

*Strategy sets the direction
Technology makes the journey possible*

NHS-HE Forum

***“A clinical system deployment
journey”***

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NATIONAL POLICY CONTEXT

PRIORITIES & CHALLENGES

THE HEY RESPONSE

WHAT DID WE LEARN

Translating Policy into Action

POLICY CONTEXT



NHS
England



NATIONAL POLICY THEMES

Using Data and Technology to Transform Outcomes

Integrated Care, Closer to Home

Innovation & Efficiency through better Use of Technology

Interoperability: Joined up Systems; Shared information

Paper Free at the Point of Care

Lorenzo: The Heart of the EPR

LORENZO CARE RECORD

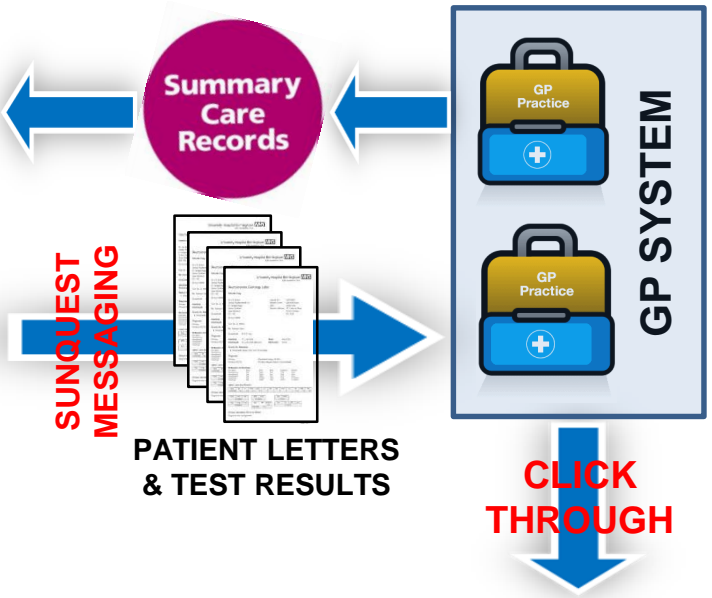


BUSINESS INTELLIGENCE SYSTEM

OPERATIONAL

CLINICAL


DAILY GP
PATIENT
UPDATES



GP PORTAL

Acute Information Hub

WWW



Lorenzo: The Heart of the EPR

- **Started planning in 2011**
- **Replaces 16 year old 'Clinicom' System**
- **Genuine Clinically Centric' single system'**
- **More focus on 'real-time' structured recording of Clinical Information**
- **Enabler For Resource Scheduling**
 - *Creating and allocating capacity (clinic / bed / theatre) at the time a decision is made*
- **Clinical Handover Triggers**
- **Alerting of Clinical Tasks**
- **Customisable to individual clinicians**
- **Supports Paper-Light to Paper-Less Processes**

Lorenzo: The Heart of the EPR

Sharing to improve clinical outcomes:

- *16 years of correspondence & tests*
- *‘Click-outs’ to Pathology; Radiology; Cardiology*
- *‘Click-out’ to Summary Care Record (showing medicine history & allergies)*
- *Available wherever we deliver a service: NLAG; York*
- *GP’s access to HEY record*

Lorenzo go-live 'Big Bang' 8th June 2015

- **Outpatients & Inpatients** – Trust wide
 - **Emergency Care (Paeds/Trauma/Resuscitation/ED)**
 - **e-Requesting** – Full Pathology & Radiology catalogue
 - **e-Results Reporting** – Trust wide
 - **e-Clinical Documents** – Trust wide
 - **Take Home Drugs** – ED and Cardiology
- +
- **Replaced - TIE** (created 17 newly developed interfaces)
 - **Replaced - Data Warehouse and BI Reporting**

How Did We Do?



ITS JUST A NEW BIT OF I.T. ISN'T IT?

I MEAN, HOW COMPLICATED CAN IT BE?

Computer glitch delays patient appointments at Hull Royal and Castle Hill Hospital

By Hull Daily Mail | Posted: June 22, 2015

By Allison Coggan

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f Share

Email

6 COMMENTS 0 SHARES



'TEETHING PROBLEMS: IT director Martyn Smith at Hull Royal Infirmary. Picture: Kate Woolhouse

Comments (6)

PATIENTS trying to book hospital appointments at Hull Royal Infirmary and Castle Hill Hospital are facing delays because a new computer system keeps crashing.

