



Project Title: Socialisation and engagement of staff in relation to the implementation of the new electronic health record into Northern Ireland in order to assess attitudes and perceptions towards digitalisation of health-care.

Project Manager: Dr Emma Cunningham

Contact Telephone Number: 07595638850

Email Address: ecunningham08@qub.ac.uk

Why Is the Improvement Important?

The modern world is constantly changing so it is important to stay up-to-date with technological advances to ensure we deliver the best care we can. Currently Northern Ireland Health and Social Care uses lots of different systems that are getting old and need replacement.

Encompass will be the new digital care record which will unify these systems, help staff to share information and create a paper-less workplace. Using the most up-to-date and secure technology, information can be accessed, documented and shared in 'real-time.'

Testing of Solutions and Change Ideas:

Using PDSA methodology, a presentation was developed for audiences to ensure the vision of encompass was communicated in an effective way. Verbal feedback was attained and an online survey was developed.

Regional clinical scenario based sessions were organised for staff to attend and share ideas.

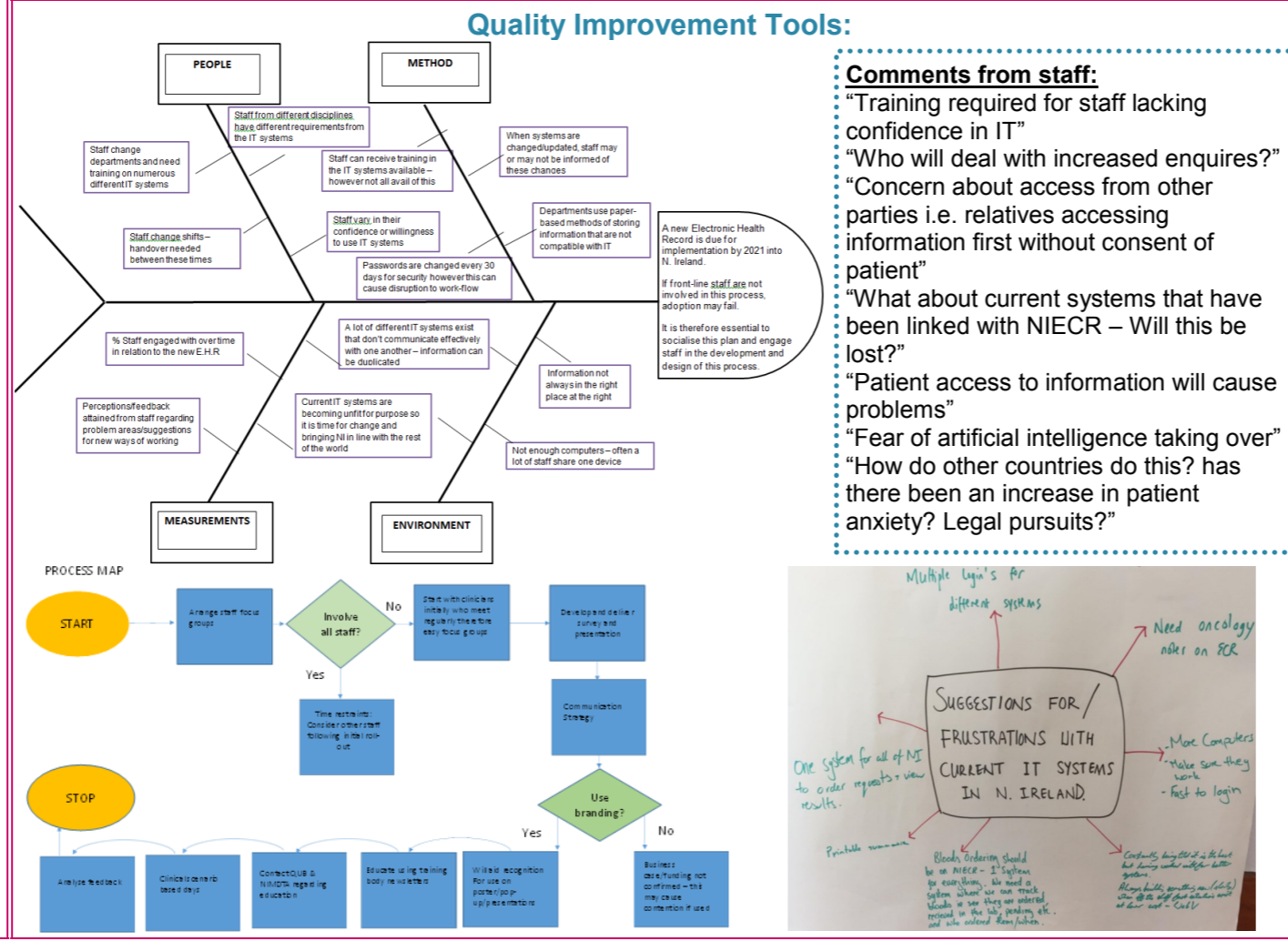
An education strategy was commenced looking at how the project could be embedded into undergraduate training schemes.

