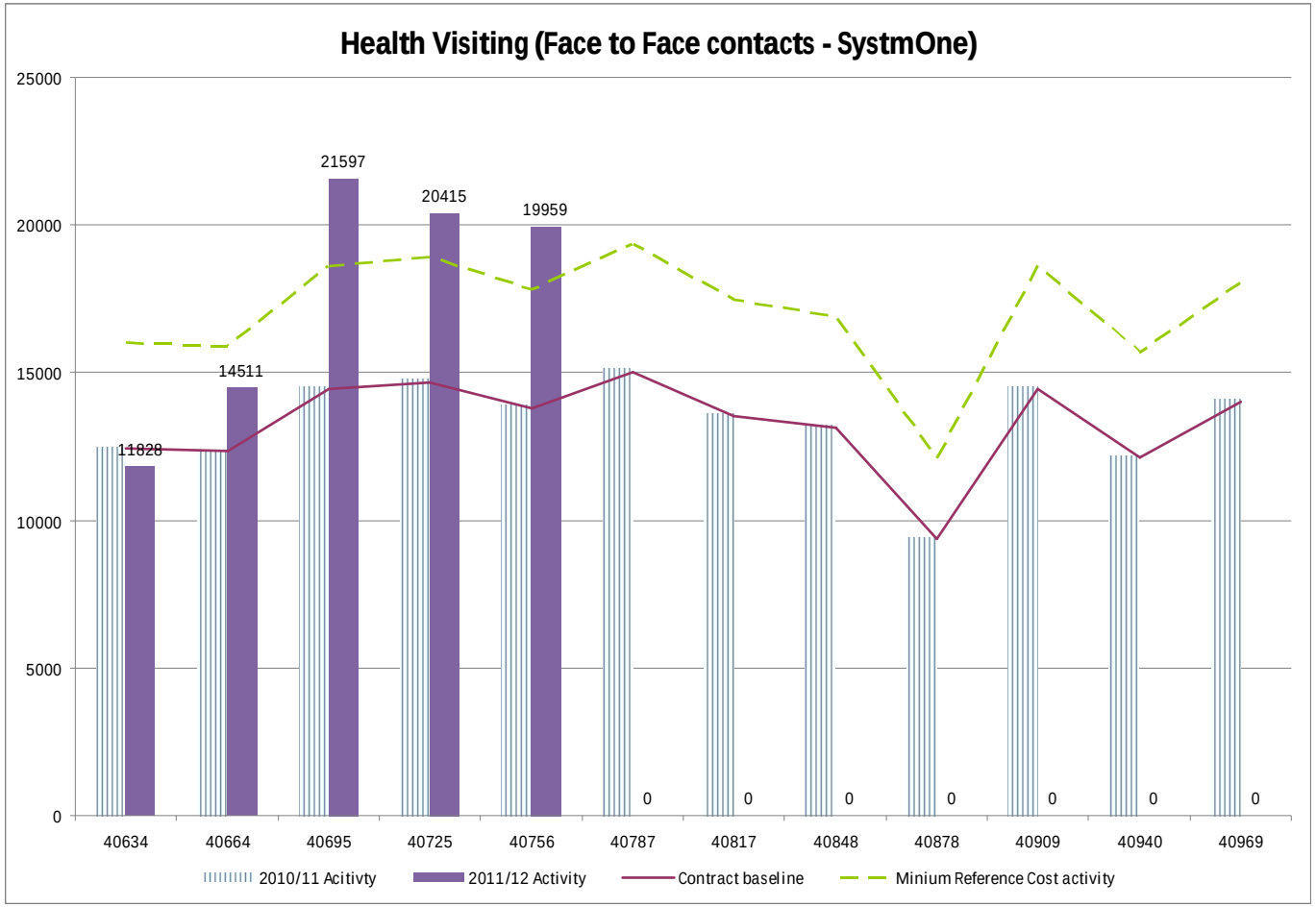
Contract variations



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Interactive clinical reporting

- Secure web based reporting system utilising pivot charts
- Drill reports
  - Organisation level
  - Locality
  - Team
  - Clinician
  - Individual patient
- Performance management
  - Contacts
  - Activity
  - Care plans performed
  - Outcome review
  - Referrals
  - Cancellations/DNA/ineffective