Lorenzo makes local news



Patients given just hours warning to attend hospital after problems plague new IT system

By **Hull Daily Mail** | Posted: December 31, 2015

By Allison Coggan

Share

Tweet

Share

Email

0 COMMENTS 0 SHARES

And again



APPOINTMENT PROBLEMS: Problems transferring patient records to a new IT system called Lorenzo have left patients in Hull with little warning about appointments

NHS staff 'struggling' with new Lorenzo IT system detailing patients' history

By **Hull Daily Mail** | Posted: January 06, 2016

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[f Share](#)

[Email](#)

[12 COMMENTS](#) [12 SHARES](#)

And again



'COMPLEX DEPLOYMENT': Martyn Smith, right, Hull and East Yorkshire Hospitals NHS Trust's director of IT and innovation, with Dr Mark Simpson at Hull Royal Infirmary at the launch of the Lorenzo system. Picture: Kate Woolhouse

Where are we now 707 days since go live

- **Circa 5,500 Users log-on each month generating over 190,0000 total logins**
- **1,100 Average Monthly Concurrent Users**
- **294,081 Admissions**
- **274,035 ED Attendances**
- **1,405,357 - Outpatient Appointments**
- **½m Radiology exams requested & reported**
- **2m Pathology tests requested & reported**
- **SCR - up from 500 to >2500 per week**

Where are we now

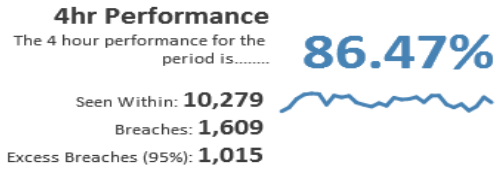
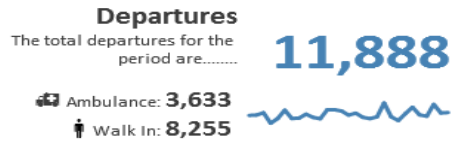
707 days since go live

- **Immediate Discharge Summaries** sent electronically into GP systems
- All GP practices able to see key patient information within 24 hours
- **Lorenzo GP Portal Viewer** to track patient progress from referral to discharge
- e-alerting & escalation of abnormal radiology scans
- **Over 1m paper prints eliminated**
- **No patients 'lost' by Lorenzo**

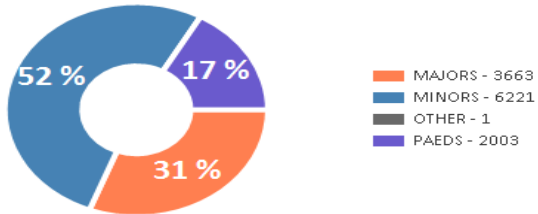
Real Business Intelligence

Emergency Dept Summary Overview

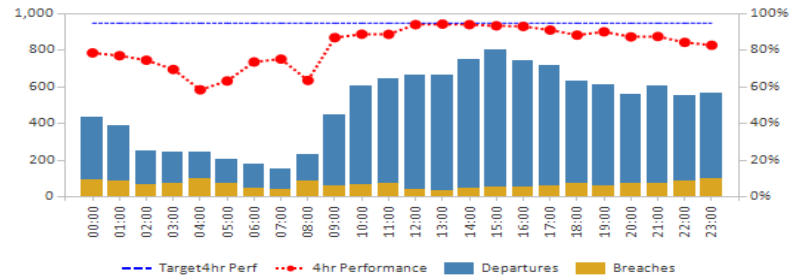
Based on period: 31-Aug-16 to 28-Sep-16; Department Type: Type 01(HRI), Type 03 (ERCH); Stream; MAJORS, MINORS, OTHER, PAEDS



