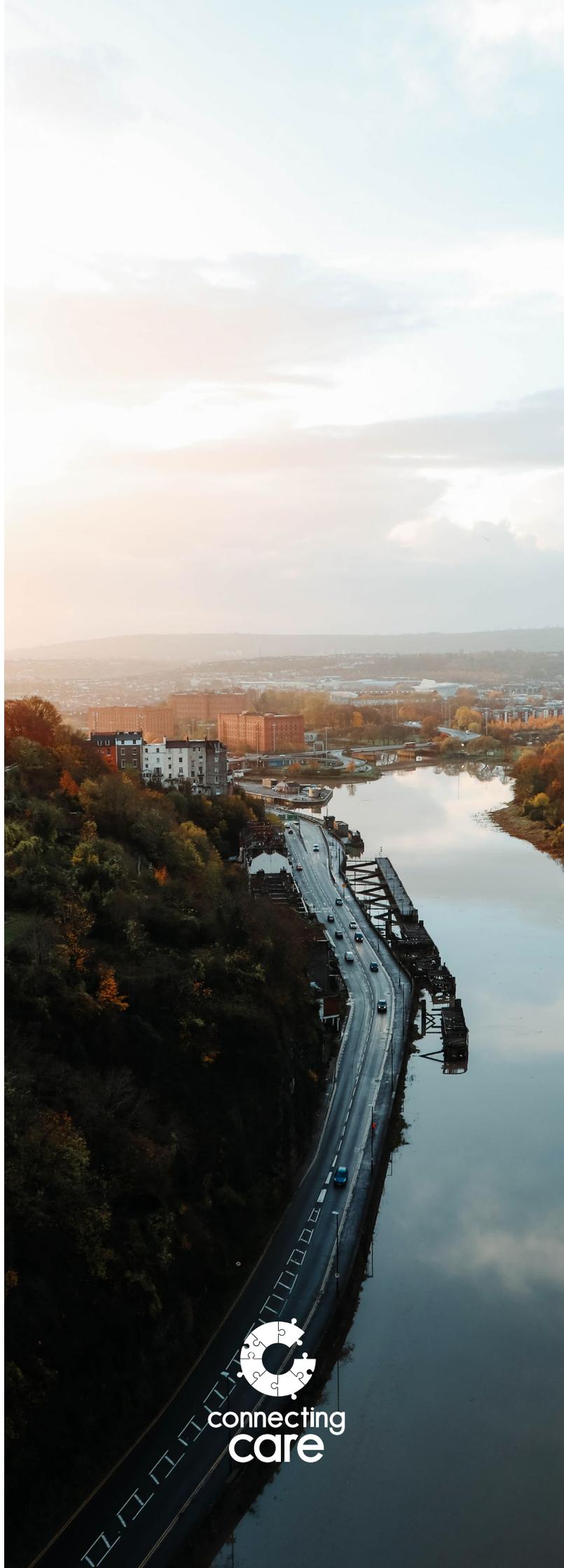


Changing the way health and social services use information to deliver better outcomes

Orion Health Case Study:
The Connecting Care
Partnership

South West England

www.connectingcarebnssg.co.uk



Customer Name

Connecting Care Partnership

Town, State, Country

Bristol, North Somerset and South Gloucestershire, England

Organisation Type

South, Central & West Commissioning Support Unit - a joint partnership between health and social care

Population

Over 1 Million

Products Implemented

Orion Health Open Platform

Key Benefits

- Sharing health and social care information across the community
- Access to meaningful, largely real-time information centred around the patient in a single view
- Access to patient information in a single integrated digital care record from multiple different systems

Award-winning

EHI Awards 2015 – Best use of IT to support integrated healthcare services

The Customer

Over one million people live in Bristol, North Somerset and South Gloucestershire (BNSSG). In BNSSG, health and social care is provided by three local authorities, one CCG (clinical commissioning group), three acute trusts, 85 GP practices, three community partnerships, a mental health trust, South Western Ambulance Service plus other commissioned organisations. These organisations, supported by South Central and West Commissioning Support Unit, have formed a partnership to improve their services with a shared local health and care record and health industry standard interoperability: Connecting Care.

Strategic Objectives and Directions

Patients in BNSSG are often cared for by a number of different organisations, even when receiving treatment for a single condition. Duplication of consultation, assessment and collecting patient information was impacting how well BNSSG providers were able to support patients and health and wellbeing outcomes.

A “lack of information was often being cited as a ‘blocker’ to providing high quality care,” explains Andy Kinnear, Digital & Transformation Director, South, Central and West CSU. “In the local BNSSG area, we have multiple organisations employing multiple professionals. It is a complex situation but for the person seeking care, that complexity is irrelevant. It is simply a source of frustration when the professional they encounter does not have timely access to the right information needed to provide the best possible care.”

Senior staff in a number of local health and social care organisations became committed to providing a more integrated service to their patients; ensuring that when a patient transfers from one organisation to another, the experience is seamless.”