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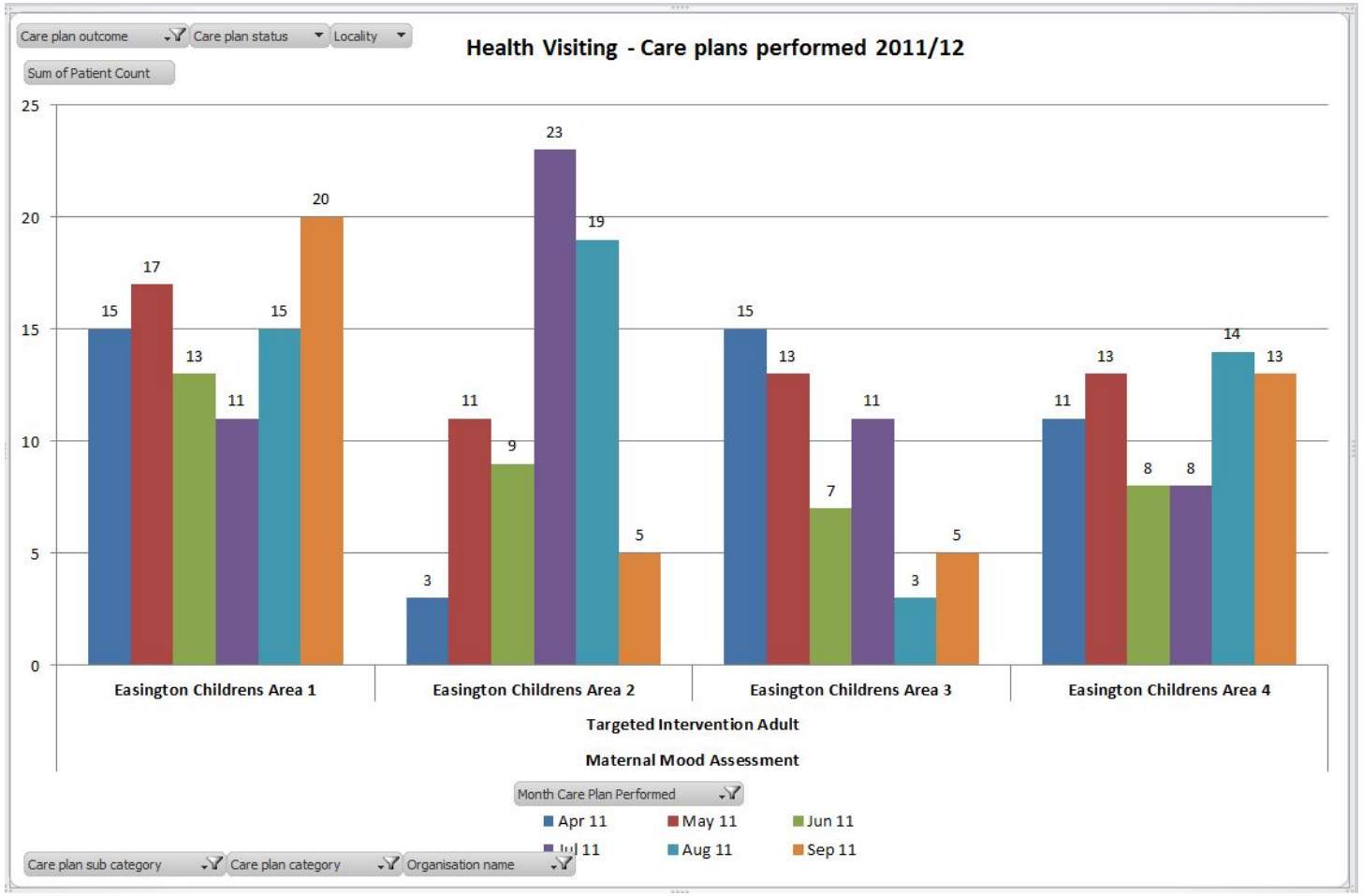
Clinical reports by care plan



