

## Council of Governors Item 11.4

**Subject:** Digital Excellence

Date of Meeting: 6<sup>th</sup> June 2023

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Presented by: Ian Gilbertson – Deputy CDIO

BAF Reference	Impact on BAF
BAF 9	The paper provides assurance in respect of digital transformation and operational IT delivery.

### Level of assurance (please tick one)

*To be used when the content of the report provides evidence of assurance*

<input checked="" type="checkbox"/>	<b>Acceptable assurance</b> Controls are suitably designed, with evidence of them being consistently applied and effective in practice	<input type="checkbox"/>	<b>Partial assurance</b> Controls are still maturing – evidence shows that further action is required to improve their effectiveness	<input type="checkbox"/>	<b>Low assurance</b> Evidence indicates poor effectiveness of controls
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## 1. Executive Summary

The purpose of this report is to provide Council of Governors with a digital update including national direction of travel and local Digital Excellence progress.

Key headlines include:

- National Digital Maturity Assessment Update
- Health Service Journal (HSJ) Shortlisting
- Good progress with Digital Excellence delivery
- Good progress with digital clinical improvements

The Council of Governors is asked to receive the report and note good progress to date.

## **2.0 National and Regional Updates**

### **2.1 National Digital Maturity Assessment - Update**

LHCH have successfully completed the National Digital Maturity Assessment. In line with the agreed plan, the initial results of the assessment have been peer reviewed by Walton Centre. The peer review did not highlight any major discrepancies and both Trusts felt the scoring was accurate and aligned to perceived levels of Digital Maturity. In April, a wider peer review was facilitated by the Cheshire and Merseyside Integrated Care Board (ICB), following the discussion minor changes will be progressed ahead of the national deadline for final submissions in May 2023.

Following the above, the final results will be made available in May to Chief Information Officers and to the wider NHS in June. These will be aggregated at a local, regional and national level. This will give Trusts the opportunity to complete more accurate benchmarking, identify areas for improvement and leverage national investment opportunities.

### **2.2 External Recognition**

iDigital are pleased to report that LHCH has been shortlisted for a national HSJ award for its Closed Loop Medication safety project. The project was a collaborative effort between Digital, Pharmacy and Nursing and has helped enabled a reduction in Medication administration errors.

## **3.0 Digital Excellence Update**

### **3.1 Digital Excellence / Digital Aspirant Programme Progress**

The Digital Excellence programme is on largely on track and progressing well. Digital Excellence Committee (DEC), which governs the Programme, continues to meet on a regular basis with good attendance from its members.

Following approval of the revised investment plan and since the last report the following Business Cases have been approved through the relevant committees in 22/23:

- Website and Intranet Replacement
- Anaesthetic, Perfusion and Critical Care Digital platform
- Data and Analytics – Single Patient Tracking List

### **3.2 Digital Excellence Finances**

Overall, the Programme remains in budget as of 22/23 and is forecast to deliver slightly under the original plan by 25/26. From an external funding perspective, the Digital Aspirant Programme remains on track and the Trust have successfully received and invested the scheduled £6million to date. As per the Digital Aspirant agreement the Trust have delivered a matched investment of circa £3.5million to date and have an agreed plan to match the full total by 25/26.

### **3.3 Back to Basics Workstream**

In response to feedback from teams around the Trust, a Technical Service Improvement Programme has been developed with some key areas identified for development. These include enhancements to

the proactive ward rounds to ensure digital kit is being checked daily across the hospital, reducing the need for clinical and operational teams to log support requests. This will be supported by the launch of the new 'Tech Bar' on site at the hospital due to be launched in May. This will give users the ability to 'drop in' during working hours to seek immediate support for any technical issues as an alternative to logging a request and waiting for an engineer to visit.

A new tool for remote working has been launched to help improve connectivity for staff who work either at home or in the Community. A significant number of users have already been migrated to the platform and have reported positive feedback. The plan will now be to roll this out Trust wide in the coming months.

