

Great North Care Record – HIE briefing

We announced on 2 April 2019 we have selected Cerner to provide a Health Information Exchange (HIE) to support the next phase of work to develop the Great North Care Record.

A press release has been shared with the media on the 2 April 2019 and we updated members of our various networks across the region.

This briefing pack is designed to provide you with some initial background information on the HIE. As the implementation plan for the project takes shape and we work through the project, we will provide more detail such as what datasets will be available, and what steps organisations need to take in order to connect to the HIE.

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Intended audience

Chief Clinical Information Officers, Chief Information Officers and digital leads in health and social care organisations.

What is the Great North Care Record?

The Great North Care Record is a way of sharing health and care information across the North East and North Cumbria which is accessed by authorised health and care practitioners.

It means that key information about people’s health and care such as diagnoses, medications, details of hospitals admissions and treatments is shared between different healthcare services including hospitals, out of hours and ambulance services.

Phase one of Great North Care Record gave accident and emergency, out of hours, ambulance, mental health and 111-services read only access to the GP record for the 3.6million people living in the North East and North Cumbria. This was using technology called the Medical Interoperability Gateway (MIG) and was the first step in the process towards creating an integrated care record. It was vital to getting information sharing agreements using the Information Sharing Gateway (ISG) set up and for the region to adapt data sharing.

Much of the work that has gone on over the last three years was about building a culture of information sharing and encouraging the region to work in collaboration. It was about setting up the networks and teams necessary to implement the next stage of the project.

It was about learning about how we bring different sectors and agencies together to work towards a common goal and vision.

[This animation](#) explains the data sharing which is currently going on using the MIG.



We have also produced [this new animation for health and care professionals](#), which explains about the next stage of the Great North Care Record implementation.

Who is part of the Great North Care Record?

The programme is a collaborative piece of work with all our local NHS, social care, academic, local charities and third sector providers.

How the HIE fits into the Great North Care Record strategy

The HIE is one of three modules, or components of the future Great North Care Record:

- **HIE** – to support direct care and allow health and care professionals access to the right information at the right time.
- **Patient Engagement Platform** which will initially allow individuals to receive communications from the health and care system, set their data sharing preferences and manage their appointments.
- A **population health management** system which allows us to use insights from the data captured to better plan services and improve outcomes for patients by intervening earlier.

What is Newcastle Hospital's role in this project?

Newcastle upon Tyne Hospitals NHS Foundation Trust is leading on the implementation of the HIE on behalf of the region and is managing the contract for this and the Patient Engagement Platform.

What is the HIE?

The HIE will allow health care professionals across North East and North Cumbria (NENC) the opportunity to appropriately access and securely share patient's medical information electronically.

The HIE is an intuitive, functional user interface that presents a consolidated view of the most commonly needed pertinent information about the current and past health status of a patient. The HIE pulls from multiple contributing data sources in a form that can be shared with other software systems and web browsers.

Accessed as an embedded link from a calling information system within user and patient context, the contextual link eliminates the need for secondary login and patient search which encourages clinical adoption, improves patient safety and co-ordination leading to better outcomes and a lower cost of healthcare. For users without access to a clinical system, a separate web portal login is available.



What is a connector and a viewer?

There are two aspects to the HIE – connecting and viewing. We want to encourage all organisations in the initial scope to install connectors. This means they will send data to the HIE which can be viewed across the region. A viewer allows professionals to see what data is held about a patient in other care settings.

It is possible to have a viewer and not a connector – depending on the service the organisation provides it may be appropriate to only have a viewer. Organisations may have viewers in place before connectors as these are more easily installed. The benefits of the HIE are only fully realised once all organisations across the region are connected and viewing data.

We will provide more detail and guidance on connectors and viewers, and what organisations need to do to install them as the programme evolves.

What are the benefits of connecting care information?

Connected health and care information has huge benefits, giving clinicians relevant up-to-date information about their patients, such as medications, test results, allergies, and other pre-existing conditions. It removes the need for people to have to tell their story multiple times to many different members of staff.

As a result, clinicians and care staff can make well-informed, timely decisions based on the specific needs of their patients, enhancing patient safety and ultimately improving the quality of care and outcomes.

Listen to Prof Joe MacDonald's view on connected care:

<https://youtu.be/KJXGRqQmSnE?list=PLPxAzdoCjqtAXAbILqAi48cuRSZQ25LSD>

The benefits the HIE will provide include:

- Timely and safer care by helping to ensure people are seen by the most appropriate professional who has the most up to date information
- Individuals won't need to answer the same questions many times as professionals will have information from others involved in their care available to them
- Fewer delays while telephone or written requests are submitted
- Fewer tests being repeated or carried out unnecessarily
- Health and care staff devoting more time to care, rather than chasing information from different sources
- More comprehensive sharing than in phase one of the programme with MIG as data can be viewed from multiple sources, not just GPs.
- Records handled securely and confidentially



There is real benefit to connecting information and embedding it into workflow and clinical decision making, ensuring that it is available both at the point of need by the care team, as well as the individual and their family.