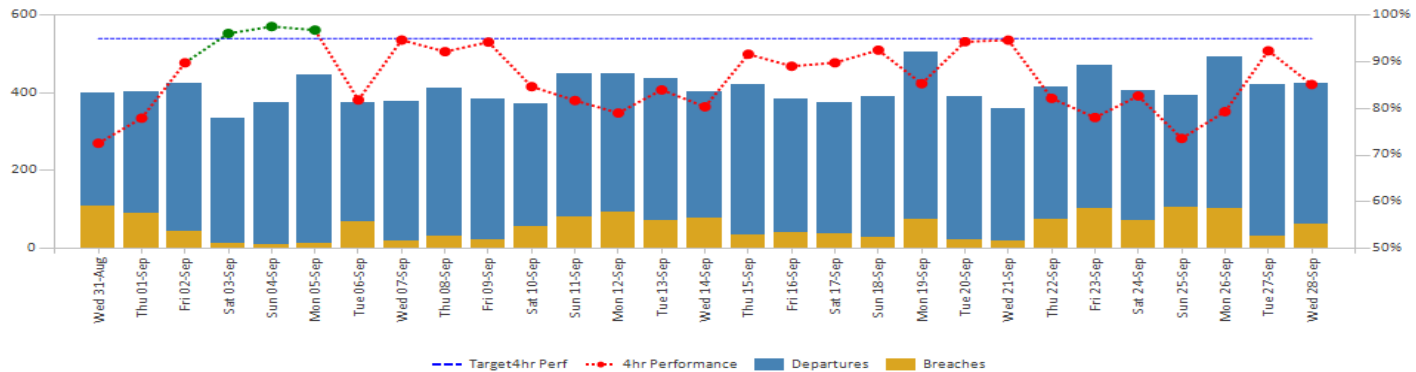
Stream Breakdown



Departures by Hour



Departures by Day



The Bottom Line?

- Does the functionality work? 👍 😊
- Can we track & report on the status of all patients? 👍 😊
- Can we meet national & local reporting obligations? 👍 😊
- Is Lorenzo integrated as planned? 👍 😊
- Can we share information richer, faster? 👍 😊
- Is it resilient, with proven failover, DR capability? 👍 😊
- Did the project land within budget? 👍 😊
- Are we making savings where we expected? 👍 😊
- Are we running our business with it? 👍 😊

OK, But How Did It Really Feel?

It's All About The People

- **Biggest clinical engagement ever in HEY**
- **Lead Consultants in every Health Group**
- **6,500 staff trained before Go-Live**
- **Fundamentally different way of working**
- **More complex processes take more time**
- **Greater data collection overhead**
- **Lot for our staff to learn**



