

## Board of Directors Item 3.2

**Subject:** Digital Excellence  
**Date of Meeting:** 31<sup>st</sup> January 2024  
**Prepared by:** Kate Warriner, Executive Chief Digital Information Officer  
**Purpose:** For Assurance

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					
✓	<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

### 1. Executive Summary

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

Key headlines include:

- Good progress with Digital Excellence delivery
- Good progress with clinical and nursing developments
- Good Operational Performance

The Board of Directors is asked to receive the report and note good progress to date.

## **2.0 National and Regional Updates**

### **2.1 Cheshire and Merseyside Specialist Trust (CMAST) Alliance – Digital Workshop**

In December, CMAST facilitated a Digital workshop and highlighted 4 areas of opportunity for collaborative development across the region, these are:

- Robotic Process Automation – System wide funding to support the sharing and development of automation processes across the region.
- Clinical System Maturity – Potential for a shared pool of digital resources to help improve consistency and standardisation to transformation programmes
- Generative Artificial Intelligence – Opportunities for clinical and patient assistance and administrative support to help reduce burden and improve quality.
- Cyber Security – Outlining shared strategic objectives for the region

Liverpool Heart and Chest will remain engaged with the group and seek to embrace any opportunities that could benefit the Trust.

## **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.

### **3.2 Digital Excellence Finances**

Overall, the Programme remains in budget as of 23/24 and is forecast to deliver slightly under the original plan by 25/26. Work is underway to review the financial profile for the remainder of the programme and to commence the financial modelling once the Programme is complete.

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

Work has almost concluded on the Konica printer refresh programme, this has seen significant improvement in the reliability of printing and has also resulted in a reduction of tickets relating to printing throughout December.

The new firewall installation and configuration work is underway and will continue to be progressed throughout January and February. The solution will improve how users access the internet, which will include a review of current restriction thresholds.

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

Phase 1 of the implementation of the new Anaesthetic & Perfusion system is progressing well and is due to be delivered by 11<sup>th</sup> March 2024. The technical build is in progress and the solution provider, GE, is attending regular site visits with the Trust. The Programme has established the second phase of this work, which includes onboarding Critical Care.

84 change requests were delivered by the Digital Systems Team across November and December, these include EMIS and EPR changes. A number of these change request involved the modification of the Heart Failure Order Service, and a rebuild of the order, which allows easy monitoring of hydration prior to a patient being sent for a procedure. The remaining changes included documentation build amendments, the introduction of a new Delirium Tool for Critical Care and CT Thoracic requests to assist clinicians with ordering aortic related radiology tests and help the vetting Radiologist, know which protocol is being requested.

### **3.5 Digital Safety Programmes**

The electronic consent roll out is progressing well; Cardiac surgery, Thoracic and Aortic vascular are all 'Live' with e-consent, with legacy (paper) consent forms successfully removed from each of these respective locations. Phase 2 is now underway, with the remaining locations across Cardiology now live with e-consent. Adoption rates are being monitored and the removal of paper for the final remaining locations across Cardiology is imminent.

All reporting elements of the new Risk & Incident management system has successfully been built, including the adoption of the NICE & Mortality/Morbidity (M&M) Module functionality. In addition, Phase 1 of the visualisation enhancements workstream has also been delivered.

#### **3.5.1 Healthcare Information and Management System Society (HIMSS)**

The Trust have now scheduled its official HIMSS Stage 7 assessment, which is due to take place over 29<sup>th</sup> February and 1<sup>st</sup> March. The HIMSS assessment team, comprises of clinical and digital colleagues from across the world, who will visit several areas across the Trust. The team will be assessing the maturity and adoption of the digital solutions across clinical, administrative, and patient areas and will do this through demonstrations and interviews with staff. Preparation is well underway, with engagement sessions in place for all stakeholders involved in the day.

The results of the assessment will be provided on the day and will be reported back through the relevant committees.

### **3.6 Patient Interactions**

The Friends and Family Test went live in July and has captured 4030 responses to date. Phase 2 of the project is on schedule to be complete by the end of January. This includes the migration of response data into the Trusts data warehouse, whereby enhanced dashboard and reporting functionality can be introduced to better measure and analyse information.

Following the successful launch of the new LHCH Trust Website in September 2023, the new LHCH Intranet successfully went Live in November. Since go-live, over 2,000 different users have accessed the intranet, with over 66,000 unique log-ins reported since go-live.

