

Mark Blakeman

The Health Informatics Frontline





Mark Blakeman

Director of Informatics
Wirral Hospitals NHS Trust



Wirral Hospitals

- Large DGH / Small Teaching Hospital based on the “Wirral Peninsula”
- Long standing early adopter of Informatics.
- EPR implementation in early 90s.
 - Heavily customised American (Green Screen and light pen) system – HIMMS level 5/6 ?
 - Full EPx
 - O&RR
 - Clinical Documentation
 - Decision Support
 - Ageing (as are the staff that built it)
- The basis for IFH (NPfIT ?)
- Cerner Millennium replacement outside NPfIT.

Previously.....

- Director of Informatics UHSM for 8 years.
- Best of breed.
- Replacement cycle.
- Starting to hit some of the limits of best of breed.
- Opportunity to see if Cerner could deliver the dream.
- Exec Team / Board position
- Pay ?

Week in the life of....

Monday

- Bank holiday and summer, all in one day.
- BBQ with friends.
- On call
 - Faulty valve on oxygen cylinder shuts part of the hospital.
 - Dealt with quickly and expertly by managers, doctors and nurses working together.
 - Medical Director rings to offer a hand.
 - Nothing quite like a good crisis to bring a team together. The NHS working at its best ?

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Tuesday

- Executive Team meeting;
 - Review of the cost improvement programme - £16m to find on a budget of £300m.
 - Translate into a 6% reduction in Informatics expenditure.
 - We need to be more efficient which means a shorter length of stay, better organisation and less errors – great health care costs less ?
 - Long discussion about the need to recruit another intensive care consultant. £100k cost pressure – more CIP.
 - Finalising the objectives for our Monitor annual plan submission.
- Back to the office
 - Catch up on emails
 - Cerner go-live getting close.
- International Nurses day
 - Ward managers replaced by Ward Sisters.
- Visit colleague in a community trust
 - Much enthusiasm to make lives better for patients and staff through the use of technology.
 - Expectations of the digital natives and (their parents ?) massively beyond the industries ability to deliver.