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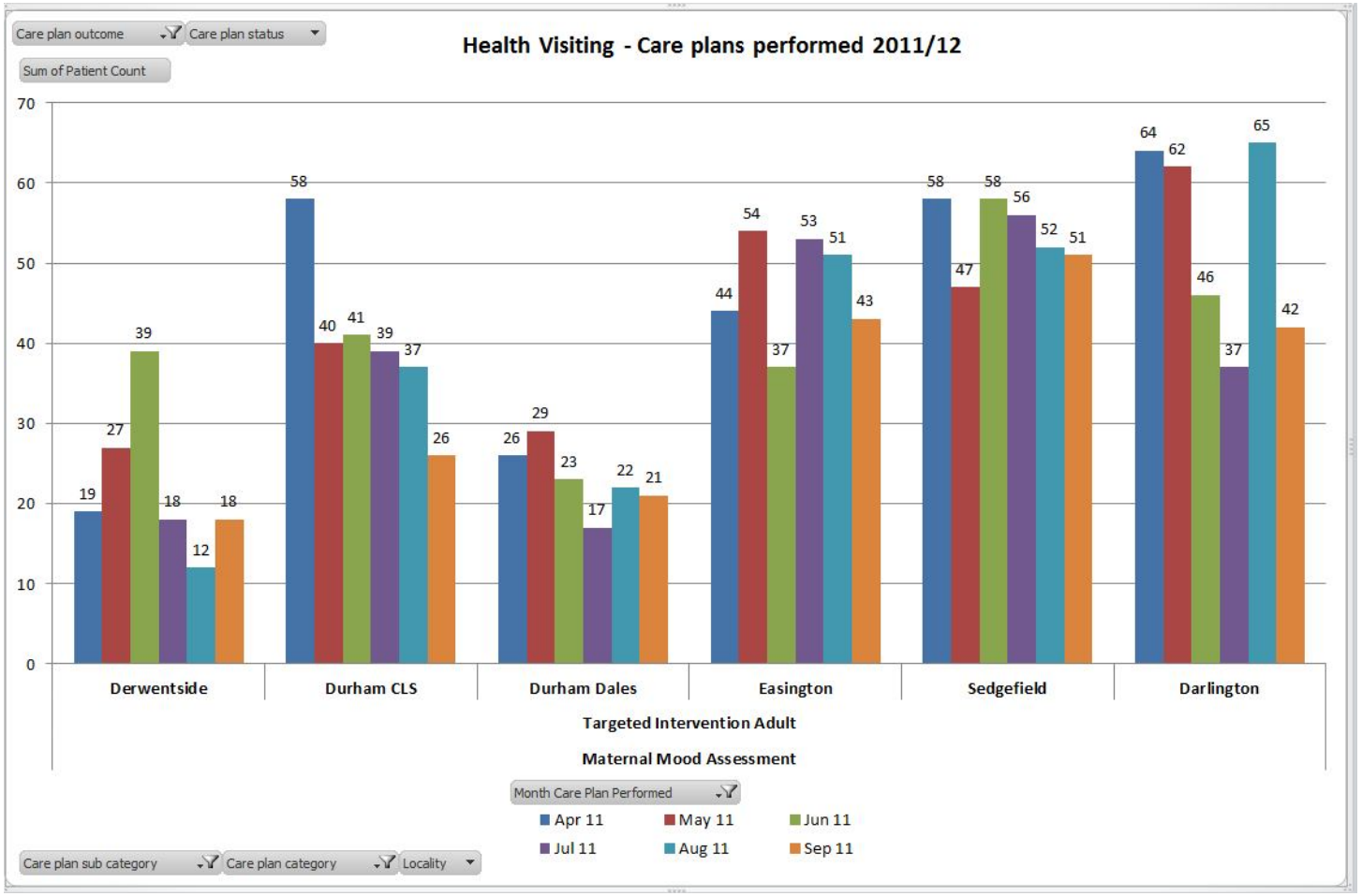

