

Outcome Measurement Workshop

Overcoming information governance and technical issues





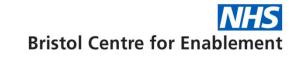
Identified issues relating to IT





Potential solutions to IT issues

- Build relationship with electronic patient record (EPR) suppliers to develop what is required (ask managers/ leaders who is a good 'named' person to speak to)
- Use the <u>RCSLT professional network</u> to identify if other services have already built outcome measures (OM) into the EPR you are using and ask for anonymised screenshots or information about how they have adapted the EPR – take this to your IT team



Potential solutions to IT issues

- Start small to build a case for a new OM system
 - start with paper-based systems
 - pick a diagnosis/ care pathway/ age group to focus on
 - produce a powerful case history to show importance (negative and positive)



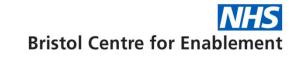
Potential solutions to IT issues

- Use an interim approach while pursuing integration of OM into EPR:
 - Enter data directly into RCSLT Online Outcome Tool (ROOT). See <u>training modules</u> for how this works.
 - Use a spreadsheet to enter scores from a paper-based system (Excel templates that meet the specifications for ROOT can be found in the <u>resources pages</u>)
- Make IT teams your best friends!



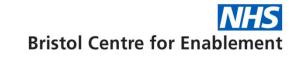
Other issues raised





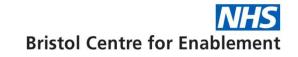
Potential solutions for these issues

- Need to reserve time for OM work as initially it is time consuming but provides good evidence to take business cases to commissioners/funders
- Need to use the 'buzz words' when approaching IT to make them listen. Use their language.
- Identify members of wider team in Trust/organisation who may be able to support e.g. performance and operations managers, business analysts etc.
- Paper notes are time consuming to work with but the data is of the same quality so can be used to form business case for the need for integration into EPR



Potential solutions for these issues

- When to score needs to be agreed at a team level and adhered to
- Reporting systems need to be set to only report on final OM scores in the defined period to avoid duplication

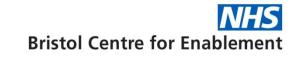


Information Governance (IG) issues

Trust have said no to ROOT due to GDPR to use ROOT

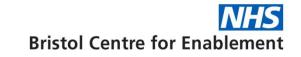
IG issue with out Trust (in terms of putting into onto ROOT) Everything stuck with IG - want to use ROOT and have submitted everything they want. I started this process in 2017!!!

Liaising with data protection lead on putting information on this format



Potential solutions re IG

- Use the ROOT Information Governance Pack
- Identify where outcome measurement fits within your organisations/ department/ teams key priorities/ business plan and use this terminology
- If there are specific questions, contact the RCSLT Outcomes team for support on <u>root@rcslt.org</u>



Potential solutions re IG

- Phone the department and explain what you have emailed them about and ask for timescales to consider this
- Ask someone more senior to follow-up at strategic level
- Add a reminder to your calendar to ring/email IG every week for an update



Please refer to the links of resources and tools produced for the event.

Contact the team for future ROOT drop-in surgeries or with any questions: <u>root@rcslt.org</u>