Warning



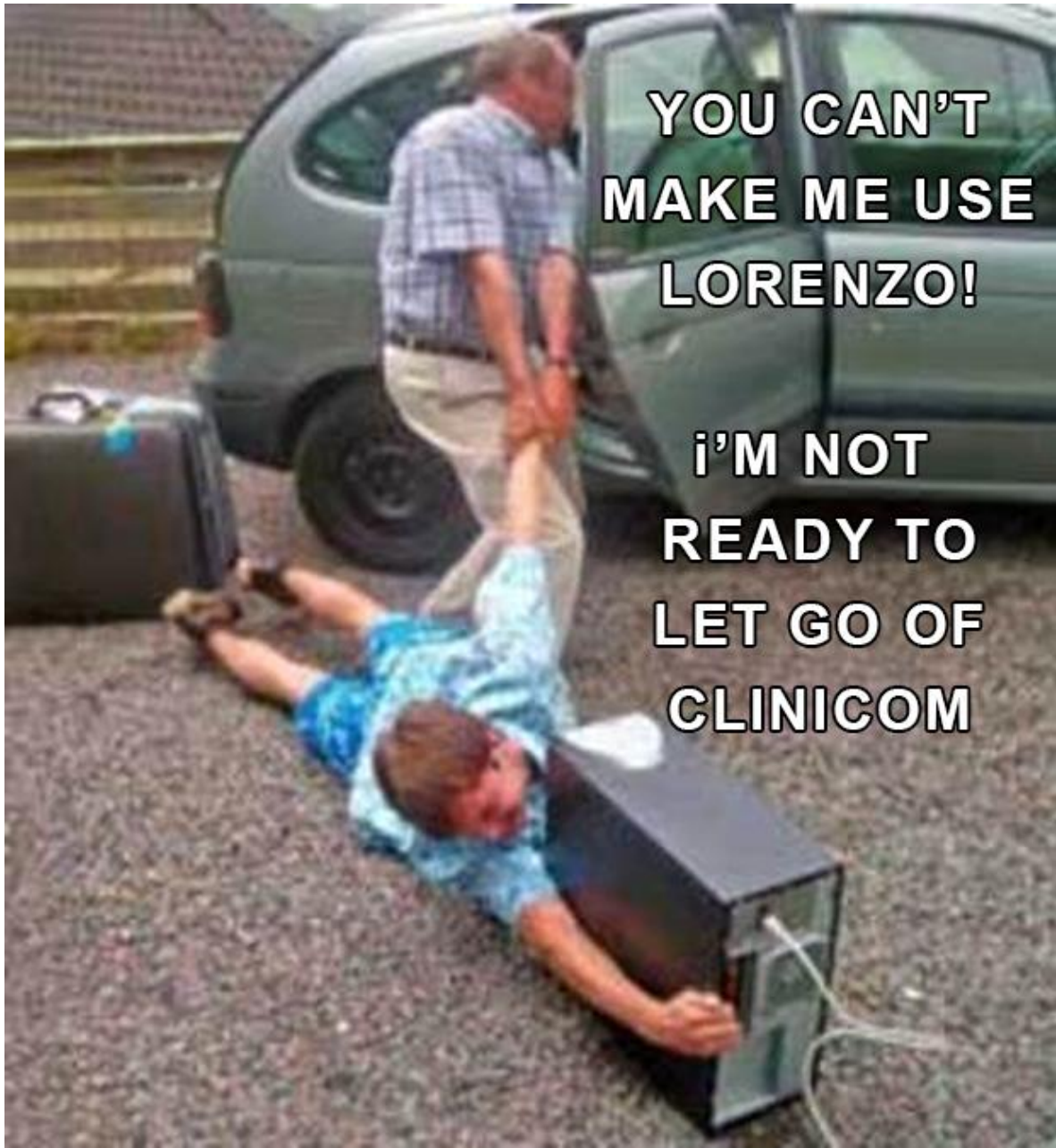
Windows has detected that you are trying to use a PAS that is not compatible with 2016.

If you would like to close this antiquated system and open the super cool super new Lorenzo EPR click yes.

If you would like to carry on living in the past, click no and you will carry as if nothing ever happend.

Yes

No



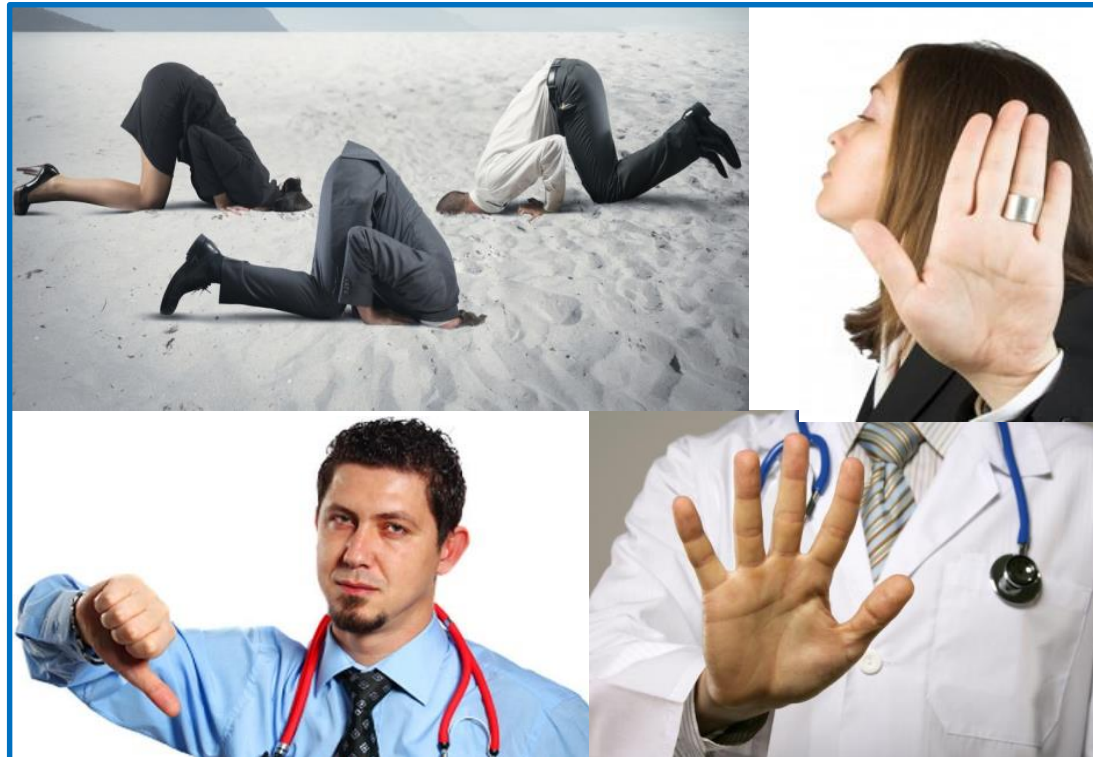
DATA... WHY DO I NEED
TO INPUT MORE DATA?



