



Better deploys Dynamic Care Planning platform across London in just 7 months

BETTER'S CARE PLANNING SOLUTION PROVIDES ALL CAREGIVERS INSTANT ACCESS TO THE RIGHT INFORMATION AT THE POINT OF CARE



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CASE STUDY

What is the Dynamic Care Plan for London?



Improved
accessibility



Reduced
duplication

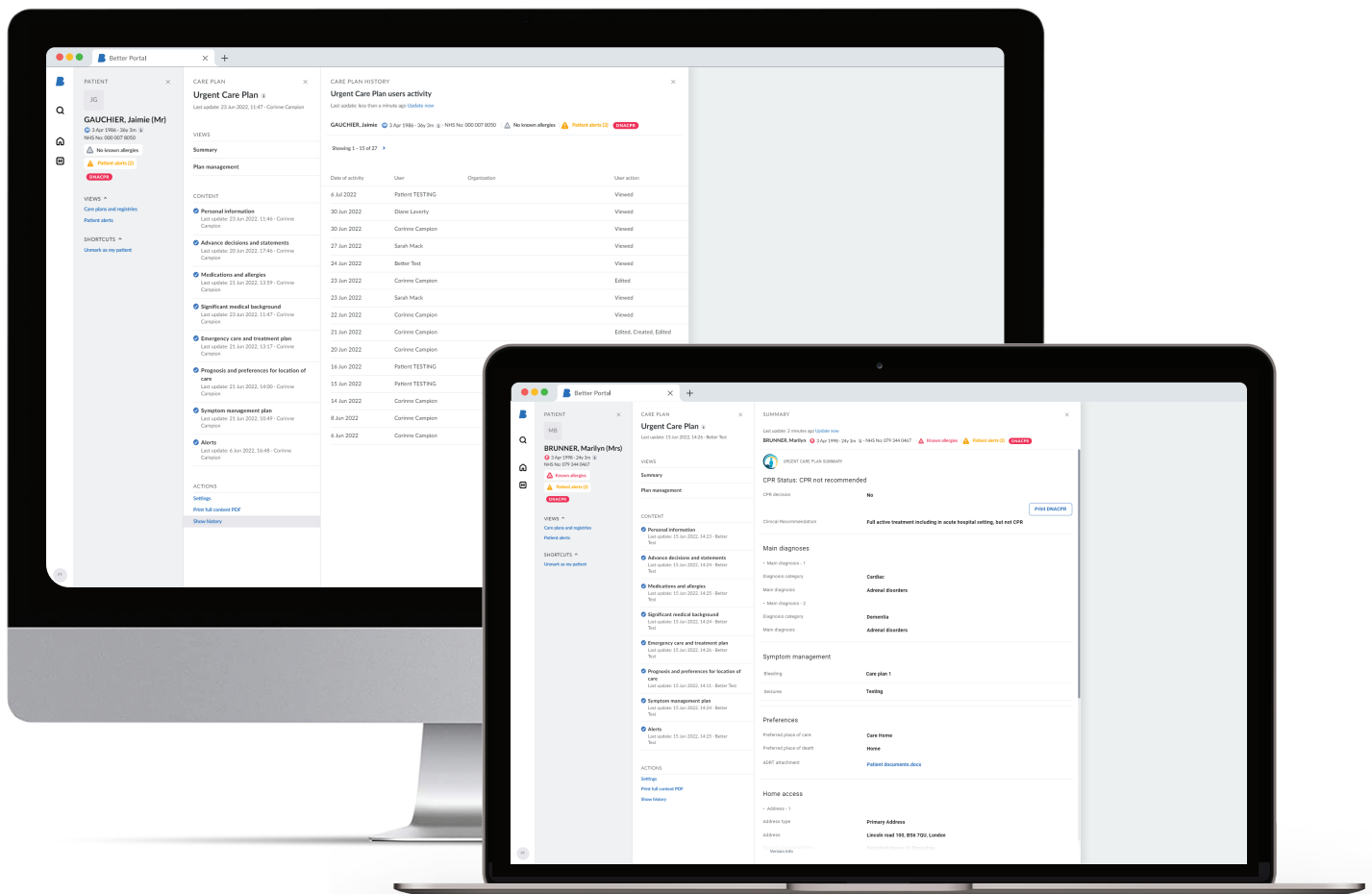


Template
development

The Dynamic Care Plan brings together multiple electronic patient records, personal health records, or electronic palliative care coordination systems in standardised data fields and is accessible to all urgent care services. It is based on the openEHR standard that enables information and data sharing.

