

Item 3.2

Board of Directors

Subject: Digital Excellence
Date of Meeting: 30th April 2024
Prepared by: Kate Warriner, Executive CDIO
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"/>	Acceptable assurance Controls are suitably designed, with evidence of them being consistently applied and effective in practice	<input type="checkbox"/>	Partial assurance Controls are still maturing – evidence shows that further action is required to improve their effectiveness	<input type="checkbox"/>	Low assurance 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:

- Launch of National Digital Maturity Assessment for 2024
- 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 Digital Maturity Assessment 2024

In 2023, NHS England published national Digital Maturity Assessment. The assessment aims to help Trusts gain a clearer view of their digital capabilities a single repository of information. This will enable the tracking of the development of digital capabilities year to year. LHCH were partnered with Walton Centre as their assigned peer to review each-others results prior to them being submitted regionally and nationally.

The assessment for 2024 will be launched shortly with a few enhancements from the previous year and has been confirmed Walton Centre will remain as the peer for LHCH. LHCH will ensure they meet the deadline in May for submissions and it is envisaged results will be available by the end of June.

2.2 Liverpool digital collaboration

LHCH continue to work with the ICB around joined up digital programme opportunities across Liverpool. A weekly meeting has been established which is attended regularly by the LHCH CDIO and any progress will be reported back to the Trust through the relevant committees.

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 as it enters its fifth and final year. 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

The Programme delivered in budget for 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 concluded on the Konica printer refresh programme; this has seen significant improvement in the reliability of printing and has also resulted in a reduction in tickets since this has been undertaken.

The team have supported the roll out of the new Omnicell Cabinets throughout the Trust which has been a joined-up piece of work with clinical teams and Health Procurement Liverpool. Finally, there is work also underway to refresh various digital equipment in Theatres throughout April.

3.4 Clinical and Nursing Digital Developments

Phase 1 of the implementation of the new Anaesthetic & Perfusion system is progressing well however, there has been a slight delay to allow the Trust to introduce new Infusion Pumps and Anaesthetic

machines which will interface directly into the new solution. The testing phase is now in progress and the solution is expected to be deployed in June.

One of the key highlights in this area, has been the integration of the regional shared record (Share2Care) with LHCHs Electronic Patient Record. This will enable clinical teams to access important patient information from other providers seamlessly without having to move between systems.

78 change requests were delivered by the Digital Systems Team since January across a range of areas. These included improvements to the electronic consenting process, the launch of the Outpatient Procedure documentation and several other routine updates.

3.5 Digital Safety Programmes

Adoption rates for e-consent are being continually monitored and the removal of paper for the final remaining locations across Cardiology is imminent. This will depend on the deployment of devices that will enable the specialty to have more flexibility within the process.

In February, an interface between Pharmacy Stock control and Electronic Prescribing systems was introduced to improve safety and efficiencies in the department. This effectively ensures that there is an end to end 'Closed Loop' process from dispensing in Pharmacy to administration on the ward. Safety benefits will be monitored and reported through the relevant committees.

3.5.1 Healthcare Information and Management System Society (HIMSS)

Following a 2-day on site assessment in March, LHCH were successfully accredited as a HIMSS Stage 7 organisation. This saw the Trust become the first to be accredited against the HIMSS new and enhanced criteria, which is much broader than previous.

The assessment team commended the Trust in several areas:

- Excellent support from the senior clinicians and the senior management team.
- The hospital is able to demonstrate a comprehensive range of clinical and managerial electronic dashboards.
- The Clinical Decision Support (CDS) opportunities have been developed locally by groups of clinicians that have met to identify what is important for particular specialties.
- The clinical staff in the wards and departments have good knowledge of the business continuity plans.
- In order to assist with hardware and software problems the IT support team provide a 'Tech Bar'
- The improved clinical outcomes / reduction in medicine and blood related errors was impressive.
- IslaCare is used to monitor post operative wound healing / progression.
- At the end of the assessment period the Trust Research team presented some outstanding examples of cutting-edge research and development programmes

The Trust hold this accreditation for 3 years, at which point a reassessment will be required to maintain this status.

3.7 Data and Analytics

There have been some significant deliverables in this area since January. The delivery of a new solution to capture and report on Outpatient Procedure Codes was delivered in February and has progressed well. The work to ensure Trust spirometry activity is flowed into the Commissioning Data Set (CDS) was also completed in the same month.

In terms of the 'One Patient Tracking List' work, good progress has been made with the solution, which is being reviewed from an aesthetic and overall functionality perspective. The next steps will be to produce a clear plan for validation in conjunction with Operational Teams.

Looking forward the team will be supporting with Annual Planning and a review of the Strategic Oversight Framework.

Finally, Secure Health Messaging, Deaths on the Waiting List and Pathology Dashboards have also all been delivered since the last reporting period.

3.8 Information Governance and Health Records

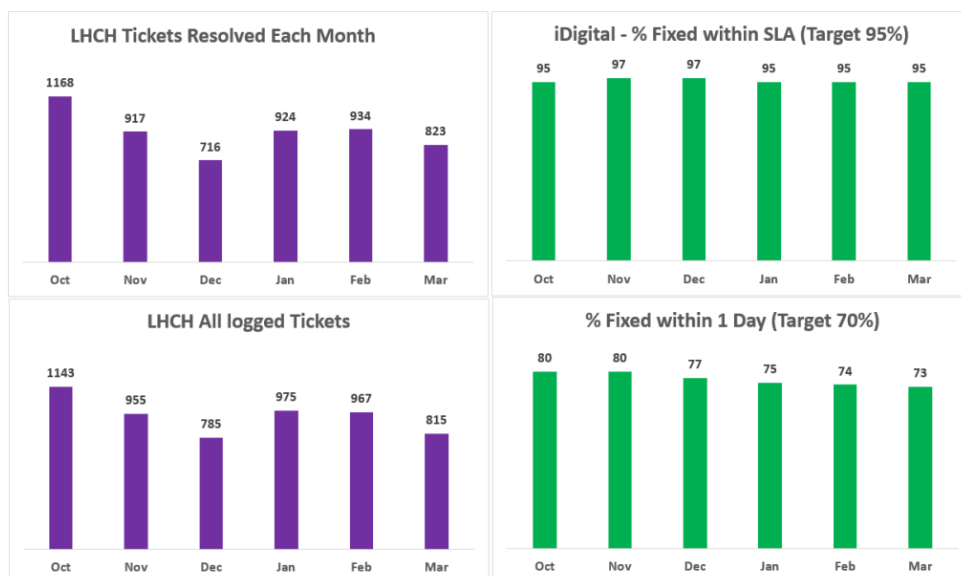
Key highlights for the service are as follows:

- Strong performance for 23/24 with compliance for legal and statutory data disclosures:
 - Data protection subject access compliance – 100%
 - Continuance of Healthcare compliance – 100%
 - Freedom of Information Act compliance – 98.8%
- 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 – final submission is due in June.
- Zero serious incidents or data protection breaches have been required to be self-reported to the Information Commissioners Office year to date.

4.0 Operational Performance and Technical Updates

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

- 95% of tickets resolved within SLA.
- Continued targeted focus on early morning checks in Critical Care, ITU and POCCU.
- Service Desk resolved 74% of tickets.
- The Tech Bar team resolved 113 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.