



Title of Paper: Encompass Update – May 2024

For Decision	For Discussion	For Noting
Requires majority decision prior to implementation or action.	Requires consideration and debate.	Contains information Members should be made aware.

1.0 Background

encompass went live across the South Eastern Trust (SET) on 9 November 2023. The Trust continues to transition through the “Stabilisation” phase towards a “Business As Usual” phase.

To support this transition an encompass Stabilisation Group (eSG) along with a range of Task and Finish Groups has been established and continues to meet on a weekly basis, co-chaired by Deputy Chief Executives.

This Oversight and Assurance Group includes all Stakeholders from the regional encompass programme including epic, encompass central team and Digital Health Northern Ireland senior representatives.

2.0 Key Issues

Post Live Readiness Assessments (PLRA) and visits

2 have taken place since Go-Live (January and April 2024). The assessments identified 8 key areas that required increased support to stabilise services and to monitor progress. Task and Finish groups continue to meet with weekly escalation to the encompass Stabilisation Group as required.

1. Administrative (Acute and Community)
 - Training and familiarisation with new ways of working for efficiency ongoing including Transcribing orders training to transition work safely within the workflows from Clinical staff to Clinical Support staff/ Admin.
2. Labs
 - Labs - Main issues relate to integration between the new labs system, Northern Ireland Pathology Information Management Systems and encompass. Significant progress made to date to improve this with further enhancements planned.
3. Planning Performance Information/Reporting
 - Service Delivery Plan metrics submitted.
 - Work has commenced to validate the submissions for national statistics.
4. Maternity
 - Work ongoing to ensure efficient use of resource and minimise impact on elective Gynaecological service.

5. Cancer Care
 - Work continues to rebuild services with particular emphasis on specialities who have experienced difficulties including Breast “one stop” clinic and the particular challenge in surgery specialities such as Colorectal and in high volume specialties including Dermatology and Gynaecology.
6. Radiology
 - Work progressed to resolve issue with integration between encompass and radiology system.
7. Training/Provisioning (User Access)
 - Personalisation ongoing
 - Process of training new staff developed and operation.
 - Ongoing development staff including Thrive training under review to maximise impact.
8. Information Governance
 - Since go live there has been less than 20 incidents reported related to Information Governance (IG); broadly the themes relate to Mycare App and available information, the interface between encompass and the Digital Identity Service (NIDIS) and alleged access concerns within encompass system. The IG team work with regional counterparts to track and manage these issues.

Survey results

- 904 respondents Trustwide participated in the 3-month survey inclusive of all professions and roles and representing acute, community and corporate teams.
- 39% of staff reported that they would revert to the old system and over 35% of staff cited they are experiencing benefits to the clinical care.
- Considerable support to staff continues as new ways of working as are adopted as a consequence of the introduction of encompass which has been the biggest transformation undertaken in South Eastern Trust.

Impact of Belfast Go Live scheduled 06/06/2024

- There are different types of support being provided:
 - Shadowing visits to SET by Belfast staff prior to go live has been promoted extensively
 - Capacity in SET to support Belfast Downturn at Go Live
 - Training by SET Medical Information Officer’s being delivered for Belfast staff
 - Actual onsite support during Go Live in Belfast Trust.
- The Trust currently developing go-live governance oversight as SET will experience some “go-lives” at the time of Belfast go-live.

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

Significant resources continue to be required.

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 encompass Stabilisation Group 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.

Encompass examples of success to date:

- 1) Encompass go live in South Eastern Trust resulted in the largest ever global “epic care link” launch to Primary Care at go live.
- 2) Exchange statistics since go live to other organisations = 20,635,723. These are exchanges across UK e.g. to Great Ormond Street Hospital for care delivery with the vast majority (19 million) to our Primary Care colleagues related to patient Medication and Allergies and is inclusive of “Care Everywhere” the platform used within epic patient record to exchange records at the point of care.
- 3) Nursing time spent in system statistics (“Brain”) indicate with improving familiarisation there is reducing time required to complete actions within encompass. This increases time available to spend in other clinical activity. South Eastern Trust is tracking with best in UK for this efficiency metric.
- 4) Business Continuity arrangements tested each time there is upgrade / downtime – full assurance achieved.
- 5) MyCare patient / user app: currently 16,500 users registered.
- 6) Improved referral to pick up times e.g. Maternity Smoking cessation programme reduced from 4 weeks to 4 days.
- 7) Pharmacy: 95% of Discharge scripts received in Pharmacy before 3 pm assisting earlier discharge and patient flow.

5.0 Key Risks and Proposals to Mitigate

1. Mapping and validation of data continues for statistics.
2. Post Live Visit 3 to be arranged end August/ September to independently assess progress to stabilisation.
3. 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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