Health IT systems and services: Challenges and opportunities

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10th Feb. 2016

Pope Benedict XVI

Pope Francis
NHS WALES INFORMATICS SERVICE

• NHS Wales Informatics Service employs over 500 staff and we:
  • Work in partnership with health boards, clinicians and providers to deliver new integrated digital information services required for improved quality and outcome of care, providing better cost efficiencies, reduce harm, waste and variation.
  • Supply over seventy operational ICT services to the NHS in Wales, including the technology infrastructure that is as important to our health service as road and rail networks are to national transport systems.
  • Analyse NHS data and making it available in easy to use formats to support planning and decisions.
  • Collaborate with our NHS Wales partners to set the direction for robust and integrated primary and community care systems.
  • Setting the standards for health informatics professional development and leadership.
  • Our vision: “NHS Wales Informatics Service – we support the improvement of patient care through collaborative provision of high quality information, systems and technologies; ‘Once for Wales’.”

In UK healthcare, we’re waiting on the ATM
Requirements for IT system / service development

- Policy / Clinical standards
- Procedure: As is and To Be
- Human behaviour
- Electronic systems
- Benefits
Challenges

• Needs v/s preferences
• System v/s solution
• Mobile devices: Ipads etc

What should we do?

• Document requirements
• Understand business processes
• Identify commonality
• Most important:

• Your experiences from healthcare and other areas
• Your ideas to define change
• Your energy to deliver change
• Awareness and interest in informatics

Progress so far:

• WCCIS therapy standardisation workstream
• Welsh Clinical Informatics Council: Therapy membership
• New Strategy
Risks

- No solution / system
- Bad system
- Poor adoption
- Prescriptive
- Poor job satisfaction
- No benefits