

Case Study 2: Interoperability Project

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Interoperability Project

- ✓ the right information
- ✓ at the right time
- ✓ to make the right decision



Sherwood Forest Hospitals **NHS**
NHS Foundation Trust



What is it and how does it work?

- **Proof of concept - could we do it?**
- **Direct system-to-system messaging between Notts County Council Social Care and King's Mill hospital**
- **NHS number is the key identifier**
- **Fully auditable**

What is it and how does it work?

Index - Social Care Interoperability - Internet Explorer

https://devsocialcarelookup.notts-his.nhs.uk/SCPpatients#/patient-retrieve

File Edit View Favorites Tools Help

Social Care Interoperability Home Patients

Logged in as: WHETSTONEM Logout

✓ Has active care packages

Personal Budgets Package

Day Care Internal Service

| Day Service Session | |
|---------------------|---|
| Supplier: | Broxtowe Day Services (Main) |
| Sector: | Public |
| Telephone: | 0115 925 0172 0115 925 7123 [Fax] |
| Note: | was Learning Disability - Day Centre - Barncroft 29/10/12 |

New Home Care

| New Home Care | |
|---------------|--------------------------------|
| Supplier: | Direct Health Group |
| Sector: | Independent (private) |
| Telephone: | 01159247030 |
| Note: | Added Non Contracted Home Care |

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Barbara's story



Without interoperability:

- No care provider knowledge
- Overnight hospital stay
- Escalation procedure invoked to gain access to Barbara's flat
- Potential for hospital acquired infection, leading to a longer hospital stay

With interoperability:

- Care package information obtained
- Care provider is established
- Provider contacted and briefed
- Barbara was discharged home that evening and the care provider called as planned

What did we learn

- Easy to use
- Majorly successful
- Demands for roll out to other teams before the project was closed
- Can be added to any setting
- Information Governance challenging



Benefits

- Reduced admissions
- Accessible 24/7
- Improved patient/carer experience
- Transferable technology
- Creates patient flow across organisations
- Reduces delays in transfers of care
- Improves patient safety
- Reduced bureaucracy
- Improved MDT working
- Supports the STP and the Five Year Forward View



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