

## Council of Governors Item 12.3

**Subject:** Digital Excellence  
**Date of Meeting:** 4<sup>th</sup> June 2024  
**Prepared by:** Kate Warriner, Executive Chief Digital Information Officer (CDIO) & Ian Gilbertson – Deputy 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"/>	<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 the Council of Governors with a digital update including national direction of travel and local Digital Excellence progress.

Key headlines include:

- HIMSS (Healthcare Information and Management Systems Society) Stage 7 Achievement
- Good progress with Digital Excellence delivery
- Good progress with clinical and nursing developments
- Good Operational Performance

The Council of Governors 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 have successfully completed the first draft of the national Digital Maturity Assessment within the agreed timeframe. The information was peer reviewed by colleagues from the Walton Centre prior to submission.

A Cheshire and Merseyside workshop is scheduled on 22<sup>nd</sup> May, where providers across the region will convene to review the results as a collective. Each Trust has until 17<sup>th</sup> June to make any further amendments prior to the final submission deadline. The results will be published nationally before the end of June 2024 and further updates will be shared with the board in due course.

### **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. The technical build is completed, and the Trust are in the process of testing the end-to-end solution. The testing phase has been extended to provide additional assurances before initiating staff training ahead of the go live in July.

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.

98 change requests were delivered by the Digital Systems Team during March and April. Change requests delivered during this period include a new facility board for Inpatient areas which was implemented to improve the presentation of snapshot data for clinical staff. A documentation optimisation review for Cardiac Diagnostics and a Pharmacy Flowsheet and Facility Board were also implemented over this period.

### **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.
- 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.

### **3.6 Data and Analytics**

There have been some significant deliverables in this area since the last report. 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, a review of the Strategic Oversight Framework and a number of other data initiatives.

### **3.7 Information Governance and Health Records**

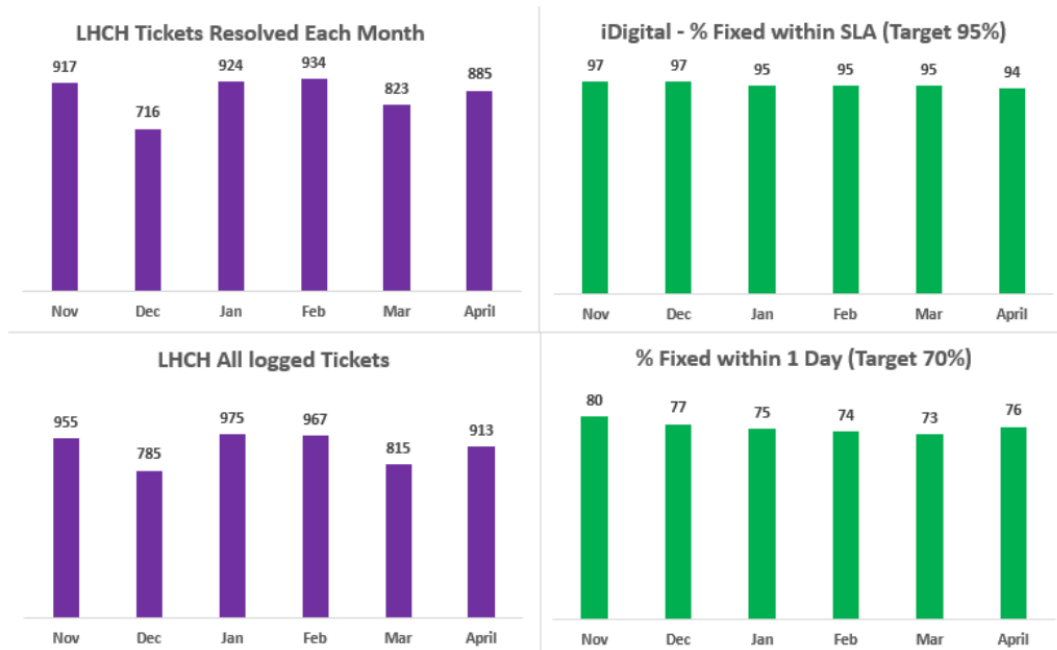
Key highlights for the service are as follows:

- 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**

This report provides performance from April 2024. Key highlights include:

- 94% of tickets resolved within SLA.
- Service Desk resolved 49% of tickets.
- 76% of tickets were resolved within 1 day.
- Tech Bar resolved 186 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 Council of Governors is asked to receive the report and note good progress to date.