

# Automagicing the use of information to improve patient and staff experience in Wales



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Enormous amounts of information is collected about us as we experience health and care in Wales. Unfortunately this information is often prevented from following us. Development of nationally agreed processes and common, reconciled datasets is a huge step forward in allowing the data to flow where it needs to go...and magically appearing where it needs to be.


# Administrative Burden




3 administrative tasks

15,000 practitioner hours


9 whole time staff



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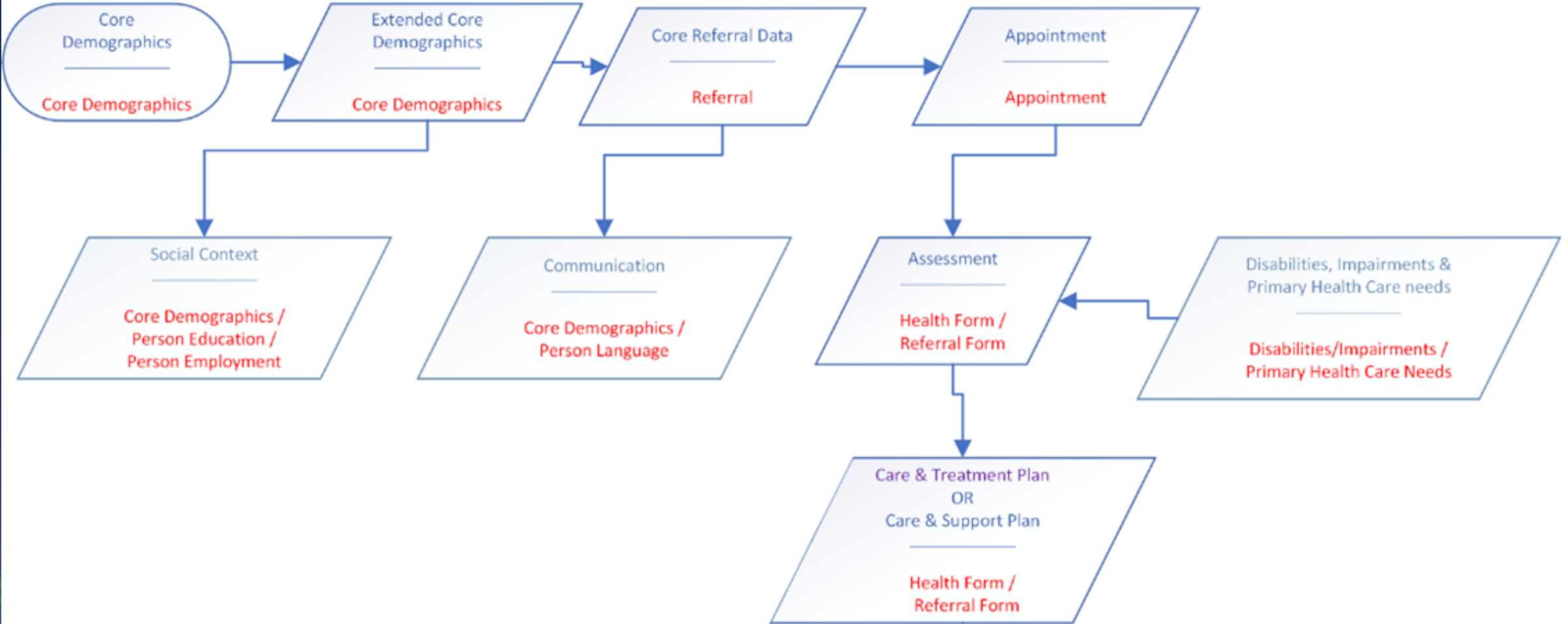
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# Automagic flow of data





## The Problem

- No national digital design for community services delivered by integrated teams across health and social care.
- No agreement on what data should be captured by community services whilst providing care.
- No national mandated data standards in community services.
- Limited sharing of data for community services across health and social care.
- Data gaps at regional and national level around community services.
- Limited analytical capacity locally nationally to develop the required data insights.