I'VE GOT
DATA



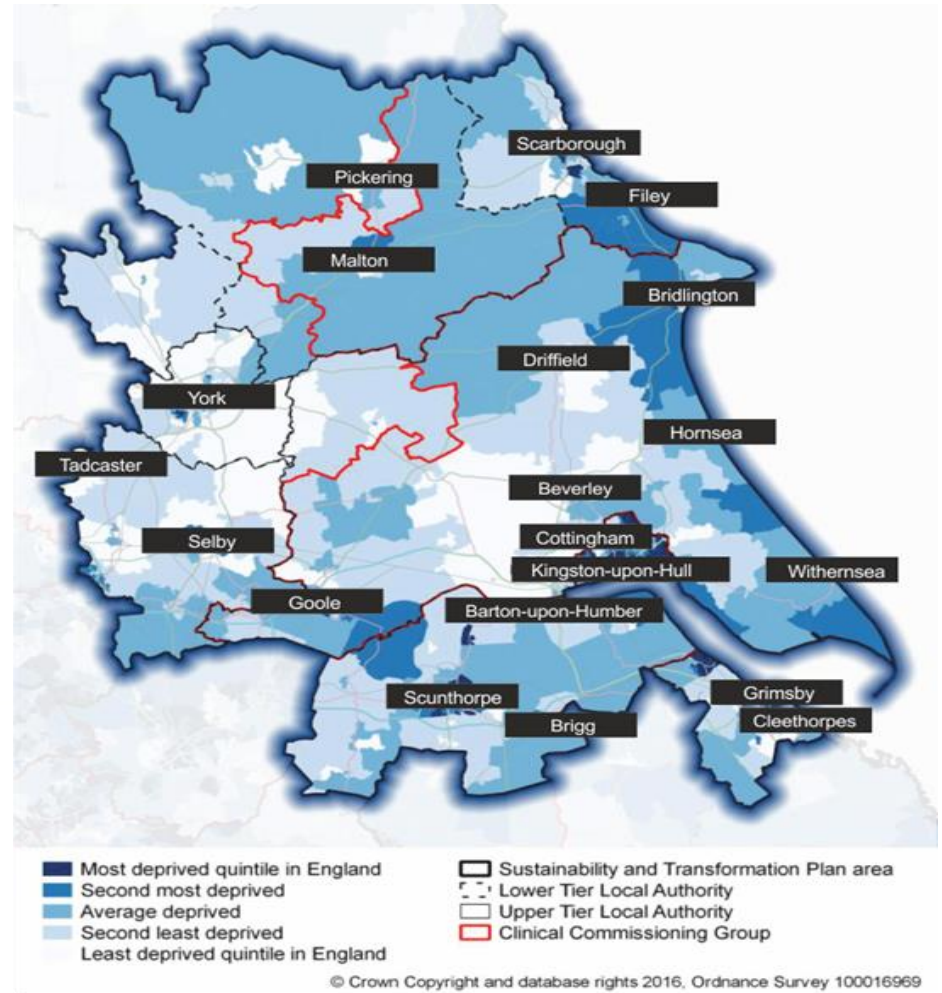
When you said we need to change, surely you didn't mean me



‘That it will ever come into general use, notwithstanding its value, is extremely doubtful; because its beneficial application requires much time and gives a good bit of trouble both to the patient and the practitioner; because its hue and character are foreign and opposed to all our habits and associations’