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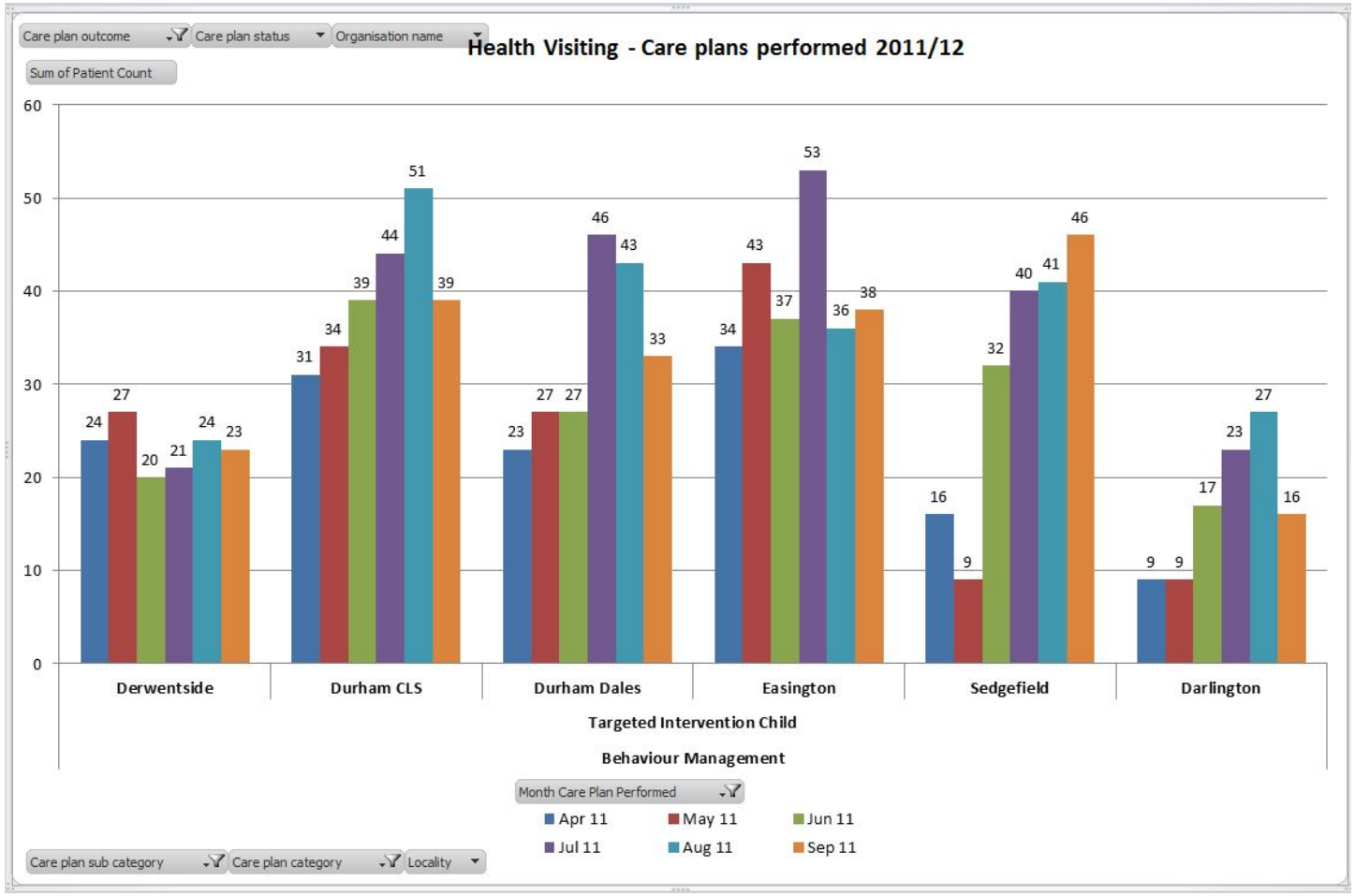

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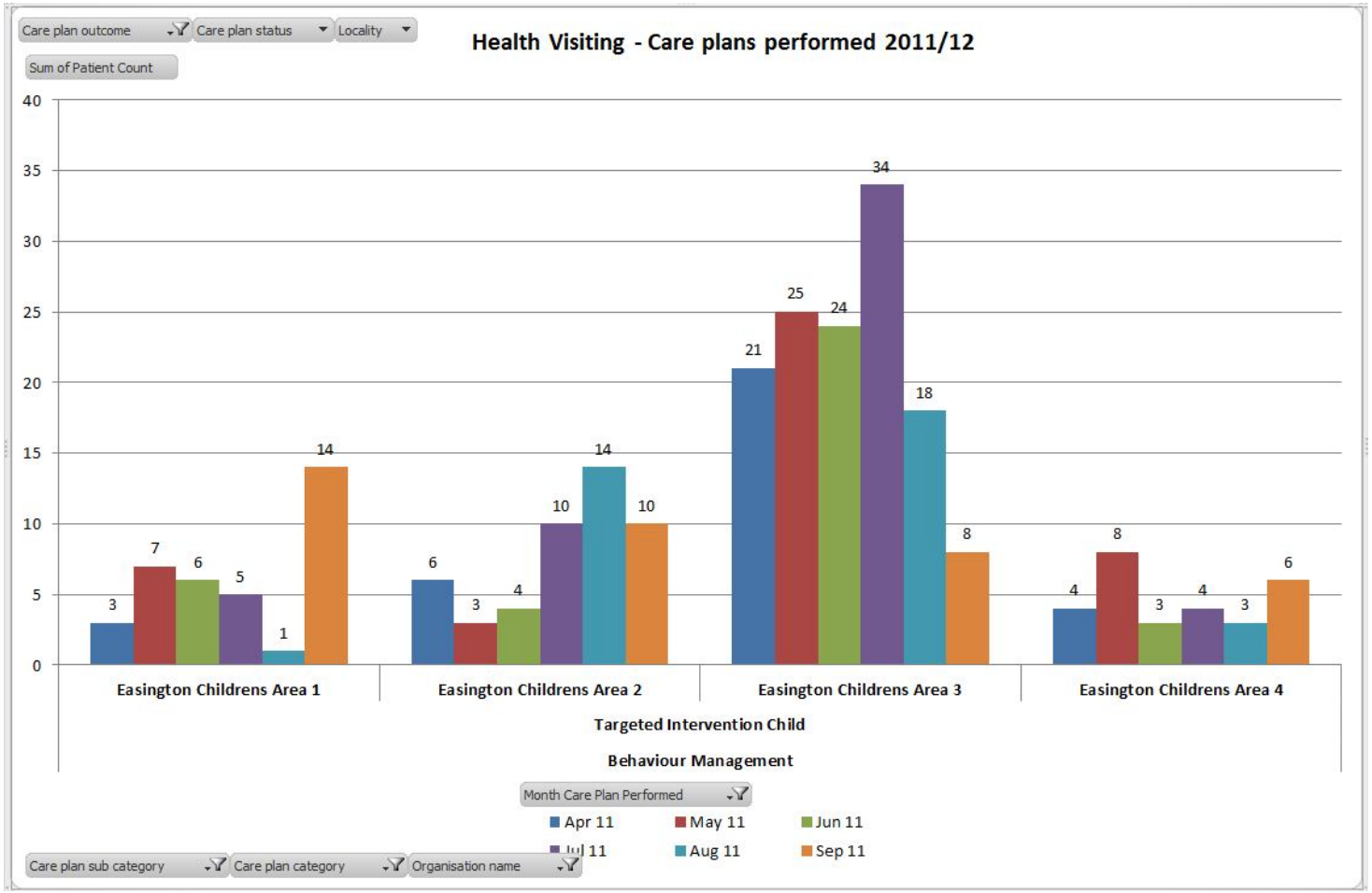