A Communication agenda was outlined with a view to using visual tools (poster/pop-up/animations) to display the vision.

Aim:
To gain feedback and encourage participation in the design and development of encompass.

Objectives:

- Education of staff regarding the benefits of Encompass
- Socialisation of Encompass
- Understanding of current attitudes and perceptions towards E.H.R.
- Involve staff in the design and development of the system to enhance ownership
- Understand potential for a standardised, outcome focused information model of care
- Appropriate allocation of resources across Northern Ireland as evidenced by data
- Improvements to overall quality of patient care, staff satisfaction and lower per Capita cost of health care



Outcomes, Learning and Next Steps

Engagement with staff and gaining feedback socialised the concept of the advance towards digitalisation of healthcare in keeping with the modern world. By being transparent and up-front in relation to new developments, staff were encouraged to take ownership of the new system to help make it work best for their needs. The idea of change is understandably difficult to accept and can be daunting. Most staff are willing to engage in training with a view to becoming better educated in this field.

This project was presented to Medical Leaders at Stormont. It was publicised in medical training newsletters across Northern Ireland. Clinical Scenario Days were organised where staff were encouraged to look at ways in which encompass could be designed and developed for them. Posters displayed in trusts communicate the vision and an animation is currently being designed which aims to disseminate information to staff in a clear and engaging way. There are plans to present these findings at the Encompass Programme Board Meeting in June 2018 and at the eHealth Strategic Board meeting in September 2018. Encompass has become a permanent fixture on the mandatory Quality Improvement Generic Skills Programme for FY2 doctors across N. Ireland. It also has been embedded in the QUB Medical curriculum with an aim to also getting it onto the QUB Pharmacy curriculum.