The Times newspaper of London in 1834

Making Change Happen



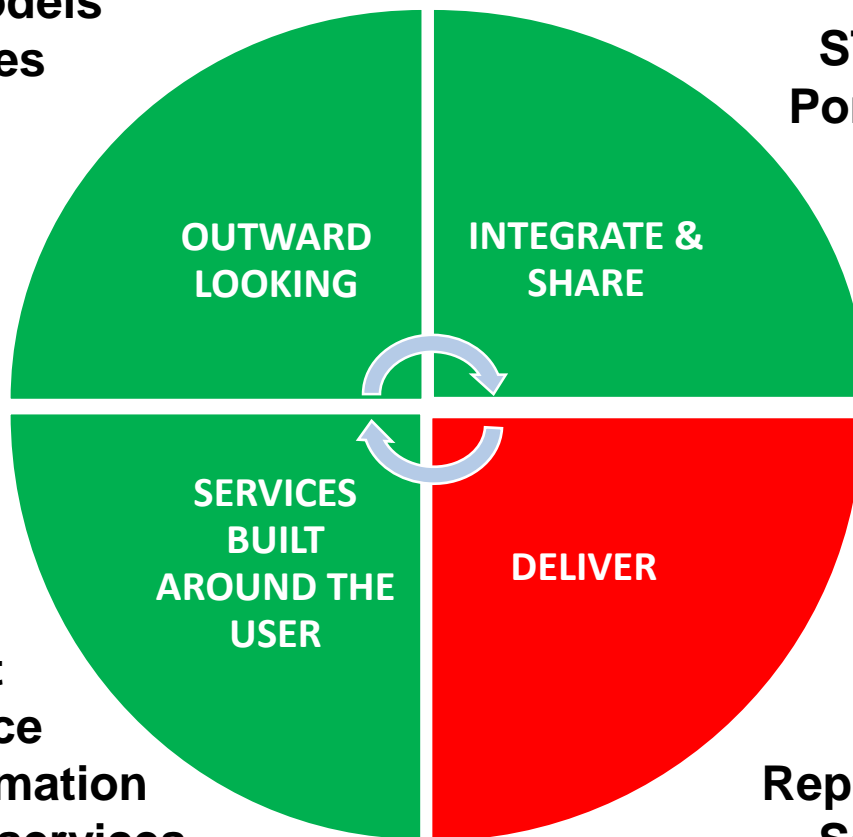
The Education Dimension

- **Hull & York Medical School (HYMS)**
- **HYMS Learning Centres – HRI & CHH**
- **Academic Cardiology - CHH**
- **Clinical Sciences Building Hull University**
- **New links between all sites**

Priorities

Different Care Models
Joined-up Services
Consolidation
Rationalisation

Collaborative purchasing
STP wide solutions
Portable Information
No silos



Self-Management
Hospital avoidance
Share more information
Easier to access services

CRES
CARTER
Reporting obligations
Safety & Outcomes

Assumptions

That people will embrace new technology

That Care models can and will change

That those new models are going to be cheaper

**That there is zero impact on health and social care
professionals**

That technology is at worst cost neutral

That technology inevitably makes life easier

And The Alternative is



**“What if we don’t change at all...
and something magical just happens?”**

Recipe for Success
or
illegitimi non carborundum

A scene from the movie 'The Sandlot' where a doctor in scrubs and a blind man in a yellow raincoat are talking to a car with its trunk open. The doctor is on the left, wearing a blue surgical cap and mask. The blind man is on the right, wearing a yellow raincoat and a red polka-dot shirt. The car is in the center, with its trunk open and steam rising from it. The background shows a residential street with houses and trees.

PAPER?