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Benefits realisation

- Improved quality of record keeping
- Data quality and performance reports
  - By evidencing practice
- Manual handling
- Compliance
  - Key to the success was the development of the Clinical IT facilitators
  - A system Designed by clinicians for clinicians

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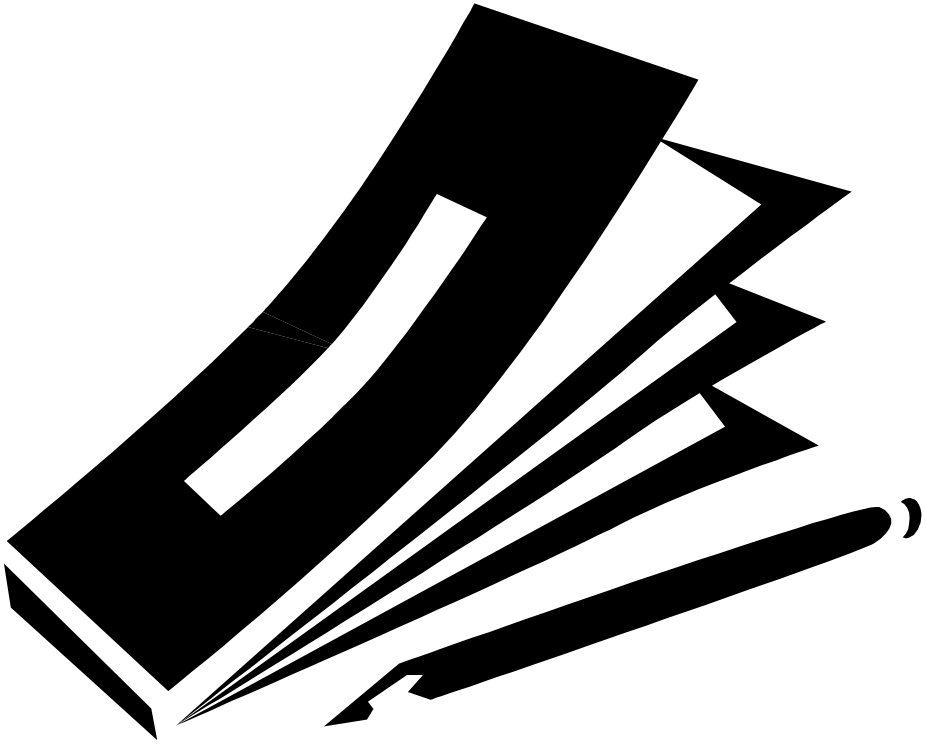

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