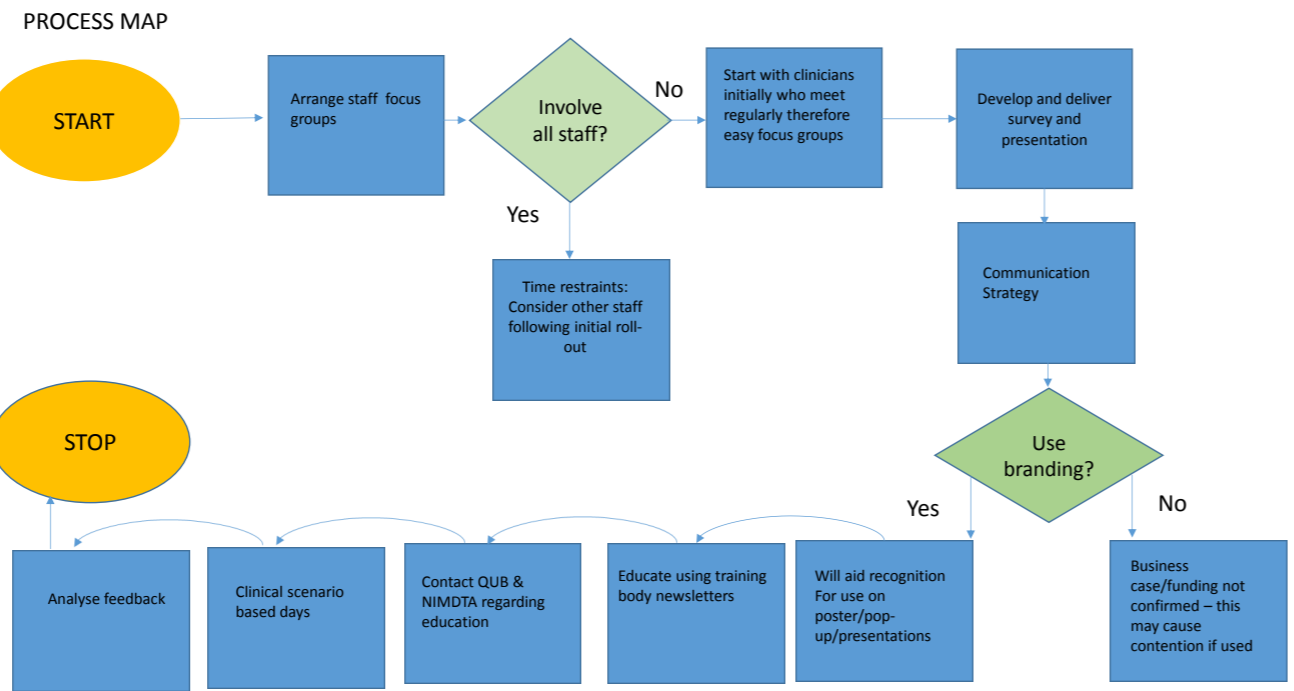
Undertaking a Quality Improvement?
For advice and support please contact the Continuous Improvement Team at:
Quality.Improvement@southerntrust.hscni.net

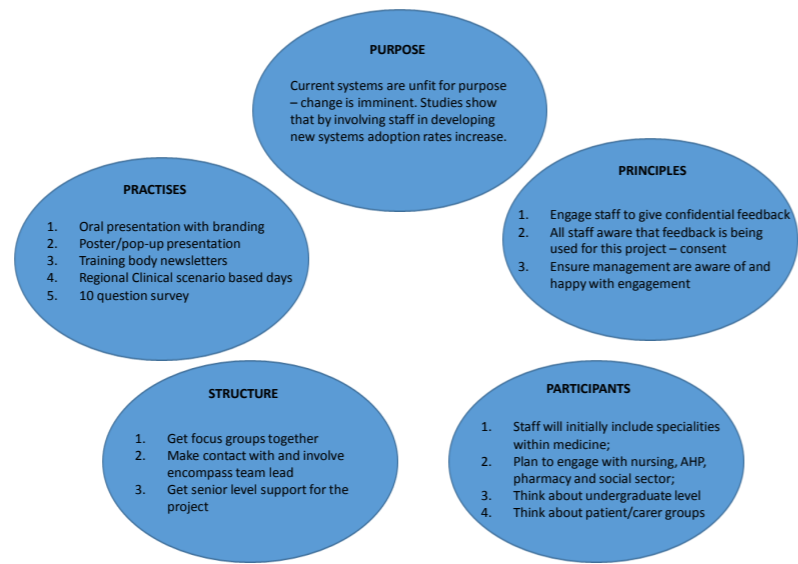


The modern world is constantly changing so it is important to stay up-to-date with advances to ensure we deliver the best care we can. Currently Northern Ireland Health and Social Care uses lots of different systems that are getting old and need replacement.

Encompass will be the new digital care record which will unify these systems, share information and create a paper-less workplace. Using the most up-to-date and secure technology, information can

be accessed, documented and shared in 'real-time' reducing duplication, allocating resources ap-





AIM -
To socialise the concept of 'Encompass' amongst clinicians in order to gain feedback, encourage participation in design and development and overall create the sense of 'ownership' of the system.