The Solution

The Connecting Care programme rose out of this necessity. Health and social care information is now shared between 17 organisations plus 85 GP surgeries across BNSSG.

In March 2013, Orion Health was selected from over 40 suppliers to implement an integrated digital care record through its Open Platform technology. Open Platform enables clinicians and other health and care professionals to access patient records across systems, locations, and organisations; and provides the tools to support patient care.

Alongside NextGate’s Enterprise Master Patient Index (EMPI), 20 disparate information systems are integrated, providing a single, seamless view of patient data. Although the patient record is a summary, it includes a wide range of information, including medications, diagnoses, allergies, test results, hospital attendances, social care and mental health contacts, out of hours encounters,

community health information, end of life wishes and children's information from social care to support safeguarding. Connecting Care also enables document sharing from the three acute trusts, providing quicker access to clinic letters and discharge summaries across all the departments in hospitals; including the Emergency Department and a range of services including Anti- Natal, Gynaecology and Obstetrics, Neurosurgery, Physiotherapy, Speech and Language Therapy and Cancer.

By sharing health and social care information across the community, authorised professionals are able to access meaningful, real-time information centred around the patient in a single view, allowing care to be provided in the most appropriate setting. Professionals no longer need to log in to several different systems to access information. They are also now able to access information from systems that were previously unavailable to them. For example, through integration with EMIS, GPs in the region are able to access the record in one click. Through integration with Medway, professionals at Bristol University Hospitals Bristol Foundation Trust are able to access that same record and see GP information.

Working at the forefront of interoperability, in 2018 Connecting Care became the first organisation in England to implement a Care Connect API. This links Orion Health's local health and care record and the Cyber Media drug and alcohol system, Theseus, used by Bristol City Council. This functionality aims to reduce drug-related deaths for the homeless and vulnerable by bringing information on prescriptions for Opioid Substitution Therapy (OST) drugs into the integrated digital care record.



Massive difference in time spent accessing information. On average [I can] access the GP record within 30 seconds compared with 15-20 minutes taken via telephone or via fax

John Warburton

Critical Care Pharmacist Manager,
University Hospitals Bristol



"At last GPs whether "in-hours" or "out of hours", now have a reliable, quick, efficient way of knowing whether the patient in front of them is receiving opiate substitutes from drug workers outside practice based shared care. In the same way, other clinicians in hospitals can be aware of this source of prescription. This has the real potential of saving lives and reducing drug related deaths."

Dr Mike Taylor

Lead GP, Homeless Health Service



"Connecting Care is a fab tool for our service & when it is not working we notice a huge difference in our productivity as we have had to call Southmead throughout the day to obtain answers re: admissions & discharges."

Community Discharge Coordination Centre



I've found it so useful. Psychiatrists can feel outside of the loop of physical health investigations and medications, but they are so important to mental health care, and can help safe prescribing and good diagnosis.

Consultant Psychiatrist,
Mental Health Trust

The Results & Success

The Connecting Care portal was implemented using a staged approach. The 12-month pilot scheme (Phase 1) went live in December 2013 and was limited to just 500 users working in urgent and unplanned care, across 13 organisations in the Bristol, North Somerset and South Gloucestershire areas. The programme now has nearly 6,000 users from clinicians, nurses, crisis teams, occupational therapists, GPs, pharmacists, social workers, care of the elderly and out of hours GPs to pathologists, anaesthetists, ambulance and A&E staff across 17 organisations. “They tell us that it’s helping them make much more efficient use of their time,” explains Mr Kinnear. “It means that they have the information they need at their fingertips which is enabling them to make the best decisions for patients – often avoiding e.g. hospital admissions. The overall result is that we are saving time and money and that patients are receiving better care.”

Future Development

BNSSG has a strong digital roadmap planned for the next five years. Future developments for Connecting Care include the ambition of reaching their goal for 10,000 authorised professional users to use the shared record, the continued development of document sharing and delivery between organisations to improve the transfer of care, sharing more care plans and introducing new organisations and data feeds to the Connecting Care record.

100,000 Genomes Project

As part of a separate project, The Connecting Care Partnership implemented Orion Health’s Care Pathways solution in 2017 to support their work as one of 13 genomic medical centres nationally involved with the 100,000 Genomes Project. This solution facilitated recruitment of patients with cancer and rare diseases to the project.



Information in one place has not only improved the efficiency of our work, it also allows us to practice more accurately and safely. We have spent many hours in the past trying to get basic information not provided at referral. The ability to access this at the touch of a button has been critical in allowing us to expedite well informed clinical decisions, that often need to formulate risk with levels of complexity. I cannot imagine practising effectively without this level of information now.

Team Manager,
A&E Liaison

Orion Health

Orion Health is a global leader in healthcare technology. Hundreds of thousands of clinicians in 15 countries use our healthcare information technology solutions every day to improve clinical workflow, decision-making and patient care for more than 100 million patients. We offer population health solutions across the whole healthcare landscape, from integrating electronic health records to care pathways and medicines management.

Find out more at: orionhealth.com