The Trust's Patient Engagement Portal (PEP) funding bid for was successful approved in December 2023. In terms of engagement, a number of patient portal demonstrations for have been delivered to key clinical and administrative stakeholders from across the three divisions. Feedback is currently being collated and planning is underway to define next steps to utilise the approved funding by the end of the financial year.

### **3.7 Data and Analytics**

Work is underway to ensure Trust Spirometry data is flowed into the Commissioning Data Set (CDS) which will be completed in February 2024. Outpatient Procedure Code transformation is progressing well, with a number of key stakeholders currently reviewing the proposed process. If there are no further issues, it is anticipated the new process will also go live in February 24.

The Analytics team have faced some challenges with enhancing EPRO Reporting. Issues have now been resolved and the live dashboard will be operational before the end of January. The One Patient Tracking List (PTL) is progressing well and is in the final stages of development. It is expected the solution will be ready for final testing and data validation before the end of the month.

### **3.8 Information Governance and Health Records**

Key highlights for the service are as follows:

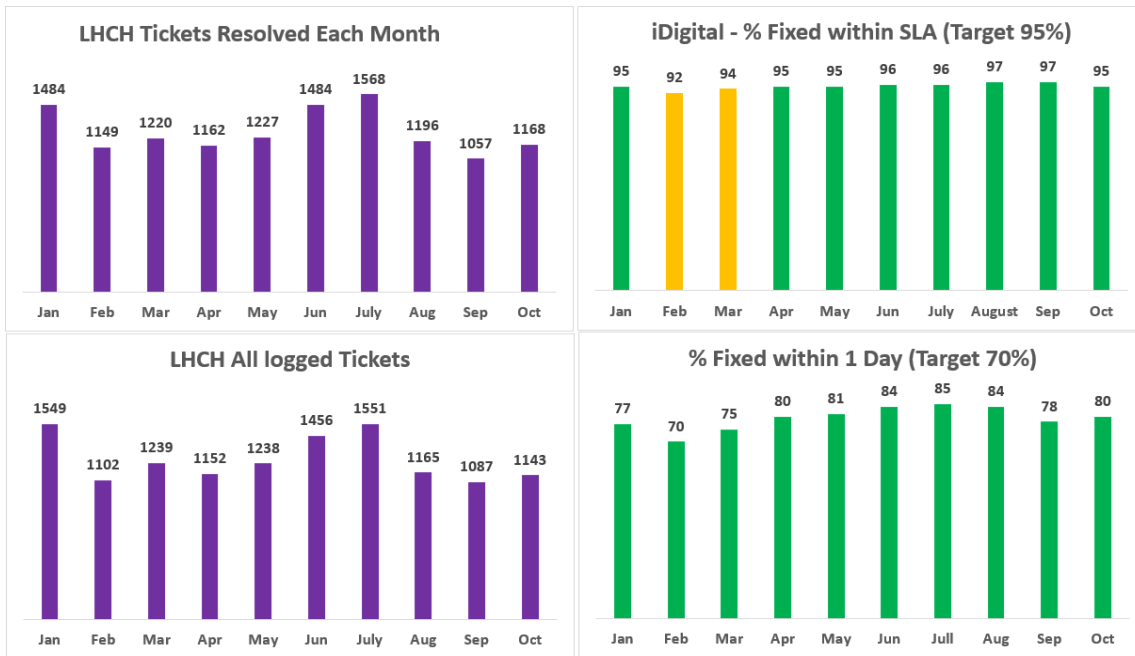
- Strong performance year to date compliance for legal and statutory data disclosures:
  - Data protection subject access compliance – 100%
  - Continuance of Healthcare compliance – 100%
  - Freedom of Information Act compliance – 98.7%
- 2023/24 Data Security and Protection Toolkit (DSPT) Task and Finish Group continue to progress action plan and evidence collation, monitored via IT Operational Group.
- Zero serious incidents or data protection breaches have been required to be self-reported to the Information Commissioners Office year to date.
- Data Protection engagement sessions held with projects and procurement teams.
- Policy expiry automated notification process implemented with new intranet functionality to inform policy owners of 90 day, 60 day and 30 day pre expiry
- Data Protection Impact Assessments (DPIA's) currently being progressed and/or completed to ensure data protection privacy by design principles for several systems and projects..

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

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

- 97% of tickets resolved within SLA.
- December had the lowest number of tickets raised in 2023.
- Continued targeted focus on early morning checks in Critical Care, ITU and POCCU.
- Service Desk resolved 56% of tickets.

- The Tech Bar team resolved 130 tickets.



## 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 Board of Directors is asked to receive the report and note good progress to date.