



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

1.0 Background

encompass went live across the South Eastern Trust 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 meet fortnightly, 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

Task and Finish Groups continue to work through their action plans. Key areas to highlight for this period include:

1. Performance reporting Update
 - a. Service Delivery Planning metrics submitted to Strategic Planning and Performance Group (SPPG) either through encompass, directly, through encompass with additional validation, or through manual submissions.
 - b. Work continues on regulatory / statutory reports for submission to SPPG/DoH. There are multiple stages to building, testing, validation and submitting the data and the Trust continues to progress actions to ensure this significant exercise is conducted on behalf of all Trusts.
2. Administration
 - a. Weekly meetings continue with “turbo rooms” to resolve issues related to work queue management, letters formatting and content as well as new ways of working.
3. Pharmacy
 - a. Issues related to the integration of the Pharmacy robot continue to be actioned by encompass and Epic colleagues with close support from SET Pharmacy teams.
4. Training/ Provisioning
 - a. Personalisation continues to be monitored and encouraged.
 - b. Provisioning for new staff (junior doctors) completed.
 - c. Staff development including “Thrive Training” has been limited as the Trust direct resources to resolve issues which have arisen around time of Belfast Trust go-live.

5. Information Governance: reported incidents relate to Mycare app and are being considered by regional Information Governance teams.

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 monitor performance. These are reported to eSG fortnightly with this progress reflected to EMT as required and to other performance reporting mechanisms as appropriate e.g. to SPPG and Department of Health.

Performance during Go-live implementation and rebuild

- Inpatients and Day Cases broadly back baseline by week 12 (week commencing 29 January 2024).
- Outpatients for the month of July 2024 is 125%
- The Performance recovery is in line with other UK go-live experiences.

Encompass examples of early successes/benefits to date:

- 1) **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.
- 2) **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.
- 3) **Business Continuity** arrangements tested each time there is upgrade / downtime – full assurance achieved last used **4 August 2024**.
- 4) **MyCare** patient / user app: increased from 16,500 to 37,245 users registered. Public messaging due to start September/October.
- 5) **Improved referral** to pick up times e.g. Maternity Smoking cessation programme reduced from 4 weeks to 4 days.
- 6) **Bar Coded Medicine Administration** – South Eastern Trust was the most successful Bar coded Medicine Administration implementation in Epic’s UK history, positively benchmarked in the U as an exemplar site. By March 2024, 27 inpatient wards were live with Bar Coded Medicine Administration. Hundreds of nursing and midwifery staff across settings participated in Bar Coded Medicine Administration support sessions with 25% of ward managers accessing the dashboard in the first week of familiarisation.

- 7) **Patient Flags, Break the Glass** – demonstrable use case were presence of patient flags alerted colleagues in adjacent trust to the need for patient safeguards to be in place, and subsequent pro-active child protection plan flag, added to child's chart.

5.0 Key Risks and Proposals to Mitigate

1. Mapping and validation of data continues for statistical return
2. Executive level checkpoint meetings with Trust, Digital Health NI, Epic and Encompass continue monthly.
3. Digital safety hazard log developed.
4. Post Live Visit 3 to be arranged in September to independently assess progress to stabilisation.

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