

South London and Maudsley

NHS Foundation Trust



Putting patients in control of health data

South London and Maudsley NHS Foundation Trust (SLaM) is the UK's largest mental health trust serving 1.1 million people from over 100 sites across South London in the Boroughs of Lewisham, Southwark, Lambeth and Croydon. SLaM has launched a pioneering service called myhealthlocker™, which allows patients to access their health information from across multiple providers and feedback to their care team through patient reported outcomes. It supports users with a range of self-management tools and provides access to tips and resources on staying well and managing their health and wellbeing.

myhealthlocker™ works with Microsoft HealthVault and the instant personal health record (InstantPHR) solution from GetRealHealth. HealthVault is a privacy and security-enhanced online service designed to put a service user in control of their health information. It helps to gather and store health data from various sources and share this with trusted individuals. InstantPHR is a flexible and interoperable suite of web-based health tools, or widgets, for personal health incorporating data visualisation and care management tools for personal health applications — accessed via the web and mobile devices.

Securely connecting health and social care data

We were very excited about starting this project; utilising ITK to support the delivery of our vision of a connected health and social care model that is patient centric and has interoperability and security at its core...

- Mike Denis, CIO,
South London and Maudsley NHS
Foundation Trust

The Concentra Approach

Concentra worked with SLaM and Microsoft to deliver functionality that integrates selected items of patient-related health data held on GP computer systems with HealthVault. The solution links with InstantPHR to display information that originates from GP systems on the clinical and patient portal. After fulfilling the ambition of the initial solution, the vision for myhealthlocker was enhanced to become an interoperable information sharing platform available to all health and social care providers to improve the patient experience and service standards.

CLIENT OBJECTIVES

- Give service users access to their health records, improve outcomes relating to health and social care and generate cost savings
- Pioneer a UK hosted instance of Microsoft HealthVault to support initiatives promoting information transparency, interoperability and patient empowerment
- Be compliant with the guidelines set out by the Interoperability Toolkit (ITK)

CONCENTRA SOLUTION

- Developed the functionality to integrate patient-related health data held on GP systems with HealthVault
- Linked with InstantPHR to display information from GP systems on the clinical and patient portal
- Worked in accordance with the ITK to transfer information between EMIS LV and Microsoft HealthVault
- Delivered two ITK certified components to deliver messages in accordance with HL7 Clinical Documentation

“A pioneering approach which truly puts people at the heart of their care and an example of the information revolution in action”

– Lord Howe, Parliamentary Under-Secretary of State at the Department of Health

BENEFITS



- 1** myhealthlocker™ is the only connected patient/provider care management portal specifically for mental health
- 2** Demonstrates joint working with patients, clinicians, health care providers and the Department of Health coupled with a depth of consumer usability in health applications
- 3** Clinical and patient user groups have been very complimentary and satisfied with the features, capabilities and usability

The solution provides GP data to an electronic personal health record for service users. The service is seamlessly integrated and adds a new level of experience to the patient cohort who are trialling myhealthlocker™. Measurable benefits are being evaluated by the Institute of Psychiatry who will look into the experience of using an electronic personal health record, its utility to the health service (i.e. in improving health outcomes and cost efficiencies) and whether it can support an increase in patient rated outcome measurement. The myhealthlocker™ team are looking at prototyping work in a number of other specialties.

myhealthlocker™ was formally launched on 15th May 2012 by Health Minister Lord Howe. The project has been supported by senior stakeholders within SLaM, which has helped to deliver the solution at the required pace.

Why Concentra

We create and sustain superior operational performance for our clients. We do this by combining a deep understanding of operations management with expertise in design, data analytics and technology. It is a distinct and award winning mix that allows us to solve challenges and deliver lasting value.