

# DRIVING INTEGRATION AND INTEROPERABILITY IN HEALTH & CARE SYSTEMS

IN ADVANCE OF THE MOVE TO PUT INTEGRATED CARE SYSTEMS ON A STATUTORY FOOTING BY APRIL 2022 - OUR FORUM EXPLORED OPPORTUNITIES FOR JOINED UP HEALTHCARE SYSTEMS THAT PUT CLINICIANS AND PATIENTS AT THE FOREFRONT

## DATA STORE CHALLENGES

- Need to avoid data store lock-ins.
- Solutions must promote integration and open data.

"Data outlives systems and the future has to be about open platforms."  
- Adrian Byrne, CIO, University Hospital Southampton NHS Foundation Trust



## IMPACT OF COVID-19

- Participants were split between idea that Covid had forced a change in mindset regarding digital transformation and interoperability.

"There is now a willingness to try and an expectation from patients to change."  
- Maddy Phipps-Taylor, CEO, Eva

- However, other participants countered that as we are coming out of the pandemic, many are reverting back to original approaches such as in-person, face-to-face appointments.



## THE NEED FOR COLLABORATION AND PRACTICAL ACTIONS

- The ICS model has provided an opportunity for change, and there is a lot of talk of alternative models, but this isn't yet being translated into practical actions.
- There is also a need to force a discontinuity in old behaviours.

"We're hearing a lot of talk about alternative models but we're not seeing them truly emerge."  
- Robert Forde, ICS Digital Transformation Programme Lead, Midlands Partnership NHS Foundation Trust



- Malcolm Whitehouse, CIO, NHS Greater Manchester Shared Services, described change as being driven as a "coalition of the willing" - institutions could save costs by collaborating, so why do we not see more collaboration?

- There is a need for consistency in how interoperability is approached. A potentially key action could be to compare and contrast digital delivery models in different institutions to find models that work.



## PURPOSEFUL DESIGN

- The pandemic forced quick adoption of solutions out of necessity - solutions which oftentimes aren't strategic in the long-term.

"Trusts must work towards purposeful user-centered design."  
- Katherine Church, Chief Digital Officer, Surrey Heartlands ICS

- It is essential to holistically and deeply understand patients' and clinicians' needs, to design robust solutions which can be integrated into existing workflows.
- Strategic solutions must be the foundation of every change.

## FUNDING FLOWS

"If there is one opportunity to get excited about it is the control and ability to shape some of the funding flows as the ICS levels."  
-Malte Gerhold, Chief Integrated Care Officer, Birdie

- This presents a huge opportunity to overcome some of the silos that still exist and make use of the opportunities of new technologies.
- Participants highlighted the importance of pricing to value.



## INTEROPERABILITY AND STANDARDS

- One benefit of the existing system is that the NHS is served by a small number of vendors all defined by standards set centrally by NHSE/I.
- However, there are a few areas where standards are missing, such as structured care records, and these are areas where ICS' can and potentially should take a strategic lead.