



Title of Paper: <u>Encompass Update – March 2024</u>		
For Approval Requires Board majority decision prior to implementation or action.	For Discussion Requires Board consideration and debate.	For Noting Contains information Board Members should be made aware.

1.0 Background

encompass went live across the Trust on 9 November 2023. The Trust continues to transition through stabilisation towards Business as Usual.

To support this transition encompass Gold Command, which was in place for Go Live and immediate post Go Live governance, has been stood down and replaced by the encompass Stabilisation Group (eSG).

eSG has been in place since January 2024 and continues to meet on a weekly basis, co-Chaired by Deputy Chief Executives since March 2024.

2.0 Key Issues

Epic Post Live Readiness Assessment (PLRA) took place on 24 Jan 2024 informed by Epic Post Live Visit (PLV) to assess each area. The assessments purpose was to identify key areas that required increased support to stabilise services. Eight key areas have been identified and Task and Finish groups have been established to support these areas.

Each group reports weekly to eSG to assure progress towards Business as usual. Membership of each Task and Finish group includes Service representatives; regional and local encompass teams and Epic.

The eight key areas of focus from PLRA are:

1. Administrative (Acute and Community)
2. Labs
3. Planning Performance Information/Reporting
4. Maternity
5. Cancer Care
6. Radiology
7. Training/Provisioning(User Access)
8. Information Governance

While these areas are of focus, the programme continues to support all services across the Trust as issues/requirements arise via normal Business as Usual reporting methods using established processes for incident reporting and specific encompass reporting processes known as vFire tickets.

3.0 Resources Implications (including Organisational, Financial, Human Resources)

Sustained effort across these areas necessarily requires resource across each of the services, to ensure progress reflective of this investment in time each T&F group maintains a tracker of prioritised issues and monitor progress against these actions.

4.0 Impact on Safety, Quality and Experience (SQE)

Planning, Performance and Information continue to progress monitoring against Unscheduled Care (Patient flow), Service Delivery Plan and Back to Baseline workstream. These are reported to eSG weekly with this progress reflected to EMT as required and to other performance reporting mechanisms as appropriate e.g. to Strategic Planning and Performance Group and Department of Health.

5.0 Key Risks and Proposals to Mitigate

1. Shadowing visits arranged for week commencing 25 March 2024 to specific service areas for areas reporting under-delivery against the rebuild plan.
2. Mapping and validation of data continues.
3. Post Live Visit 2 scheduled for week 22 April to independently assess progress to stabilisation.
4. Executive level checkpoint meetings with Trust, Digital Health NI, Epic and Encompass continue monthly.

Stabilisation, System Adoption and Optimisation metrics dashboard has been drafted in consultation with regional encompass team and Epic.

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