

## **STRAND | TECHNOLOGY**

### **Case Study – The background**

**Derbyshire Mental Health Services NHS Trust** was formed on the 1 April 2002 following extensive public consultation, amalgamating the Southern Derbyshire Community and Mental Health Services Trust with the Northern Derbyshire Mental Health Confederation, previously managed by the Community Health Care Services, North Derbyshire, NHS Trust, has created a trust with an annual turnover of £75million and a workforce in excess of 2000.

It provides a single specialist mental health service for the entire population of Derbyshire and learning disability services for Derby and Southern Derbyshire.

A number of separate services will be brought together to form county-wide specialist services, allowing easier access and expert support to meet the needs of individuals. These include Eating Disorders, Substance Misuse, Forensic Services, Early Intervention, Psychotherapy, Psychology, and Child-bearing & Mental Health.

#### **Number of Users**

CareNotes currently has 750 users over 32 different locations. The solution currently contains over 1.9 million documents.

#### **Resources**

In addition to the staff contained within the IT department the Trust has a dedicated team of,

- 2 full time trainers

- 1 full time support person

- 1 full time data quality / statutory report analysis person

## **Nature of solution: services and products supplied**

CareNotes is a complete EPR solution. CareNotes is a fully integrated patient administration and clinical system that covers the following areas,

- Primary Care
- Child & Adolescent Services
- Day Case
- Outpatients
- Community

- Inpatients Functionality includes, but not limited to,
  - Full patient administration functionality including statutory reporting facilities
  - Care planning, assessments, clinical notes
  - Electronic diary scheduling for clinicians and resources
  - E-mail triggers for important events
  - Mental Health Act and CPA administration

During March 2004 the Trust extended its contract with Strand and purchased additional users and the rollout of the web based version of CareNotes

## **Contract Framework and Management Arrangements**

The contract with Southern Derbyshire was signed on the 28<sup>th</sup> April 1999 and is based on FMCN Version 3b and detailed,

- Contractors Undertakings
- Functionality Requirements
- Responsibilities of both Strand and the Trust
- Implementation Services
- Measurements of Performance
- Financial and Commercial Obligations

The Trust and Strand Technology set up a joint project board to

monitor the development, implementation and live running of the project. The board continues to meet on a quarterly basis to review the companies performance against agreed support standards and to plan future roll outs into other areas within the Trust.

## **Relationships With Other Suppliers**

For the purpose of this contract Strand Technology employed no subcontractors. As Strand Technology was also the supplier and maintainer of the Trusts previous solution there were no other third party companies involved in the data migration exercise.

## **Main Objectives and Assessments of how well they were achieved**

The main objectives of the Trust i.e. the key drivers for the procurement of CareNotes are as follows

The solution required the following,

Concept of 'Pre-episodic access'. Key for primary care providers, social care providers and for Patient's Council and Advocacy Service was the concept of Health Care being provided in the Primary Care setting using clinical tools provided by the Trust and ensuring that a "Mental Health" label was not inappropriately applied.

Security & Confidentiality. Read audit at the highest level and transparent audit on all documents to enable the service user to see who had created, or amended their record

Open Standards - needs to be 'multilingual'. Recognition that the system would be required to share information with other agencies and other systems

Clinically focused - multi-disciplinary / multi-agency

Common interface to reduce training requirement, instill confidence in users, and offer opportunities for the use of other

databases within the same “look and feel”

Portable

Internet enabled. Access from NHS Net a key future requirement

Integrated - Email, WP, Diary, Scheduler Linked to common interface and look and feel – users master the Email and scheduling and can be trained in the application. Creating repeat visits and clinical meetings is a key feature of the design – users don’t want to be switching from one application to another.

The Implementation required the following

Partnership of Clinicians & Technicians

Focus on Care Process 100 Clinician & 1 Technician designed CareNotes

- Workflow to provide information not data
  - o Clinicians don’t have to remember to notify the Care Team they just carry out their clinical work e.g.
    - o Create a new Clinical Need form – Whole Care Team notified
    - o Change the person’s GP – Whole Care Team notified
    - o Admit the person – Whole Care Team notified
    - o And so it goes on – Person dies – notify the Records department

Foundation to effective Clinical Governance

- Facilitates Professional accountability
  - o Clarifies roles, responsibilities and protocols
  - o Supports ongoing educative framework

Audit, Professional, Security, Service User / Carer

Outcome Measures

Care pathways & clinical protocols

Extensive research by the Trust has led them to believe that they are the only Trust to be developing a fully integrated Electronic Patient Record in the UK.

Now that CareNotes has been implemented the goal of the on going project are now to extend the CareNotes application to all clinical areas, and to share information with all providers, thereby making it

the primary source of clinical information in preference to the paper record as CareNotes can provide,

- Access for all clinical staff wherever they are (including in the car!!)

- Use Voice dictation and other input tool

- Give Primary Care staff online access to their registered patient records

- Allow the GP to be a contributor to the Care Process

- Communicate urgent Risk information to all those who need to know

- Automatically notify all professionals involved in care delivery of significant changes (CPA level, Admission, Discharge)

- Link to investigative services - Radiology

- Support shared care (Lithium therapy etc)

Some of the ways in which the Trust has concluded that the CareNotes implementation has been a success are as follows,

- 43,000 Patient Records on the system with a minimum 7 year history and all correspondence

- 1,900,000 documents

- Up to 8,000 documents being added each week

- 750 admin & clinical users inputting information

- Over all servers - availability 100% since 1999

- Reporting - Quality report as often as you need it

### **Lessons learned from this contract**

The lessons learned by Strand Technology during this procurement and subsequent implementations are rather simple,

- The application must do what clinicians want it to do

- The application must be clinically focused

- Clinicians must be involved from day one of the procurement

- The application must provide the clinicians with the information they require when they need it where ever they need it

- Only as a by produce of the solutions clinical use must administrative benefits be had. That is to say the administrative

requirements of the Trust must not drive the clinical solutions it implements.

A dedicated train the trainer resource is key to a successful implementation

The supplier must be flexible and prepared to make changes to the application in order to meet the ever changing requirements of clinicians and the organisation.