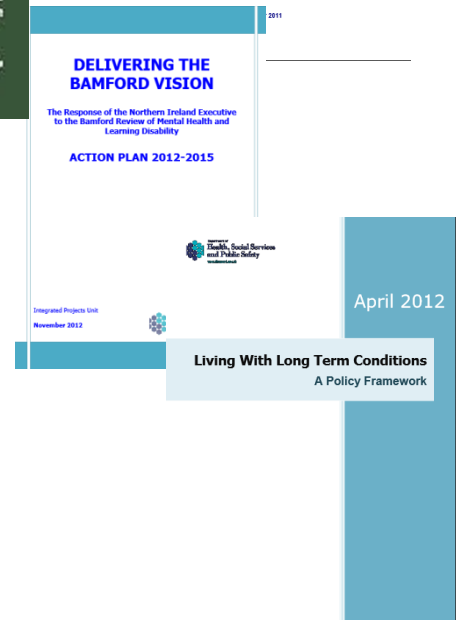# eHealth & Care Strategy

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The Need to Transform

- Increased demand for efficiency and effectiveness
- Changing population demographics
- Changing patterns of disease
- Changing lifestyle
- Changing public expectations
- Inequalities in health
- Reconciliation in demand, need & access

Why an eHealth and Care strategy?

- Technology has become pervasive in everyday life
  - Changed social habits
  - Changed communication habits
  - Changed commerce
- The opportunities in the use of technology extend beyond the reach of an ICT strategy
- To ensure safe, efficient and effective services where the right information is available at the right time and in the right place to aid decision making and make better use of resources.
- Develop citizen centred services – wellness model
- eHealth as a change catalyst and support to the essential change set out in Quality 2020, Transforming Your Care and Fit and Well - Changing Lives.

eHealth and Care Strategy
FOR NORTHERN IRELAND

Improving health and wealth through the use of information and communication technology.

HSC Health and Social Care

What's our starting point?

Strengths

- Innovative new systems
- Excellent data quality
- Skilled Staff

Weaknesses

- Paper
- Phone
- Reluctance to share
  - Endless questions

Strategic Vision

eHealth and care to empower citizens and to support care staff in achieving real change that delivers the best possible health and well-being for everyone

Principles

The eHealth and Care Strategy is underpinned by five key principles which will drive the development of citizen centred and technology enabled services:

- Citizen centred: health and wellbeing is supported;
- Connected: across Ireland: information is available in the right place; at the right time to support the best care, with the right safeguards in place;
- Consistency across Northern Ireland: one way for Northern Ireland is the default; declare when variation is necessary;
- Creativity is vital: driving innovation and best practice adoption;
- Cost Effective: investment must add value and support efficiency.

VISION

Through eHealth, we will empower people to be more active in their own care and support health and social care staff to achieve real change that delivers the best possible health and wellbeing for everyone.

PRINCIPLES

CITIZEN CENTRED: Supporting your health and wellbeing

CONNECTIONS: Across N.I. making information available in the right place at the right time to support the best care

CONSISTENCY: Proven technologies, the way they are used and their rollout should happen in one way across Northern Ireland

CREATIVITY: Driving innovation and promoting best practice

COST EFFECTIVENESS: Investment must add value and support efficiency

Promoting Person-centred Practice and Care

Maximising Resources for Success

Delivering Safe and Effective Practice and Care

Supporting and developing AHP workforce

OBJECTIVES

SUPPORTING PEOPLE

SHARING INFORMATION

USING INFORMATION AND ANALYTICS

SUPPORTING CHANGE

FOSTERING INNOVATION

MAINTAINING AND IMPROVING WHAT WE HAVE

Supporting People

Supporting Healthy Citizens

- Consumer Health Informatics
- Using technology and innovation to help address inequalities
- Expert health & wellbeing information online /portal
- Community Development
- Using social media to target message/ information
- Apps for health and wellbeing

