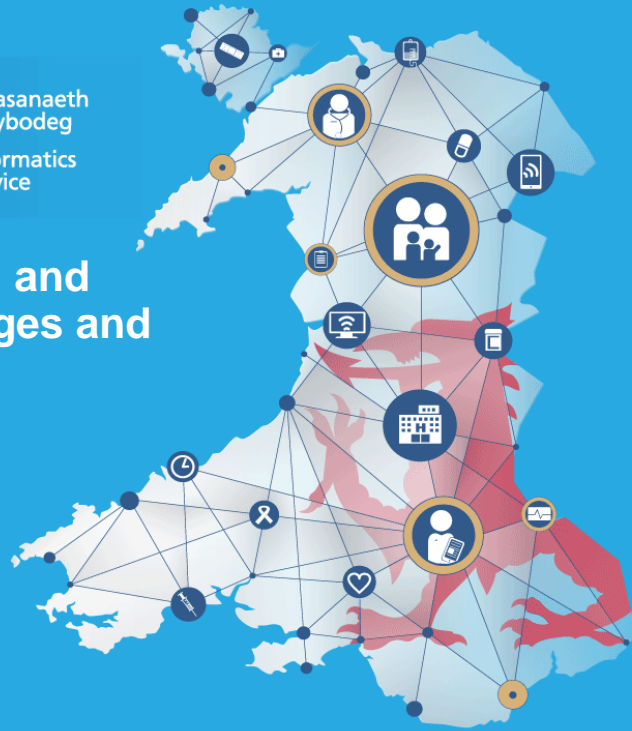




GIG
CYMRU
NHS
WALES | Gwasanaeth
Gwybodeg
Informatics
Service

Health IT systems and services: Challenges and opportunities

Raman Behl
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**



The image shows the front cover of a strategy document. At the top right, there is the Welsh Government logo (a dragon) and the text 'Llywodraeth Cymru Welsh Government' and the website 'www.gov.wales'. The main title is 'Informed Health and Care' in a large, bold font, followed by the subtitle 'A Digital Health and Social Care Strategy for Wales'. A stylized blue line graph, resembling a heartbeat or data trend, runs across the bottom half of the cover. At the bottom left, there is the GIG CYMRU logo.



Challenges

- **Needs v/s preferences**
- **System v/s solution**
- **Mobile devices: I pads 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

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

