



THE STATE HOSPITALS BOARD FOR SCOTLAND

eHEALTH ANNUAL REPORT

2020-2021

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1 Overview

With the ongoing pandemic, the Infrastructure, Medical Records and Information Governance teams have continued to have an onsite presence, necessitated by the nature of their priorities – while the Information and Project teams have continued to work more from home where possible – but all have played a significant part in all that has been achieved this year. The considerable shifting of priorities has caused the teams to refocus their direction, but eHealth staff have continued to meet these demands and provided the support needed by the Board during these unprecedented times.

The national 365 rollout, which initially consisted of email handover and Teams implementation, continues to go through development with additional work being carried out to implement some of the added features and benefits. This includes preparation work for the roll out of Phase 3 which addresses SharePoint, OneDrive and the implementation of enhanced security features such as Advanced Data Loss Prevention (ADLP), Advance Threat Protection (ATP), and Microsoft Information Protection Sensitivity Labelling and Retention. The initial rollout of email and Teams has been successfully completed and those areas are now fully supported as business as usual.

An upgrade to the EPR (Electronic Patient Record) has started with the infrastructure being built, plus testing and training starting. A lot of resources have been put in place to ensure the smooth transition between the old and new versions. This work has had a few challenges as in a major step it was agreed to upgrade to the latest version - making us one of the first boards aiming to implement it and which has seen us work closely with the vendor to resolve any issues encountered. Work is still ongoing with a go live date set in February 2022.

The rollout of Windows 10 has continued to be a focus which is nearing completion. All wards have now been migrated along with the majority of other departments. There still remains a small section of computers running Windows 7, which is currently running on extended support, but work is continuing on upgrading those and should be completed before the end of the current financial year.

The supply chain issues which started during the pandemic have continued with some equipment having an increased lead time of 6 months. This is now being managed – but reports are showing the issue will not show signs of resolving until possibly 2023. The impact of this is now being considered for all future projects to ensure any delays with equipment will not cause a delay in the process.

The future focus of the department (highlighted in section 8) will include the delivery of the national eRoster system rollout, the continuation of the Records Management plan, Implementation of the Hepma digital prescription system and the continued expansion of Digital Inclusion for patients as the Digital Transformation programme develops.

2 Information and Business Intelligence Team

The Information and Business Intelligence team continues to improve how TSH data is utilised through recording and analysis, working with a wide range of stakeholders including medics and managers to help embed data in everyday practice. Some key examples of this years' project work include:

Rio:

- Patient timetables have been redesigned and all required reporting functionality is now in place. Full rollout to users is currently being planned by HMT.
- The EPR (Electronic Patient Record) upgrade from Rio 6 to Rio 21 has been the main focus of the team's resources over the last 12 months. The project remains on schedule for a go live date of February 2022.

Tableau:

- Patient specific and anonymised, aggregated Datix Incidents dashboards have been developed and launched.
- A wide range of workforce dashboards, including additional hours, swapped shifts, a refreshed HR Attendance Report, and much more have also been launched this year.
- Significant progress has been made on a Senior Charge Nurse Assurance and Improvement dashboard, pulling live data from a wide range of sources and consolidating on one screen. UAT (User Acceptance Testing) is planned for December 2021.
- A QI project is underway to improve user confidence in the use of Tableau, and to inform how its value can be more fully realised moving forward.

3 Infrastructure Team

The Infrastructure team have continued to work towards providing capabilities and support for staff to work remotely. This has included upgrading laptops for staff who were provided with temporary equipment to support the initial drive to enable remote working.

The rollout of M365 has increased the volume and level of support required by the Infrastructure team. As with all new technologies, the Infrastructure Team had to adapt quickly to the new capabilities and functionality to be able to resolve issues or highlight to the national team areas that are of concern and provide limited support. This is a major strength of the Infrastructure team who are quick to share knowledge and collaborate on issues and resolutions.

Significant projects delivered by this team included –

- Windows 10 rollout and upgraded equipment supplied to wards
- M365 phase 3 implementation
- RiO 21 infrastructure
- Continuation of Digital inclusion for Patients

The team continue to provide regular day to day support essential to the organisation both onsite and remotely.

4 Health Records Department

The Health Records Department have continued to meet the demands placed on them, with additional temporary staffing of considerable benefit and a significant backlog of work now completed. This has allowed the department time required to move on with other longstanding projects.

Support for the Information Governance department with Freedom of Information (FOI) and Subject Access Requests (SARs) is now provided by the Health Records Department. This support can be resource consuming with SARs at times generating the greatest volume of support work.

A formal destruction register has been created, maintaining a log of out-of-date data being destroyed. This register provides management of data destruction ensuring data protection legislation is adhered to. Advice on data management and retention has been positively received but further guidance will be distributed as this work continues.

The updated Health Records Policy and Corporate Records Policy were addressed and are now in place. Future plans include the amalgamation of these policies into an overarching Records Management Policy which will incorporate all records in the Hospital and ensure clear guidance is available for all staff.

It is planned to implement a change to the Medical Records Department. It will undergo reorganisation into an overall Records Services Department and provided support and guidance in the use and storage of both patient and corporate information. This change had been on hold through the pandemic period but is now being actively progressed.

5 Information Governance

With increasing national commitments and inter health board co-operation there continues to be challenges in maintaining the current standard of Information Governance found in the hospital. The Information Governance Group is actively addressing these challenges and work is continually on-going. Due to the necessary emphasis on this area of work, the IG Annual Report is presented as a separate document.