Supporting Interaction

- Expert information – condition specific & pharmacy
- Discussion groups/ peer support through social media
- Virtual /e consultations
- e- booking

Supporting Independence

- Remote monitoring
- Social and psychological support
- Carers network – virtual communities
- Access to health and care record
- Self management and care tools and apps

Sharing Information

- Person centred
- Collect once , use many times
- Data collection at point of care
- Shared / integrated assessment, planning and care delivery
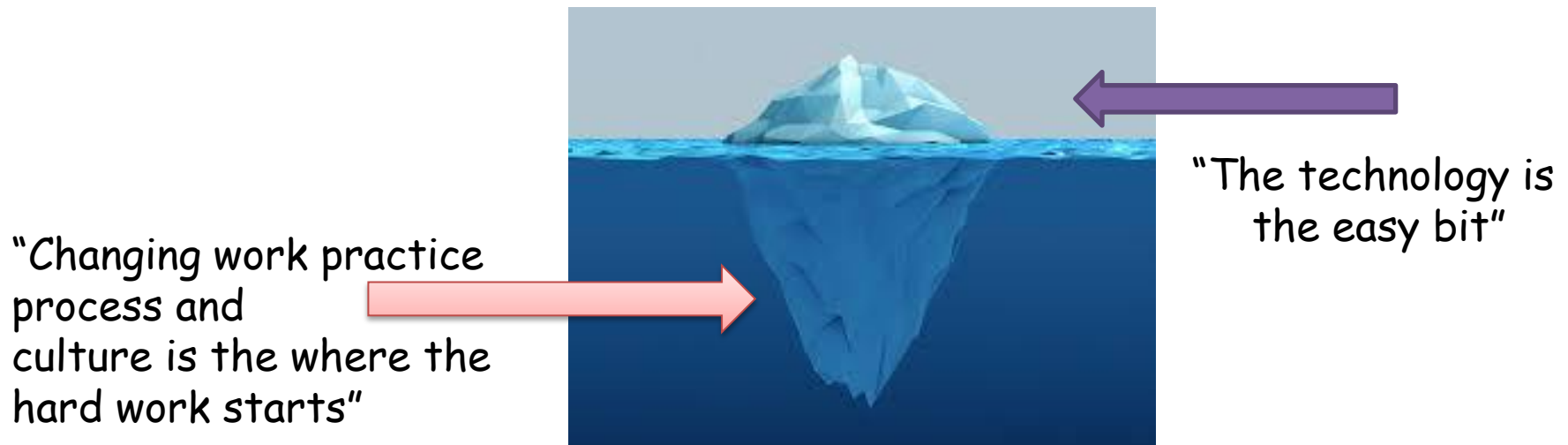- Improved communication

Using Information & Analytics

- – Are we collecting the right data?
- – Lot of interest in how information is being used & could better used to improve care outcomes
- – Primary use of information generally accepted
- – Secondary use of information will require communication
- – Information and analytics delivery plan urgently needed

Supporting Change

- Significant staff engagement around supporting change and improving safety

- Practical evidence of a real willingness to change shown in consultation

- Need to involve a wider range of stakeholders

"The technology is the easy bit"

"Changing work practice process and culture is the where the hard work starts"

Fostering Innovation

- Work with businesses, colleges and universities, community and voluntary organisations, other government departments and international partners to develop uses of eHealth to help improve health and wellbeing
- Innovation fund

Maintaining and Improving What We Have

- "Once for NI"
- Consistency
- Collaboration

- Investment in supporting, modernising and replacing key systems and HSC networks and hardware as needed.

What are the challenges?

- Are we up for the big challenges and change in practice?
  - Leadership & Governance
  - Building a network
  - Education, training and support
- Enabling infrastructure – do we have the technology?
- Can we work together regionally ?
- Resourcing strategy

It's Challenge Time

What it means now……

- Electronic Care Recording
  - Standard process
  - Standard structure   informatics
  - Standard content
- Accelerated Access
- Supporting People
  - Connected communities
- New ways of working

Change Ahead