Can you tell me more about the HIE technology?

It is a proven, scalable solution for high transaction volumes, information management and data standards required by contemporary HIE architectures; based on a Service Oriented Architecture and incorporates web services standards along with established Integrating the Healthcare Enterprise (IHE) protocols.

Though standards-based, it is not standards limited. Underpinned by IHE protocols, it supports national and local standards affording speed to market and value. Standards supported include: IHE, HL7v2, HL7v3, GP-Connect, FHIR, proprietary APIs, CSV flat files, etc. to support the storage, management and availability of critical health information.

The HIE uses an intuitive, functional user interface that presents a consolidated view of the most commonly needed pertinent information about the current and past health status of a patient from multiple contributing data sources in a form that can be shared with other software systems and web browsers.

Accessed as an embedded link within the native system, it eliminates the need for secondary login and patient search, encouraging clinical adoption, improving safety and co-ordination - leading to better outcomes and contributing a lower cost of health and care. For users without access to an integrated clinical system, a separate web login is available.

Is the HIE secure?

Information security and governance is at the core of the HIE. We will be working with a range of stakeholders throughout implementation to ensure that internal policies for data sharing and enterprise security are clear and accountable.

The HIE is built on a secure, standards-based infrastructure, so that individuals' data is exchanged and viewable in an appropriate way, meaning that the right professionals can access the right information at the right time. Users will be able to access the HIE from within their native applications, behind existing security and access measures.



What information will be shared and how will it impact how we deliver care?

We are engaging professionals, clinicians and organisations across the North East and North Cumbria to determine what systems will be connected, what information will be shared, how it will be accessed and by whom.

Information between all local health and social care providers can be shared and visible from within their different Electronic Health Records (EHRs).

This means that when making decisions on an individual's care, professionals have immediate access to a wide range of information, such as diagnoses, problems, procedures, observations, lab results, imaging, past attendances, future appointments, did not attend (DNAs), discharge summaries, allergies, and medications.

Examples of patient data shared:

Conditions	Visits	Medications	Discharge Summaries
Allergies	Future Appointments	Lab Order/Results	GP
Radiology	Community	Microbiology	Mental Health
Procedures	Social Care	Immunisations	Voluntary Care
Vital Signs	Care Plans	Diagnosis	Images

Is the technology in use anywhere else?

The HIE is in use in other regions around the UK. It connects information across several health programmes, including Digital Wirral, the East London Patient Record (eLPR), and Connect Care across Lewisham/South London among others.

A number of other organisations are currently 'in flight' with their HIE projects and as Cerner partners, will be able to collaborate and share their experiences, learnings, and approach with Great North Care Record to help implementation.

What do other users of the Cerner HIE say about the system?

You can also see some more interviews with Cerner HIE users from different parts of the health and care system, here:

- Reducing cost of care with connected information:
https://youtu.be/kyRE_Jz2eEM
- Improving the patient experience with connected information:
<https://youtu.be/ouGTVzuTC3I>
- A better clinician experience with connected information:
<https://youtu.be/CmGd1bUbewg>



- Connecting information to improve population health: <https://youtu.be/ZL261Jkm75U>
- Achieving a 'good death' - the impact of connecting information in end-of-life hospice care: <https://youtu.be/e7bl46bNtA4>
- Health Information Exchange - enabling a Digital Wirral: <https://youtu.be/byJRFhS0Y1U>

You can read more about the value of Cerner HIE here:

- HIE at East London Patient Record: <https://www.cerner.com/gb/en/client-achievements/east-london-a-trusted-proven-health-information-exchange>
- The value of a health information exchange Cerner blog: <https://www.cerner.com/gb/en/blog/saying-hello-to-the-value-of-hie>

When is it happening, what is next?

We have completed the procurement process and announced the chosen supplier. We are beginning to work on the implementation plan and will publish more details over the summer.

There will be some work for organisations to do and we will provide more detail on this as the plans develop.

We're also looking how social care and local authorities will contribute to and benefit from connected information with HIE.

If you have questions which are not addressed here, [please post them on Discourse](#) and we can use this as the basis for future communications.

Where can I find out more about the HIE?

See more information on the HIE solution here: www.cerner.com/gb/en/solutions/health-information-exchange or tweet @CernerUK

Where can I find out more about the Great North Care Record?

Join the Great North Care Record – Network on Discourse if you have any further questions and would like to know more about the HIE implementation. Email louise.wilson@newcastle.ac.uk to join if you're not already a member.

More information can be accessed on the Great North Care Record website: www.greatnorthcarerecord.org.uk or follow on social media @GreatNorthCare on Twitter, @GreatNorthCareRecord on Facebook or @GreatNorthCare on Instagram.