## The Challenges

- No mechanism to mandate national digital design and data standards in social care.
- Limited resource currently available at a national and local level to take this programme of work forward.
- No social care data board in place, to oversee and prioritise national digital designs and associated data standards.
- No senior lead identified from the social care sector to take this work forward.
- Regional partnership boards, who are key stakeholders, at varying levels of maturity not engaged with developing data insights.



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## The Solution

- A programme to develop national digital design, data standards and insights for community services to underpin the clinical\care process.
- Enabling information to be shared safely and appropriately across health and social care systems to deliver seamless care.
- Using this information to populate national databases for those services in scope to be hosted by Digital Health and Care Wales (DHCW).
- Regional and national data insights around community services developed using the data held on the national databases, addressing current data gaps.

## Services in Scope



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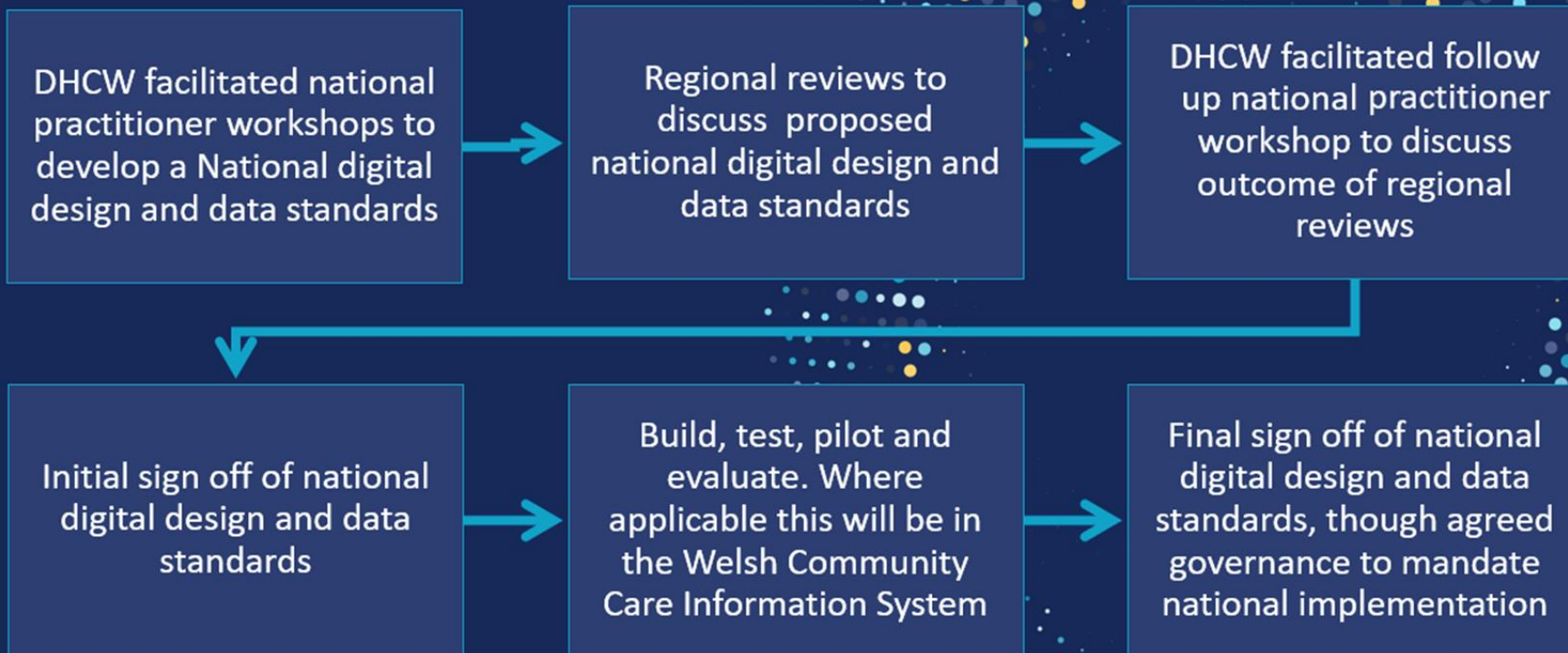


