



Integrated Patient Records

Supporting the integration of
health and care services

The challenge

The biggest challenge facing the NHS is how to deliver high quality, cost-effective integrated health and care services. Truly patient-centric services can only be achieved by successfully managing patient pathways across health and care organisations boundaries. Integrated patient records and shared care plans are enablers for building integrated services.

The solution

Our proven solution supports the integration of health and care services by linking patient data from primary, secondary, social and community care in a safe and secure store. This can help healthcare providers, commissioners and local authorities to make informed evidence-based decisions to dramatically improve patient care. Information can be stored at an individual level through a shared care record that is accessible to all professionals caring for a patient - or aggregated to proactively manage and monitor the health of a local population.



Supporting clinicians

The shared care record supports GPs, commissioners, A&E teams, 111 operators, nurses, care home staff and many other allied health roles at the point of care. It enables care providers to plan, monitor and proactively manage the care delivered to individual patients across care settings.

A clinical portal provides access to a summary of all care interactions for a patient, as well as details of recent events and episodes of care. It includes a summary of key clinical and demographic information, and a comprehensive summary of physical and mental health.

Subject to appropriate security, clinicians can access patient information on the move, making this an ideal mobile solution for GPs and community nurses. Information is easy to access and upload, and once entered, data is immediately available to everyone with access to the record.

We understand that it can be difficult for clinicians to keep constantly updated as clinical guidance changes. NICE guidelines are automatically uploaded and accessible through the clinical portal so that clinical teams can be confident they are working with the latest information when caring for patients.

Empowering patients

The solution enables patients to collaborate with clinicians as active partners in control of their own care. Patients use a specifically designed patient portal - MyCarePlan - to access their shared care plan, view and amend records and access test results.

My Care Plan is available 24/7 from any device and uses a simple interface that helps patients to better understand and control their own care.

Managing population health

This solution also allows local providers and commissioners to take a proactive approach to managing population health.

We collate GP records from across the population and cross-reference with secondary care data and patient risk scores. This allows system users to target patient groups for local preventative programmes and focus resources on those who will benefit most from proactive and early care interventions.

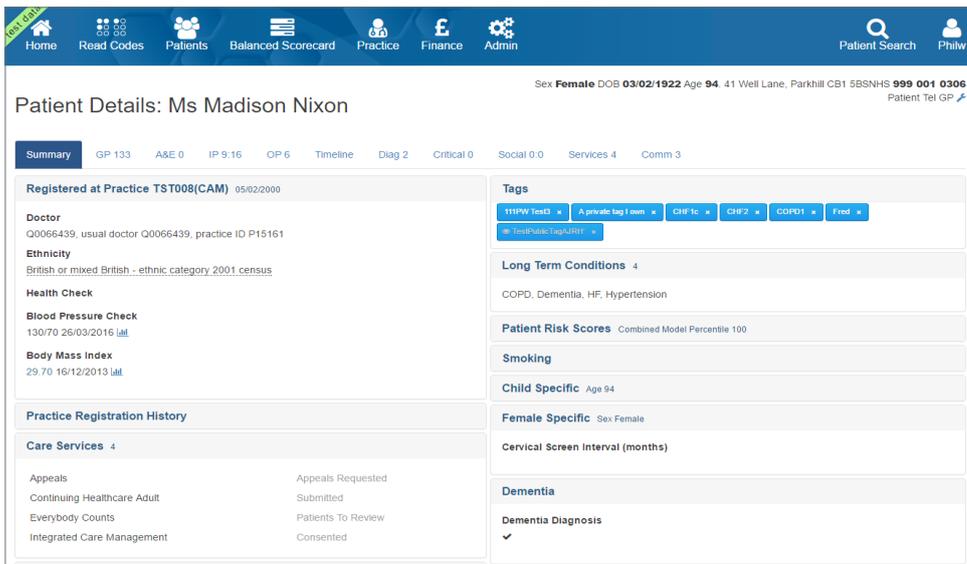
The system can also be used to manage proactive health checks. It monitors the patients that have responded as well as those who have received an invitation but are yet to respond – identifying patients that can be followed up to book an appointment.