Primary Drivers

Staff need training
Re: new pathways

Involve staff in design/development - ownership

Acceptance to change

Willingness to express attitudes of new/old systems

Secondary Drivers

Standardisation of health care – creation of a out-come focused data base of information across NI

Enhance staff morale and experience in work and offer decision-support mechanism to reduce error

Advance the quality of care by providing timely access to patients' health information so they receive guidelines-recommended care

Improving reputation and staff an public perception of health care



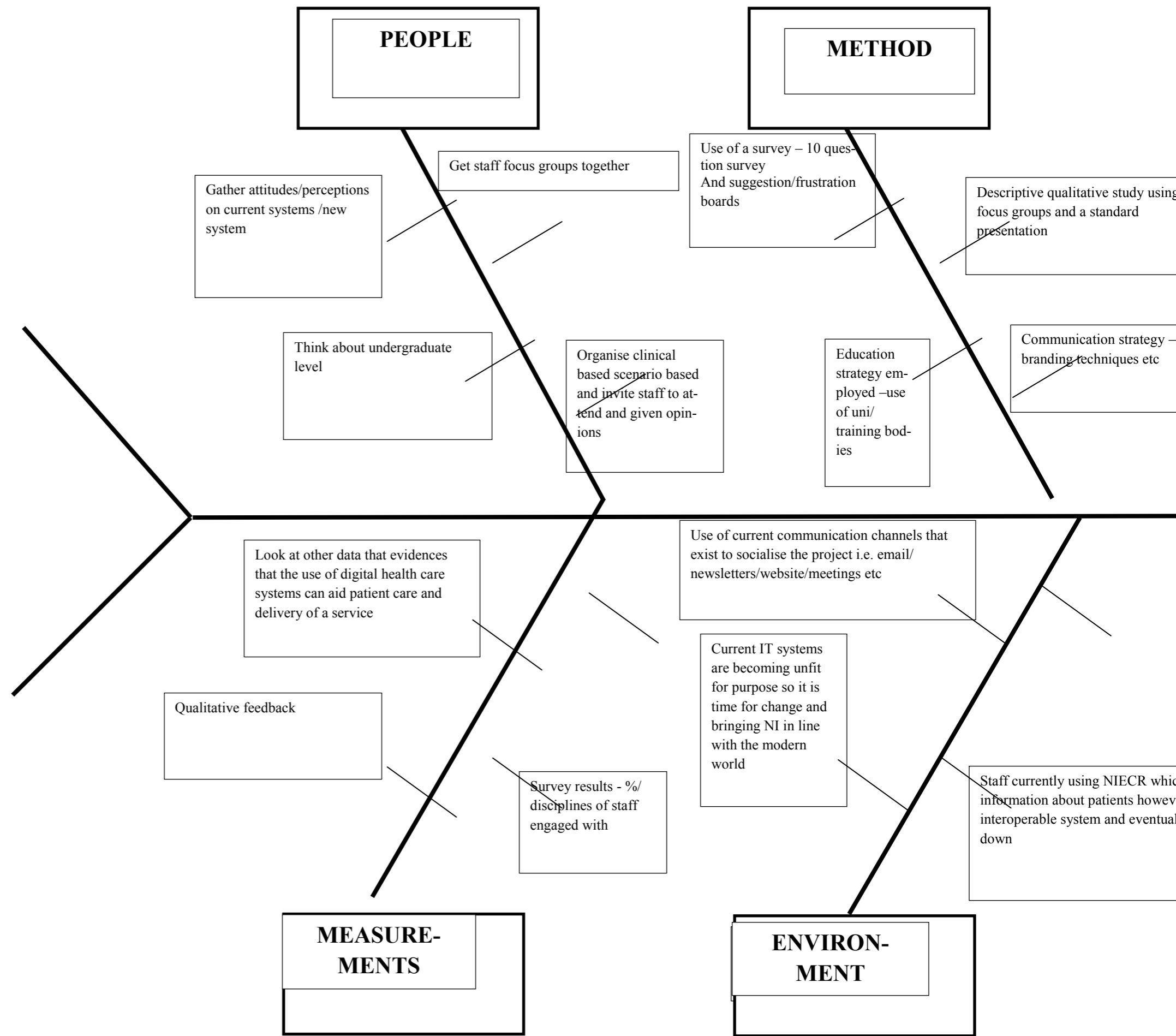


Chart Showing Number of Staff Engaged With

