CAPITA   in partnership with   Microsoft

Integrated Urgent Care

The vision

Opening the 'front door' to integrated urgent healthcare

NHS England's vision for integrated urgent care is a demanding one, but the technology already exists to make it a reality, explain **Phil Rawlinson**, healthcare lead at Microsoft, and **Pippa Rhys**, market and product director at Capita Healthcare Decisions.

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NHS England has raised the bar high with its vision for out of hours (OOH) and urgent care healthcare. Its Commissioning Standards for Integrated Urgent Care report, published in September 2015, talks of "opening the front door" to highly responsive care, taking the patient from the first contact to the appropriate clinician as quickly and conveniently as possible, or providing expert advice on self-care.

The NHS also wants a fundamental shift towards delivering more care closer to home rather than in hospitals, and that will need a network of 'clinical hubs' that can lead patients to care and check that it has been delivered. It will place heavy demands on the clinical commissioning groups (CCGs) that are responsible for OOH and urgent care services in their areas, and on the IT that supports the operations. But it will not require a leap in technology to make it possible; the systems are already available.

Since February 2014, NHS 111 has been the most widely used route to unscheduled urgent care services; but the service has not been the same for every patient. CCGs have signed their own contracts, some have gone a long way towards integrating care, while others have been much less ambitious. Many have limited access to data on patients and have no standard procedures for handing off patients to clinicians or healthcare professionals. Many are using legacy or custom built software that is difficult and expensive to integrate into other healthcare systems to pass vital information about patients and the required care pathways.

Technology priorities

It creates a number of priorities in choosing the technology. One is to provide multi-channel access, so people can make contact by phone, video link, email, web chat or text messages. This is the first step towards making the process as convenient as possible for the patient - a single point of access to care services, whatever channel they use.

Another is for the system to recognise the patient and any factors that should influence their care, even if they have not been treated locally before. An important element of this would be for clinicians to have access not just to the notes provided by the call handler, but summary care records and special patient notes, providing a full picture of the individual's health.

Then comes the ability to support the triage process with a clinical decision system (CDS) that integrates with the care record for individual patients.

A high quality CDS can go much further than providing a script for the call handler; it can draw on smart algorithms to analyse the patient's healthcare record, suggest questions appropriate to a specific patient, provide risk alerts of specific problems and guidance on the appropriate steps.

The key point is that this will be tailored to the patient. For example, if a young person with a history of sports injuries complains of leg pain, they would be asked about musculoskeletal symptoms first; whereas a patient with alcohol and weight problems would be questioned on their cardiovascular condition; or a person with diabetes might be transferred to a clinician because of the dangers of thrombosis. The software does not necessarily make the decision for the call handler, but it can make quick connections between different symptoms and a patient's history, and provide crucial support in deciding on the next step. This becomes even more effective if the CDS can learn as it goes, constantly adapting with the changing conditions.

Self-care advice

Then comes the need to know how to advise the patient to look after themselves – maybe with over-the-counter medication or simple exercises – or if necessary what resources are available locally for support. This might lead to dispatching an ambulance or scheduling a field nurse, checking waiting times at local hospitals, or directly booking an appointment with a GP or specialist care provider.

Again the CDS has a vital role to play in matching the patient with the most appropriate local service to fit their needs. A patient who has called several times about the same symptoms would be better served by recommending a different treatment or level of care, as the initial advice was obviously not appropriate. The potential becomes even greater when the system can be used as a virtual clinical hub, providing call handlers with access to specialists from a range of healthcare disciplines as diverse as physiotherapists, dentists, pharmacists and mental health nurses. Presence status indicators can show the call handler who is available to receive a call and transfer the caller seamlessly, so the patient's needs can be resolved immediately.

The important point is that the call handler has access to the Directory of Service – the full record of who is available to provide acute or primary care or community services. Combining this with a smart CDS and integrated systems can provide a truly patient centric service. They are not just passing the patient on but coordinating their care, ensuring that each stage is integrated with the others and carried out as quickly as possible.

In addition, the system should be able to monitor the patient's progress, record the stages of care and provide alerts when the process goes off track. And it should be able to provide anonymised data that enables CCGs to assess performance on urgent care and identify where improvements could be made.

Salus solution

It is an exciting vision, and a realistic one. Microsoft and Capita have collaborated to provide the solution, using Microsoft Dynamics customer relationship management (CRM) as the basis for the Salus care management system. It has all the necessary capabilities: multi-channel contact; an extensive, secure patient record; integration with other healthcare provider systems for booking, scheduling, accessing directories and available care resources; inbuilt clinical decision support with Capita's Decision Management System; and extensive performance monitoring and healthcare analytics.

All of this can be tailored to locally available services, and promises significant benefits for CCGs. It can help to cut out waste, save on costs, provide data used in long term planning, and contribute to the campaign to shift care away from hospitals and into the community.

For patients, it can help to provide a responsive service for those who need urgent care, delivering it as close to home and as conveniently as possible. As more people use OOH and urgent care services supported by this technology they will become increasingly confident, and this will encourage wider take-up.

Microsoft and Capita have taken account of the NHS vision and can support CCGs in opening the front door to integrated, 24/7 urgent care.