Commissioners use the solution to identify patients with high risk stratification scores or those who meet a very specific set of conditions. This enables them to identify specific groups of patients and target specific pathways or preventative care activities, working in partnership with GPs and other health and social care practitioners.

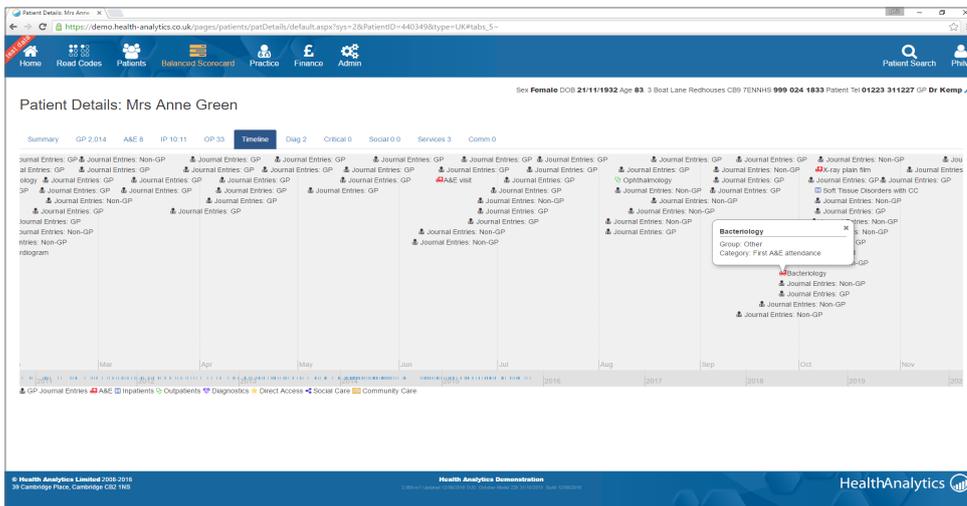




Managing population health - an example screen



The shared care record - an example screen



Patient timeline of health and care interactions - an example screen

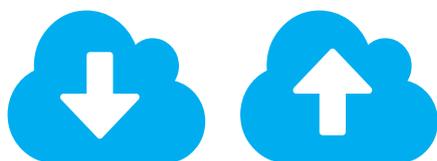
Monitoring outcomes

Our solution helps providers and commissioners manage and monitor health outcomes, whether working with the patient to ensure their desired outcomes are achieved or understanding performance on outcome-based commissioning measures. Where rules like QoF change, we incorporate these as soon as they are published so that practices may work to the new rules through the year.



Information security

Information security is paramount to us. Clients have been hosting our data warehouse in Accredited Safe Havens for a number of years and provide secure access to clinical data within the N3 network. Today our data warehouse provides secure IG compliant storage for millions of patient records. Our solution has also been approved by the DH Ethics and Approvals committee for the use of patient identifiable data for direct and indirect care services and we comply with the NHS and Public Records Data Retention standards.



Reporting

The solution provides patient-centric reporting and responsive service management to the NHS and local authorities. Our elastic search technology delivers fast and flexible reports - hundreds of millions of clinical and financial records are extracted from multiple sources in seconds and can be presented in a range of numerical, written and graphical formats.

Because we store a range of finance, activity and quality performance data, we can provide powerful management reports that deliver on the ground intelligence, provide contract and financial performance information and support board reporting.



Benefits

- **Single unified view** of a patient and their interaction with the total health and care system
- **Facilitates collaborative working** along the patient pathway and across organisation boundaries
- **Better population health** through more targeted prevention programmes
- **Enhanced patient experience** and reduced risk
- **Offers proactive health management** for individuals or groups of high risk patients
- **Improved population health planning** across a local area
- **Helps to create a more collaborative** patient-clinician approach to managing health

To find out more, please contact us:
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