

Encompass Update – 22 February 2023 (Paper No. SET/23/23)

Background

encompass is a 13-year strategic Transformation Programme with the Epic Electronic Health Record at its heart. The Epic system has been rolled out to a number of UK Trusts in recent years and provides comprehensive functionality which will support health and social care staff to deliver care, and provides a patient portal. encompass is thus a key pillar of the Health & Social Care Northern Ireland – Digital Strategy 2022-2030.

The Programme is now in the User and System Readiness Phase, with a move from focus on build of the system to testing and readiness activities for operational implementation, and to the business change required for successful adoption.

encompass provides:

- a single digital care record across secondary and social care
- a patient portal
- access to limited functionality at this point for Primary Care and other partners, with the potential to increase coverage at a future date
- a comprehensive source of data for operational management, planning and research

encompass will:

- provide a single electronic health and care record accessible across all Trusts
- provide and facilitate a level of patient access and control over their information, which is not possible with current systems
- transform the day-to-day work of clinical and operational staff across Northern Ireland
- develop new roles for staff supporting the digital care pathways

Key Points

In the last month a number of key activities have commenced or completed.

Go-Live Decision

- The South Eastern Trust will be the first Trust to 'Go-Live' with encompass across health and social care on **9 November 2023**. A follow-up risk summit was held by the Executive Management Team at South Eastern Trust in conjunction with the Regional encompass Team and Senior Responsible Owner. This identified a number of risks and issues to be monitored and resolved in order to support the a jointly agreed go-live date of **9 November 2023**. This date has been communicated to staff and the public.

Role Impact – Workforce Transition

- encompass has provided a detailed list of Admin roles that will be impacted due to the change. There are three categories – Roles no longer required, roles impacted but still required and new roles. A number of sub groups have been set up to work through and record the impact. Once this is completed the Trust will manage the next stages through a robust Management of Change process. The Learning Management System (LMS) (for staff training on the new system) will be live from April 2023.

Identification of Additional Trust Level and Programme Level Resources

Additional staff requirements to support the implementation and business change were identified and included in the addendum to the encompass business case which was approved by the Department of Finance in December 2022.

In total the South Eastern Trust has been supported with 44 additional roles equating to 36.9 Whole Time Equivalent (WTE), in addition to the existing roles from the original business case.

In the preceding month recruitment has progressed with a number of roles interviewed for and appointed, with start dates to be agreed and on boarding to be completed.

Next Steps

- Widely 'socialise' Go-Live date with staff and public.
- Continue recruitment and on boarding process of additional resources supported by the business case addendum.
- Complete 'Pay it Forward/Pay it Back' process for Superuser support from other Trusts.
- Continue actions set out in South Eastern Trust encompass Programme Plan.