Security patching remains consistently high and the service have responded to a number of high national cyber alerts within the reporting period

### **3.4 Clinical and Nursing Digital Developments**

The trust is now in the pilot phase of the new Digital Dictation and Speech Recognition solution Epro. The feedback has been positive from Clinical and Administration teams who have reported back on how beneficial the solution will be once implemented. During the pilot an intermittent software issue was identified, which the supplier has since resolved. Further testing has been completed through the extended pilot period and the system is scheduled to go live across the wider Trust in May.

The Digital Team continue to work with clinical and operational teams to optimise the existing digital platforms and have delivered solutions for 45 change requests in February and 51 requests in March. A new and improved Thoracic Procedural database has now been completed and is available for use in EPR. The automated Heart Failure Referrals process is now also live in EPR.

### **3.5 Digital Safety Programmes**

Closed loop medications (KBMA) Phase 2 successfully went live in March, which has now expanded the number of medications in scope. The team have worked in conjunction with nursing colleagues to deliver enhancements to the Closed Loop Blood Specimen solution. A workshop around the blood transfusion process took place with all key stakeholders and a plan was produced to deliver the enhancements to the workflows in May, in conjunction with Liverpool Clinical Labs.

eConsent forms are now available in EPR for Cardiology, Cardiac Surgery, Thoracic & Aortovascular. Cardiac Surgery are now paperless with Thoracic, Aortovascular & Cardiology to follow in May. A contingency of consent forms will be available in Hospital Coordinators Office for business continuity purposes.

Work is underway on developing the new Risk and Incident Management solution at LHCH, following a joint procurement with Alder Hey. Alder Hey have recently deployed the solution and LHCH will follow in July, learning any key lessons from the earlier deployment.

### **3.6 Remote Monitoring/Virtual Wards**

The cardiac remote monitoring solution pilot is continuing to progress with currently 98 patients onboarded to the scheme. Pre op questionnaires are continuing to be populated by patients with extremely positive feedback and the data collated will be used to measure the qualitative impact of the solution.

A multi-disciplinary workshop took place in April to review the remote monitoring solutions currently available around the organisation and one of the main themes out of the session were the positive

impact the solutions have had on patient care. It was agreed by the various stakeholders, to establish a collaborative governance structure in May, to begin harmonising the different solutions and enable them to be managed, monitored and promoted more effectively.

### **3.7 Patient Interactions**

Digital Appointment Letters and SMS Reminders are live across Targeted Lung Health Checks (TLHC), Radiology and Acute services. The project team have worked closely with each service to adapt and improve on these digital services to work better for both staff and patients. Automating and digitising appointment letters has reduced administration time spent on physically preparing and sending these letters. Patients have continued to respond positively, as 76% have engaged with the digital process.

### **3.8 Data and Analytics**

The final data set has now been developed and the team have successfully completed and closed down the Data Warehouse Transformation project. This will deliver much improved performance levels and data accuracy, enabling the services across LHCH to make quicker, more educated decisions.

The team are working in collaboration with Operational and Clinical Teams as part of the 'Safe Waiting List Management' group. The main focus for the Analytics team will be to deliver a single, consolidated Patient Tracking List. This will help the services monitor, patients on Waiting Lists much more effectively and safely.

The Data Engineering team have successfully delivered the nationally mandated 'Faster Data Flows' against the agreed deadline of end of March. The aim of the programme is to implement an automated granular daily data collection, to support recovery and with this provide the NHS with a modern data architecture that enables timely, high-quality data to be used to support decision making.

Since the last reporting period there has been further development to the Trust Standard Operating Framework report and the final version is due to be presented to the Board of Directors in April. Finally, the team continue to work on a number of bespoke Analytics Dashboards and successfully delivered Theatres in February.