Wednesday

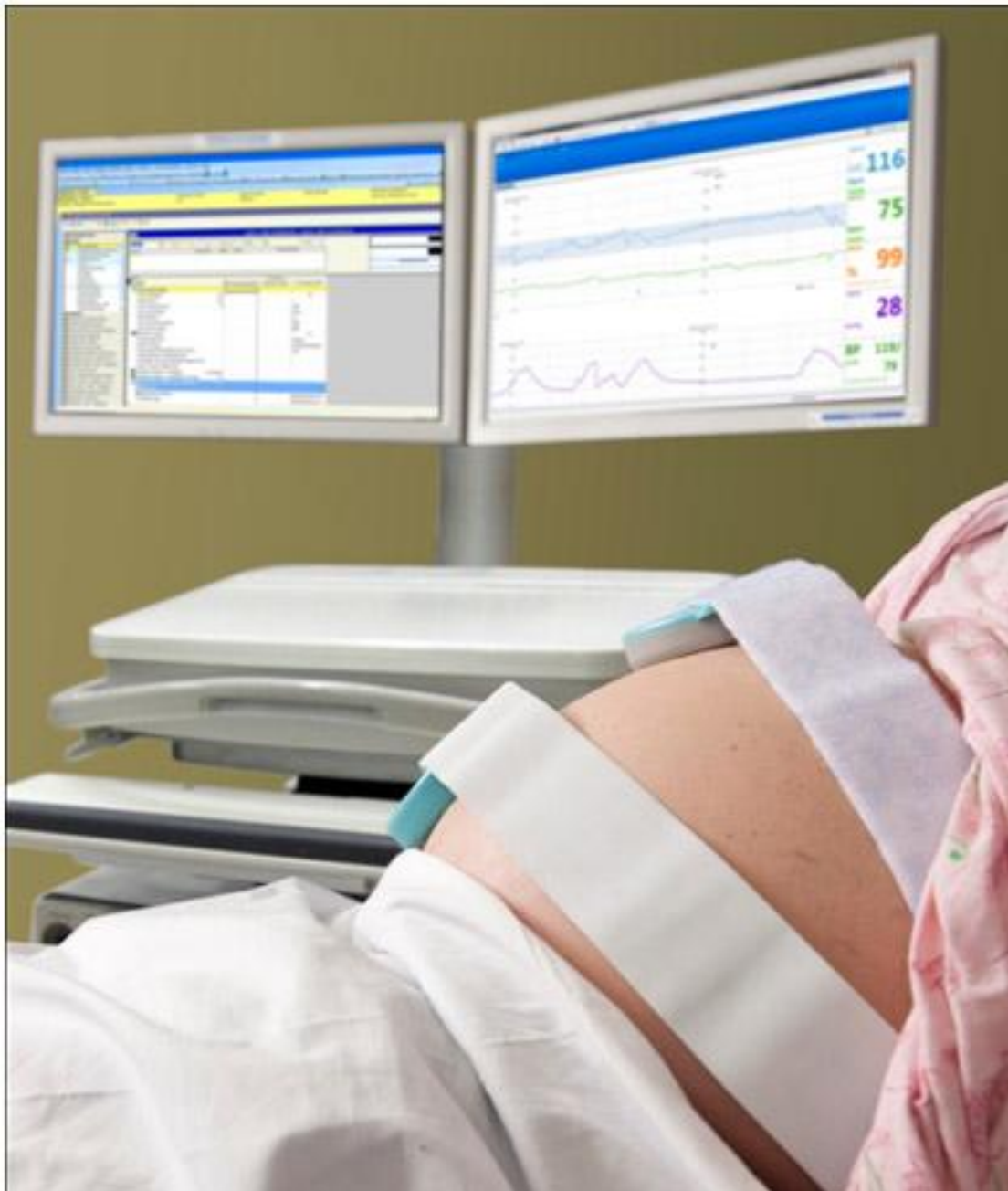
- Take car to garage for warranty work.
 - Takes 15 mins to book me in and they haven't got a full record of work done previously at a previous garage.
 - Apparently all of the dealerships are franchises and are in competition.
 - Free cappuccino and a biscuit though.
- Visit medical records.
 - After nearly 20 years of being at the forefront of EPRs, Wirral is drowning in paper still.
 - Much of the paper record is printed from the EPR.
 - Need another 260m of shelving pace this year alone.
 - What's the solution, scanning or producing less and less ?
- Meeting with auditors
 - Raised concerns with regard to ageing IT infrastructure.
 - Agreed to annual review of IT security.
- Meeting regarding Cerner go live communication.

Thursday

- Pickup car from garage – very very broken !
- Cerner
 - Year 5 of 4 year project.
 - Some really fabulous technology, e.g A&E →
 - Development partnership not a fully complete solution.
 - Due to go live on 2nd June with;
 - Full maternity EPR including device integration for foetal heart rate and contraction monitoring. →
 - Inpatient O&RR, including Bridge for specimen collection.
 - Real time 18 week data collection and monitoring.
 - Document scanning.
 - Pathology Lab.
 - 2000 staff to be trained.