The effect of the pandemic continues to impact on the capacity of the Board to deliver on some of the key areas of IG, including Freedom of Information, Subject Access Requests, Environmental Information Requests and training. However, the IG team continues to adapt processes and procedures to reduce any impact on the delivery of service.

Disruption due to the pandemic has caused delay to some of the work that had been planned to be undertaken this year by the IG Team, in particular the Data Protection Compliance Toolkit and the implementation of OneTrust. This work has been slightly extended to later in this financial year to accommodate the delay.

This encompasses –

Implement OneTrust Information Asset and Assessment Platform	November 2021
Population of the Information Asset Register	January 2022
Review Information Governance Framework Toolkit and Merge with Data Protection Compliance Toolkit	March 2022
Transformation of Health Records Department in to a Records Services Department	April 2022

6 Project Management

Much of the focus this year has been on the preparation for the Rio 21 Upgrade Project. The new version of Rio will deliver a fully supported platform with additional functionality that will bring real benefits to the Hospital. The Rio 21 Project Team have delivered a modern, secure infrastructure build, configured live, test and train systems, undertaken an extensive user acceptance testing program and are now rolling out training hospital wide prior to the planned go-live in February 2022.

The national Microsoft 365 programme is now in Phase 3 which is divided into 5 Project elements – Identity Management, Data Discovery, Security and Compliance, Modern Work in Health and Modern Service Management – and M365 Project Team members have been engaging with this work. Locally, efforts have focussed on preparatory work in anticipation of the implementation of SharePoint and OneDrive. There are two SLWGs undertaking this work at present focussing on Licensing Management and Records Management and Data Cleanse.

The Senior Project Manager and Project Administrator have worked hard to deliver these projects in line with the national timescales required for M365, and the commercial constraints of the Rio 21 upgrade contract.

Other projects supported by this team included:

- Tableau dashboards rollout including Finance and SCN;
- National eRoosting system programme

The Project Management Team also continue to support colleagues through the Project Approval Process – including developing the new approval flowchart and guidance – and maintaining the Project Register.

7 Post March 2021 – Key eHealth Projects 2021-2022

Storage and backup system update

The recently installed storage and backup system requires ongoing maintenance in order to ensure our digital storage solution is fully secure and supported. A reconfiguration of the storage system was undertaken and storage software was updated.

Monitoring of Uninterruptible Power Supplies

All computers systems and network switches have Uninterruptible Power Supplies. These devices have been monitored for some time but the hospital will benefit from having greater details of the UPS condition, performance and running time. This will not only help the eHealth Infrastructure department but also the Estates department.

Patient Learning Centre infrastructure refresh.

Further to much consultation with clinical staff, this was delivered in the second quarter of 2019/20. It has provided the PLC with a solution that supports up-to-date software and hardware with the capability further to expand in future as required. General IT support for the PLC was also delivered as required although this is an ongoing area for further development.

Office 365 licensing

Extensive work has been undertaken to ensure the correct level of licences are put in place going forward for all TSH staff – engaging with all line managers to address levels of access required therefrom.

8 Future Priority eHealth Projects – 2022-2023

- Disaster Recovery Test Plans;
- Records Management Plan;
- Office 365 additional functionality;
- Patient Digital inclusion ongoing development;
- Wireless Network replacement;
- Hepma - Digital prescription system.

9 Digital Inclusion

The key projects currently under development being focussed on are –

- Virtual Media Options;
- Virtual Platforms for groups – Near Me Pilot Project;
- Patient Internet Browsing Experience – now in place;
- Interactive Education Resource

Consideration is now being given to future priorities –

- Potential hand-held browsing units – security evaluation;
- Virtual Platforms – extension to clinical groups.

10 Cyber Security

Our second NIS audit took place in October 2021. This addresses the work undertaken following the recommendations of our first NIS audit last year. It is expected that our score will increase due to the changes implemented but further work will continue to be required and our focus on cyber security is now embedded as part of the everyday activities of the department. Cyber security is also the responsibility of all staff with guidance and education provided by the IT Security module on LearnPro.

We also have external 24hr monitoring of our digital traffic provided by NHS National Services Cyber Security Operations Centre (CSOC) Team. Recently they have alerted us with notifications regarding TSH staff who may have received malicious emails. The alerts are recorded and dealt with by IT Security Officer and the infrastructure team. All incidents are recorded on the Datix system and investigations are recorded. Our local onsite monitoring has also flagged up a small number of concerns but all have been successfully and safely managed.

Cyber security is a concern for all organisations and with an increase in vulnerabilities being discovered and attacks being reported within the media, this is an area that will be a constant source of discussion and requires regular support. To date there have been a few vulnerabilities that have been discovered that have had an impact worldwide which require assessments and mitigations put in place to ensure the security of the organisation's data is at a high level.

10 eHealth Collaborative Working

Collaborative working has continued to be prevalent, and has developed further over the last year. This has grown particularly with the use of Teams, with the eHealth department continuing to represent the hospital at several national eHealth groups, and work where possible with other National or Territorial Boards. We continue to have sight of national programs and projects within NHS Scotland, and benefit from national solutions wherever practical and applicable.

The groups on which State Hospital eHealth staff are represented include –
eHealth Leads Group,
National Infrastructure Group,
National IT Security Group,
National Board Digital Group,
West of Scotland Infrastructure Group,
West of Scotland IT Security Group,
Office 365 Project Group.

In conclusion, the eHealth department would also like to give thanks to all those who nominated them for the Special Recognition Award during the recent 2021 State Hospital Excellence Awards.

It was really appreciated by all of the team – thank you!