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Accenture and TPP

Connected Health in Action





The UK healthcare landscape is currently undergoing monumental change. Among the many pressures facing professionals, the need to reduce costs without impacting patient care is at the top. To deliver new value and connect healthcare systems, it is essential that trusts look past standalone systems and find new ways to integrate healthcare to improve care and delivery.

Collaborating to meet the challenge

Accenture has partnered with TPP, which holds 26 million electronic medical records in the UK, providing the market with a unique set of combined capabilities.

Accenture helps organisations to connect medical health records through comprehensive IT solutions and provides support from implementation through to adoption. TPP produces SystemOne clinical software, a solution which allows professionals access to a single source of information, detailing a patient's contact with the health service across their lifetime. Together, Accenture and TPP have successfully deployed SystemOne for Acute Hospitals, MIU units and OOH units throughout the UK.

Accenture and TPP have collaborated with hospital staff for two years to help find new ways to connect fragmented healthcare systems. The two companies have developed a PRINCE 2 & MSP compliant deployment methodology for TPP's entire acute product range. This deployment methodology distils the collective global programme and project management experience of Accenture's successful deployment of ePR solutions to over 100 clients for over 10 years. It has been successfully tested and used in healthcare organisations across the world. As a result, Accenture is now the only certified deployment partner for the SystemOne acute modules outside of the National Programme for IT.

What is SystmOne?

SystmOne is an intuitive Windows based system for health and social care professionals working in different areas of the NHS.

The system was developed on an ethos of 'one patient, one record' with the vision that every single contact a patient has with the NHS is recorded in the same, easily accessible system in a chronological format. As the system is centrally hosted, accessed by the NHS N3 network and protected by NHS smartcard technology, vital information can be securely shared with every health professional that has contact with the patient. As the system is also highly interoperable, information stored in SystmOne can be shared out to other systems and vice versa, creating a fully integrated technology solution.

Patient information can be shared between all SystmOne services, with the exception of SystmOne prison which is operated as a 'closed module'.



Sharing and consent

The SystmOne sharing model is fully accredited to NHS Connecting for Health and industry standards.

It allows the sharing of patient information based on the level of consent agreed by the patient. SystmOne allows patient records to be marked as 'Private' or 'Shareable' with other service providers. The patients consent is obtained for every service they visit, so that they are in control of how their information is shared and with which services. Within a shared

record, consultations can also be marked as private, which means they will not be visible to other services. The solution also allows patients to access their care record.



Bradford and Airedale PCT

Bradford & Airedale Teaching PCT is responsible for all health services delivered in the community serving a population of half a million patients. The PCT has a long and established relationship with TPP after the deployment of SystmOne at numerous GP sites and hundreds of community and child health services.

The PCT wanted to further connect healthcare in the Bradford area and assist in the transfer of radiology results from the local hospital to GPs in the region. Previously, GP practices waited for a delivery driver to physically drop off the results before they were scanned and then attached to the patient record. In order to speed up this process – and ultimately offer a better service to patients – clinicians wanted to receive the results electronically. Accenture and TPP delivered a clinically safe and effective service. A SystmOne client was installed at the hospital which received the results via an interface (ADT feed) from the hospital system. The results are then re-routed to the correct GP practice and filed in their pathology inbox.

The deployment significantly reduced the time taken to receive patient results and ensured safe storage of confidential clinical information by allowing the records to be filed in a more appropriate place in the electronic patient record. It also gave Clinicians access to the full breadth of the patient record quickly to support the delivery of safe and effective patient care.

As a result of the successful deployment, Accenture and TPP were enlisted to support a second project in Bradford and Airedale to further improve and integrate care. Through integrating SystmOne with the Airedale Telehealth Hub, clinicians were able to record out of hours consultations. If the

patient is unwell, a video consultation can be started at the touch of a button with all details recorded in the patient record on SystmOne. The patient's regular GP can then be notified if the patient requires additional tests or further monitoring.



NHS Lincolnshire

NHS Lincolnshire is responsible for commissioning healthcare services for 740,000 people across Lincolnshire, investing over one billion pounds per year.

All Community Hospitals and Minor Injury Units (MIUs) in Lincolnshire were operating with their legacy Patient Administration System (PAS). However, with over fifty percent of GPs in Lincolnshire using SystmOne, and a substantial presence in Community and Child Health, NHS Lincolnshire's long term strategy was to introduce connected care.

Accenture enabled a smooth transition from the Trust's previous system to SystmOne and was responsible for project management, requirements analysis and providing product specialists. The deployment ensured that the Community Hospitals and MIUs became completely paperless and connected the healthcare systems to improve patient care and delivery.



Accenture: Insight Driven Health

Insight driven health is the foundation of more effective, efficient and affordable healthcare. That's why the world's leading healthcare providers and health plans choose Accenture for a wide range of insight driven health services that help them use knowledge in new ways—from the back office to the doctor's office. Our team of real professionals combines real-world experience, business and clinical insights and innovative technologies aim to deliver the power of insight driven health. For more information, visit: www.accenture.com/gb-en/industry/health/Pages/index.aspx.

About Accenture

Accenture is a global management consulting, technology services and outsourcing company, with 257,000 people serving clients in more than 120 countries. Combining unparalleled experience, comprehensive capabilities across all industries and business functions, and extensive research on the world's most successful companies, Accenture collaborates with clients to help them become high-performance businesses and governments. The company generated net revenues of US\$27.9 billion for the fiscal year ended Aug. 31, 2012. Its home page is www.accenture.com.

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