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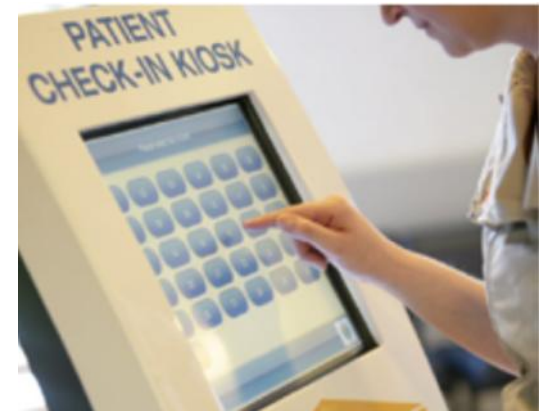
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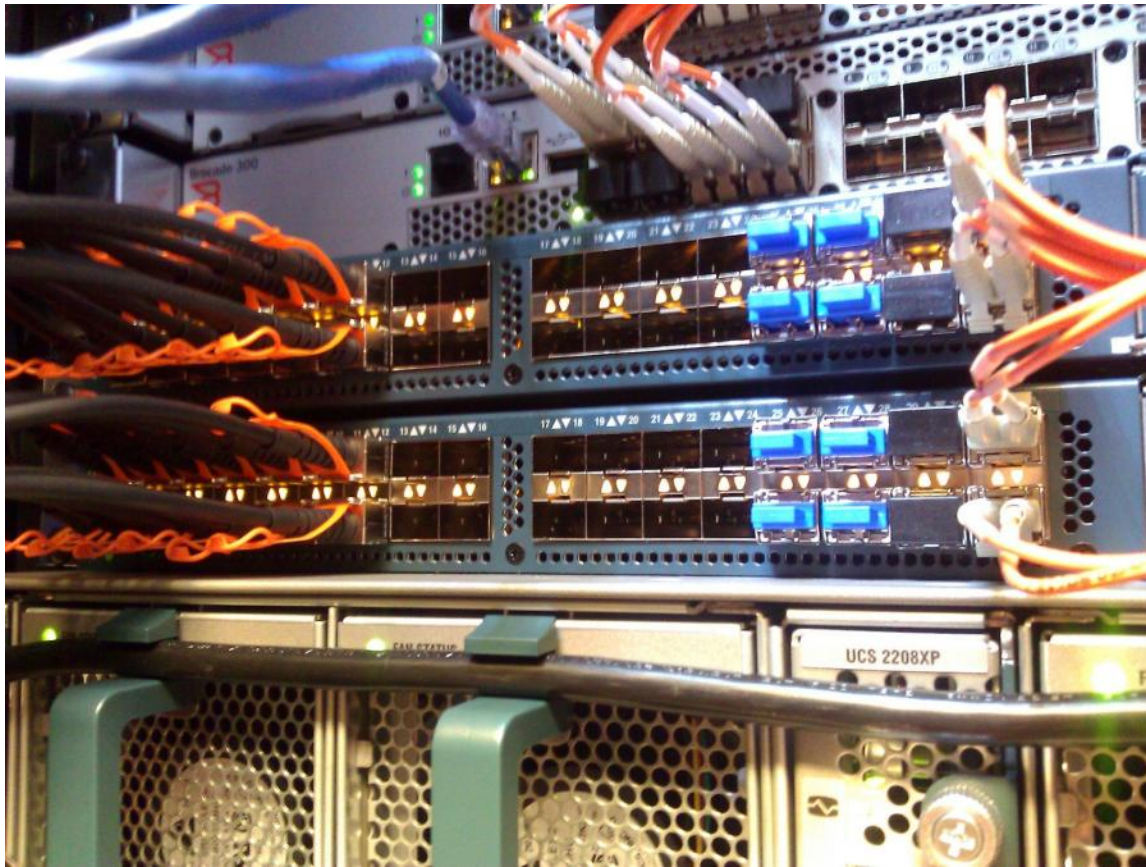
- Monthly Transformation Group
 - Work on the wards to implement “Productive Ward” – NHS Lean
 - Improvements in Theatre efficiency – skilled data analysis.
- Meeting with a doctor looking for first Consultant post.
- Meeting with DOF – money.
- Primary care engagement event – communication
 - Priority telephone lines
 - Discharge summaries
 - Access to a shared HER
 - Web site
 - Telephone consultations.

Cross Cutting Themes

- Money.
- Service Improvement / Efficiency.
- Great care costs less.
- Big Data / Clinical Analytics
- Mobile Technology
- Patients at the heart of the service. →



Technology



Innovation

MR_POC Summary

Plan of Care Summary - Nursing

MR_POC Male 55 Years DOB: 04/01/2030 NHS: 40550400 Location: Dingley Precincts 1stst Reason: Biliary Colic

This page is not a complete source of all information.