**WHERE WE'RE GOING WE
DON'T NEED PAPER!**

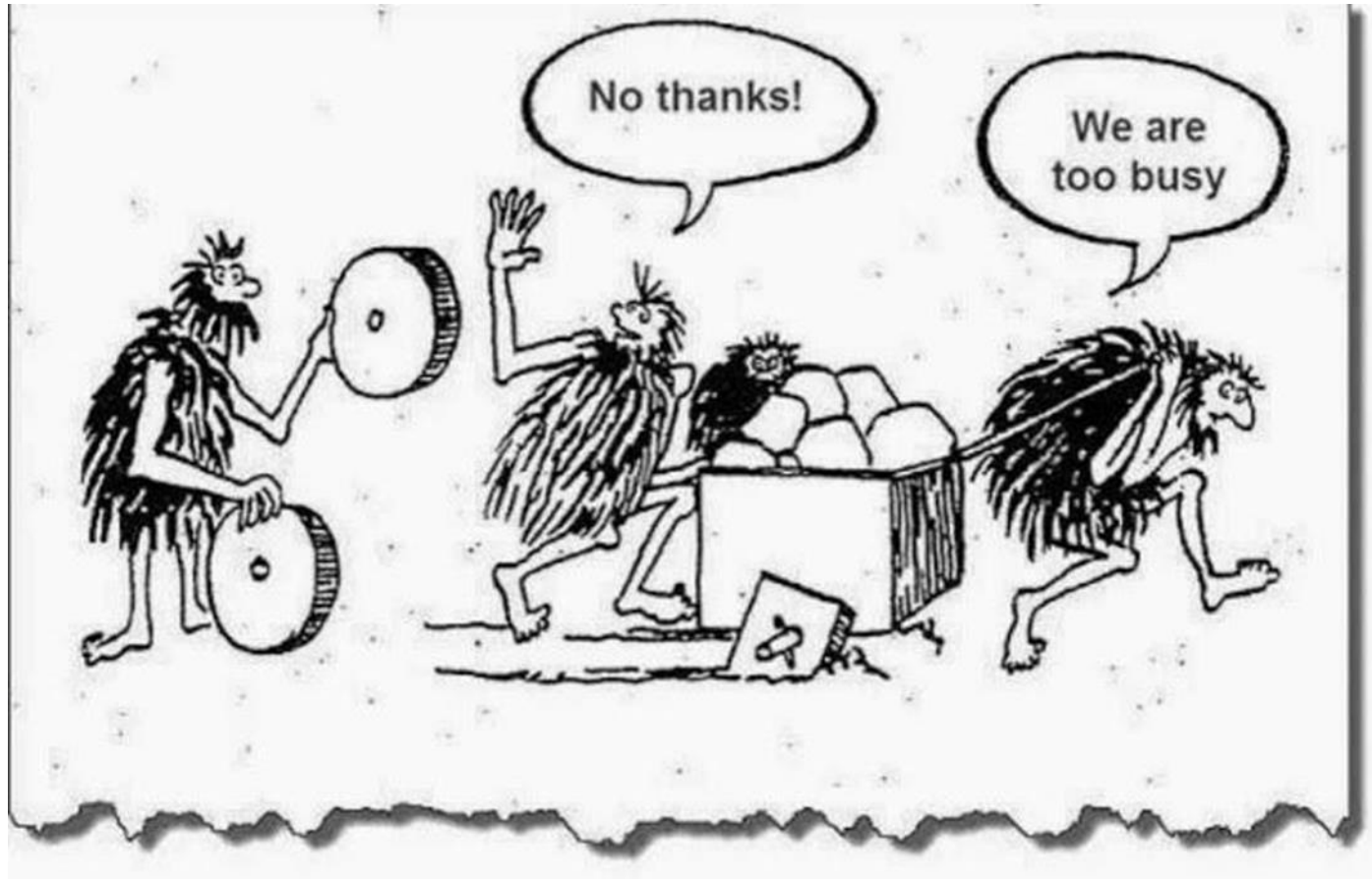
A man with glasses and a cigarette in his mouth stands on the deck of a boat. He has a serious, slightly worried expression. The background shows the boat's structure and the sea under an overcast sky. The text "YOU'RE GONNA NEED A BIGGER SUPPORT TEAM" is overlaid in white, bold, sans-serif font on the left side of the image.

**YOU'RE GONNA NEED A
BIGGER SUPPORT TEAM**





Don't Talk To Me About Technology





**KEEP
CALM
AND
BANG YOUR HEAD
AGAINST THE WALL**



Of course we are right behind you ...

WANTED

FOR CRIMES AGAINST
THE STATUS QUO



**\$10,000
REWARD**





**Sometimes you
just have to light the fuse
and see what happens**

IF YOU BUILD IT

THEY MIGHT JUST USE IT

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Technology makes the journey possible*

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