# Six Step Approach



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# Benefits of the Approach

## MENTAL HEALTH

- Learning Disabilities
- Adult & Older Adult Community Mental Health Team (CMHT)
- Early Intervention Services (EIS)
- In-patient & Crisis Resolution Home Treatment (CRHT)
- Child and Adolescent Mental Health Services
- Memory Assessment Services
- Substance Misuse Services
- Eating Disorders
- Perinatal
- Liberty Protection Safeguards

## SOCIAL CARE

- Looked After Children
- Safeguarding Concern
- Complex Social Factors
- Special Education Needs
- Adult Protection Concern
- Child Protection Concern
- Falls Risk



## INTERGRATED CARE

- |                         |                                      |
|-------------------------|--------------------------------------|
| Family and Friends Team | Information Advice and Assistance    |
| Domestic Abuse Hub      | Single Point of Contact for Families |
| Common Access Point     | Frailty Issues                       |
| Community Resources     | Learning Disabilities                |
| Supported Care Planning | Integrated Safeguarding Hub          |
| Child Disability Team   | Conditions Requiring Respite Care    |
| Mobility Problems       |                                      |
| Multi Disciplinary Team |                                      |

## COMMUNITY NURSING

- District Nursing
- Complex Care teams
- Tissue Viability Nursing
- Continence Nursing
- Lymphedema Nursing
- Health Visiting
- School Nursing
- Community Children's Nursing

## ALLIED HEALTH PROFESSIONALS

- Mental Health Physiotherapy
- Rehabilitation Services
- Arts Therapy
- Music Therapy
- Chiropodists/Podiatrists
- Dietitians
- Occupational Therapy
- Orthoptists
- Osteopaths
- Physiotherapists
- Speech and Language Therapy

 12 National Digital Design Complete

 38 National Digital Design Not Complete



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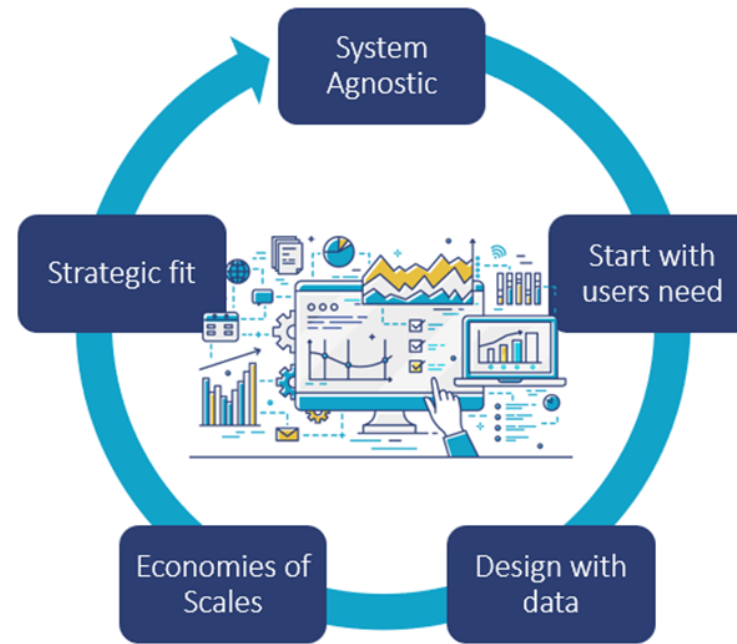
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The automatic flow of data between all these services would provide significant benefits to staff and citizens



# Benefits of the Approach

- Open to all community services providers regardless of system used.
- Multi disciplinary approach Practitioners, Business Analysts, Data Standards Developers and Information Analysts involved at the beginning.
- Design with data ensuring it is entered once but used many times.
- DHCW uniquely placed to provide the required skills and infrastructure to deliver associated economies of scale this approach brings.
- Nationally funded with no charge to Local Authorities and Health Boards
- Strategic fit to deliver Healthier Wales information requirements in partnership with the National Data Resource programme.
- Addresses the limited analytical capacity currently available in Social Care, through DHCW providing data directly to Welsh Government.



## The Principles



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# While a simple ethos, the sharing of data is not easy



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Imagine a service where the data flow is truly automagic and practitioners and citizens aren't burdened with retelling or re-recording the same story

THANK YOU  
FOR LISTENING



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