### **3.9 Information Governance and Health Records**

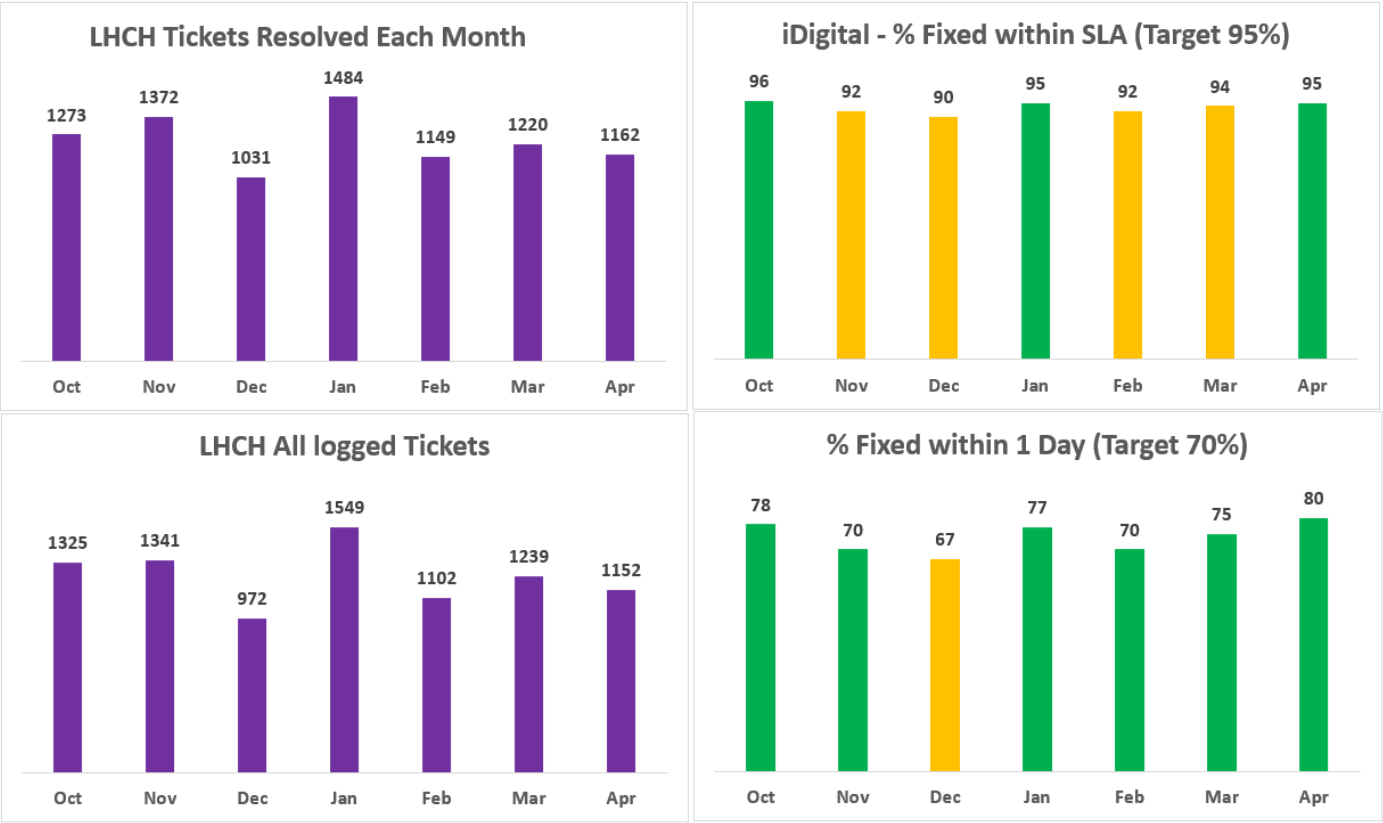
Following the TUPE of the Information Governance and Health Records teams in August 2022, work and focus continues in several key areas:

- Phase 1 compliance with the Data Security and Protection Toolkit was submitted in February 2023 to the internal audit agency with the final submission due in June 23
- Strong compliance observed with Subject Access and Freedom of Information data disclosure

### **4.0 Operational Performance and Technical Updates**

This report provides performance from April 2023. Key highlights include:

- The team resolved 95% of tickets within Service Level Agreement (SLA) aligning with the agreed target
- Desktop team routine ward checks are now in place with 80 issues resolved within the reporting period.



5.0 Summary and Recommendations

Since the previous reporting period, there have been lots of developments and progress delivered at pace. Progress against plans is excellent. Our national and external reputation and profile is high and internal feedback from colleagues is positive.

The Council of Governors is asked to receive the report and note good progress to date.