It enables integration with Acute and Community service Electronic Patient Records (EPRs) and Personal Health Records, as well as interoperability with existing systems and workflows in order for health and care professionals to be able to deliver efficient, timely, patient-centred care. Care plans are shared initially between NHS 111, Out-of-Hours, acute healthcare providers, care homes and primary care.

The plan offers a single template for data entry with the ability to customise the format of the care plan, and the flexibility to design and edit care planning templates, including the underlying data fields.



Project scope



40 NHS Trusts



1,400 General Practices

5 integrated Care Systems in London:



North East London



North Central London



South West London



South East London



North West London

Challenges

- ⦿ Data is inappropriately modelled and captured, classified incorrectly, coded improperly and not fit or safe for use.
- ⦿ Multiple forms – care providers not knowing which version is the latest.
- ⦿ Many forms still kept in a paper format.
- ⦿ Information is not shared, it is not accurate, it is incomplete, inaccessible and not representative of patient's wishes.
- ⦿ Patients are having to repeat their story to different health and care providers.

Solutions

- ✓ Dynamic Care Plan built on top of the Digital Health Platform which is a key component of the composable architecture approach.
- ✓ Better Dynamic Care Plan that provides a generic care planning capability to London's health and care system and integrates with existing IT architectures.
- ✓ Platform governance and a 'data-first' approach that enables data (and inputs) to be designed so that it has the appropriate data governance for the desired usage.

"I would like to personally thank our colleagues at Better for forging an effective partnership. This programme is the result of incredible collaboration between a massive range of stakeholders, including London Clinicians, NHS Digital, OneLondon, the London IUC team, Primary Care-, Acute and Community IT teams, Primary Care IT facilitators and Integrated Care System networks. I would also like to thank InterSystems, EMIS, TPP, Cleric, Cerner HIE and Adastral for their collaboration and professionalism. It will make a tangible difference for patients, with a truly joined-up approach to care."

- Murrae Tolson, Programme Director for the London Urgent Care plan

Benefits

- ⊕ Ability to share data in real-time across various health care settings and geographies in the region, bringing care closer to the patient.
- ⊕ Consolidated care planning record across the region, centred around the patient.
- ⊕ Improved efficiency, reduced variation and duplication.
- ⊕ Better Platform provides the foundation for future digitisation at pace.
- ⊕ Patient's wishes are consistently met.
- ⊕ Single source of information that enables interconnective, accurate and up to date information sharing.
- ⊕ Simple to use with a single sign on approach that integrates into existing applications.
- ⊕ New careplans can be introduced instantly – without changes or upgrades to end-user applications.

Lessons learned

- ✓ Learning from other industry, using the right tools for the job we have proven personalised and anticipatory care planning is achievable.
- ✓ This approach intrinsically supports adaptability and scale – and healthcare providers can start from different positions to achieve the same aim.
- ✓ With active clinical participation users can design and develop usable, useful and adaptable digital care planning tools.
- ✓ With the right support, capacity and skills you can progress quickly.
- ✓ Common data models require coordinated governance, and local flexibility - this is possible.
- ✓ Envisioning the future whilst planning and coordinating a postimplementation sustainability and funding model is key.
- ✓ By sharing expertise, data models and clinical content we can avoid re-inventing the wheel, and pace of progress increases.

» Patient care often involves teams of professionals working across different organisations and disciplines, such as GP practices, hospitals, care homes and hospices, so our primary consideration was to find a solution that enabled flexible information sharing. Better's OpenEHR platform ticked all of the boxes, and clinicians across London are now benefiting from being able to provide safe and holistic care, with the information they need available in the right place, at the right time. «

- Gary McAllister, CTO, OneLondon

About Better



17
markets



20+
partners



30+ million
unique patients' EHRs stored
on Better Platform



1000+
healthcare institutions
connected to Better Platform



30+
years in healthcare IT



150+
coworkers in UK, Germany
and Slovenia



Better data, better care.



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