Plan of Care

Display Met Outcomes	0 of 1 met	0%
<input checked="" type="checkbox"/> Admission (SPL) (S) (In Progress)		
<input checked="" type="checkbox"/> Display Met Outcomes		
Name: Growth % BMI, for Age, Sex, Height	Last Evaluation: Met within 24 hrs	Documented variance: --
Documented Action: --		
<input checked="" type="checkbox"/> Bilir Rubric: Deficit ASAT Initial (S) (In Progress)		
<input checked="" type="checkbox"/> Display Met Outcomes		
Name: Adheres Optimal Nutritional Status	Last Evaluation: Not met within 24 hrs	Documented variance: Reason: Knowledge deficit
Documented Action: Physician notified		
<input checked="" type="checkbox"/> Fall Prevention and Management (SPL) (S) (In Progress)		
<input checked="" type="checkbox"/> Display Met Outcomes		
Name: Status Unchanged After Fall	Last Evaluation: Not met within 8 days	Documented variance: Reason: Knowledge deficit
Documented Action: Teaching reinforced		
Name: Status Unchanged After Fall	Last Evaluation: Not met within 8 days	Documented variance: Reason: Patient unable to understand instruction
Documented Action: --		
Name: Takes Action to Control Fall Related Risks	Last Evaluation: Not met within 2 days	Documented variance: Reason: Transportation (del)not available
Documented Action: Supervisor notified		
Name: Verbalize Understanding of Fall Risk/Precautions	Last Evaluation: Not met within 3 days	Documented variance: Reason: Knowledge deficit
Documented Action: --		
Name: Will Be Free From Injury Post Fall	Last Evaluation: Not met within 8 days	Documented variance: Reason: Patient refused sleeping
Documented Action: Rescheduled		
<input checked="" type="checkbox"/> Heart Failure Risk Out (S) (In Progress)		
<input checked="" type="checkbox"/> Display Met Outcomes		
Name: Verbalize Diagnosis of Heart Failure	Last Evaluation: Met within 24 hrs	Documented variance: --
Documented Action: --		
Note: Finally MET!		
<input checked="" type="checkbox"/> ADHES (S) - Resistant (S) (S) (In Progress)		
<input checked="" type="checkbox"/> Display Met Outcomes		
Name: Free From New Pressure Ulcer Development	Last Evaluation: Not met within 21 hrs	Documented variance: Reason: Condition New Ulcers are still developing
Documented Action: Physician notified		
Waiting for physician's response.		
<input checked="" type="checkbox"/> Fall Prevention ASAT ASAT (S) (In Progress)		
<input checked="" type="checkbox"/> Display Met Outcomes		
Name: --	Last Evaluation: --	Documented variance: --
Documented Action: --		

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Management

Successful Engagement Cloud

Gigabit v6 IP

Requirements Quality ITIL Business Clinical Prince

Benefits Data

Projects Managing Ethernet

Resilience

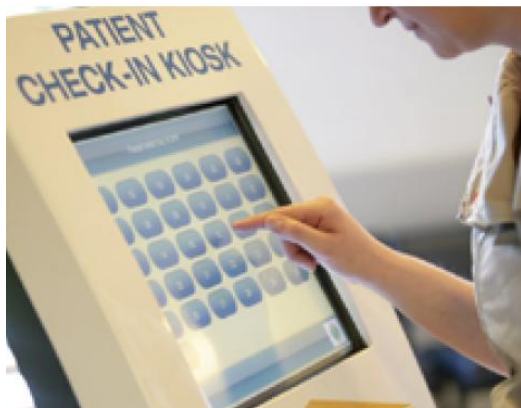
Healthcare Provider of Choice



Exceptional Standards of Patient Care and Customer Service



Healthcare that is sustainable now and into the future



Questions