About Capita Healthcare Decisions

We transform healthcare decision making

Here at Capita Healthcare Decisions we have been developing market leading innovative solutions for the last 16 years.

Our software powered NHS Direct, and continues to support healthcare providers and insurers all over the world in making better decisions about their patients – and empowering individuals to make better decisions about their own health. We are one of the most widely used clinical triage systems in the world.

Our vision

The right decisions and the best outcomes for every patient, every time.

85 million patient telephone transactions without clinical incident.

Supporting a population of over **320 million** globally.

The solution

Capita and Microsoft have collaborated to create the solution for Integrated Urgent Care.

Providing patients and healthcare professionals with a centralised service for accessing and co-ordinating care is not a new concept - the technology exists.

Our solution is quick to deploy, scalable and flexible. The solution ensures the most appropriate triage, co-ordinates the next steps on the patient's pathway and facilitates access to allied healthcare professionals - from pharmacists to physiotherapists.

Faster, safer, better care

With our solution healthcare professionals can safely handle large volumes of calls - and give reassurance and advice to patients through expert clinical advice.

Integration with urgent care services ensures co-ordinated and responsive care at the right time.

Supporting patient choice

Enabling patients to access robust, accredited healthcare advice from home, on the devices they use everyday, means they are more likely to seek advice about their symptoms.

Seamless integration allows a call handler to continue the assessment from where the patient left off .

Pro-active intervention

High risk patients can easily be identified and given the support they need, from locating the nearest field nurse to automating prescriptions and patient notifications.

Pro-active intervention and supported self care reduces the pressures on surgeries and emergency rooms for minor injuries.

Increased support and effective monitoring of long term conditions leads to patients seeing the results – and becoming engaged in their own health.

Benefits

- Right care, right time, right place
- Assessment through multiple channels
- Single record to enable a complete view of the patient
- Consistent approach to assessment of symptoms, priorities and signposting of care pathways
- Pro-actively supports those who are unwell but can self care
- Reduces the pressure on surgeries and emergency rooms for minor complaints
- Encourages patients to become engaged in their own health
- Scalable and flexible
- Better informed triage process using patient data

Improved outcomes

The technology behind the solution

Powerful patient relationship management

A single, accurate source of patient, referrer, provider and services information.

Built on Microsoft Dynamics CRM, Salus is a powerful patient relationship management solution that utilises accredited clinical content to facilitate best clinical practice, record keeping and auditing, as well as supporting decision making, for improved efficiency and safe, appropriate outcomes for patients.

Utilising integrated clinical decision support and external information, the solution guides the user through a series of questions to quickly reach a recommended outcome appropriate to the presenting symptoms and answers given.

Accurate, extensive patient information

Salus provides a single, accurate source of patient, referrer, provider and services information. From the intuitive and familiar Microsoft interface users can create and edit identification, domestic, social and contact information about the patient, as well as utilise integrated external data.

This rich data can be utilised for outreach campaigns such as smoking cessation, and for identifying and analysing trends.

Performance driven results

Delivering real-time, accurate and actionable information via customisable graphical dashboards enables users to quickly assimilate the most important information relevant to their role. Key performance indicators showcasing current trends and trajectories enable front-line staff, administrators and managers alike to make quick decisions to improve service levels.

Our Decision Management System (DMS) is proven, scalable technology. It guides the user through a series of questions, displaying rationales and gathering information to quickly and efficiently reach an appropriate outcome.

Powerful clinical decision support

Compose

DMS Composer's visual design environment enables quick creation of clinical protocols and workflows. The process of creating content in Composer is intuitive and fully auditable.

Publish

After developing and testing protocols in the composer, algorithms are ready to publish to users. At run-time, DMS presents the first question, and from the answer to that question determines the next question or information to collect.

The system guides users through the questions and provides reasoning, to quickly and efficiently reach an outcome.

Multi-channel display

Once content is developed and exposed, DMS has an open Application Programming Interface (API) enabling you to easily integrate your users into third party systems, or make your content available via the web. This capability has allowed our customers to implement decision support into web applications, CRM systems and other third party solutions.

Accredited clinical content

Capita Healthcare Decisions are the creators of the NHS Direct software and clinical content suite. Based on 16 years' experience, we have developed this suite to become an expert base-set of configurable clinical content for use in the delivery of multi-channel healthcare decision support.

Customisable content

Our clinical content algorithms are built within a customisable interface which allows for adaptation of the content to meet local needs.

The algorithmic approach we use streamlines calls with inbuilt logic, which takes into account the response to the preceding question and leads the call taker to the most appropriate next question.

Evidence based care advice is an integral part of each algorithm, each being relevant to the presenting symptom.

Our content is robust and clinically accredited, with a clinical governance process that ensures we deliver high quality and safe content.

TeleGuides **WebGuides**

Our TeleGuides content set provides structured decision support for telephone triage assessment.

Our WebGuides content provides the same validated content, but in an easy to consume patient friendly format.

We have an experienced internal clinical editorial team who are supported by an extensive global network of external editors and subject matter experts.

Fast Facts

- Proven in over 85 million patient encounters
- URAC Accredited
- ISO 9001:2008 and ISO/IEC 27001:2005 Accredited
- IS Accredited
- Robust clinical governance process
- Customisable
- Multi-channel delivery of care support and advice

CAPITA

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