THE STATE HOSPITALS BOARD FOR SCOTLAND

eHEALTH ANNUAL REPORT

2022-2023

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1 Overview

The reliance on the services provided by the eHealth Department continues to grow. All departments within eHealth have seen an increase in request for assistance, with both the Information and Project Teams still managing a blended approach function effectively through combining working from home with on-site working.

They has been a strong focus on the delivery of HEPMA integration with our EPR Rio and Patient Digital Inclusion. The Infrastructure Team continue to support this work while maintaining the digital systems we all use daily. The integration between our EPR Rio and pharmacy's HEPMA system was successfully implemented and is operating well. The information fed from HEPMA to Rio provides real time information on the medication status of our patients. It removes the reliance on paper systems and is updated daily to ensure accuracy of the record.

Infrastructure support was also supplied as an essential contribution to support the installation and deployment of the new Key system.

The shifting of priorities for the Infrastructure Team continues to be a regular occurrence. This is in part due to the difficulties in retaining and attracting infrastructure staff to the team. Assistance to resolve this situation has been provided by the HR and Communication teams. Vacant posts are now advertised on social media as well as traditional methods of advertising. It is hoped this new approach will be successful in attracting new staff to the team.

The rollout of Microsoft 365 continues to be a challenge. While still benefiting from email and Teams the additional benefits expected from M365 are still on hold due to national issues – in the main under the control of NSS. We expect, however, to start work on our new SharePoint site in the next year. This has been on hold due to restraints requested by the national Organisation Development Group for M365. This group will advise when M365 capabilities are available with SharePoint being their focus at present. We have implemented M365's Advance Threat Protection (ATP) on our computer estate, but have yet to gain benefits from the use of Advanced Data Loss Prevention (ADLP), and Microsoft Information Protection Sensitivity Labelling and Retention capabilities but it is hoped the ODG will deliver guidance soon.

Work is ongoing to replace our fleet of printing devices. The replacement was put on hold during the pandemic and the current products are now approaching "end of life". Printing is still needed by staff, but the number of prints has reduced as staff turn to digital solutions. This is also due to the wider use of laptops by staff. The replacement printers are being downsized to reflect this change in practice, and smaller devices will have lower rental costs and will provide additional welcome savings to the budget.

There has been significant investment and time in meeting the requirements of the Network Information & Security Directive (NIS). The directive is in its second implementation and is a requirement of all critical service providers in the Scottish Public Sector. It is not solely focused on digital system but on the resilience and delivery of service across the Board but digital is its focus. Our submission will be uploaded in October with the Interim Report to be released the week commencing 27th of November. A management meeting to review the report is scheduled for the 6th of December, with the final report released the following week. This process will be repeated yearly until 2025. This process is reported separately to the Board.

With the support of the Procurement Team, we also successfully tendered for a replacement for our existing wireless network. The present wireless network is end of life and is no longer supported by the manufacturer. The wireless network replacement came in under the expected budget and we expect the new wireless network to be in place by February 2024. This replacement will deliver enhanced security controls provided by the network control software and will also importantly allow the expansion of our wireless network to accommodate any future requirements of the Digital Inclusion programme.

Our present video visiting system will be discontinued in December this year. This is also due to the end of life of the national video conferencing system and the move to Microsoft Teams. A replacement system has been identified and is subject to testing, and Near Me will take over as our video visiting system. This change is also supported by the national video conferencing team. They provide the access, configuration, and support for the NearMe system and this change, once implemented, will ensure we have continued access to video system that can deliver our video visiting requirements.

2　Information and Business Intelligence Team

The Information and Business Intelligence team continues to improve how TSH data is recorded and analysed, working with a wide range of stakeholders including medics and managers to help embed data in everyday practice.

The TSH suite of Tableau dashboards has continued to grow – recent dashboards including the new HR Dashboard, Modified Working, Incidents, and the HLT Dashboard. Charts include aggregated figures for PRN, Incidents, Seclusions, Observation Levels, Complaints, plus Physical Activity, Timetables data and more.

Following the upgrade to V23, a major focus of the last year has been looking at ways to use the new functionality in Rio. For example, dashboards have been developed in Rio which show as tabs on each patient's case record screen/clinical portal, including timetable data, BMI, Physical Activity, Daytime Confinement, PRN and DASA charts.

3　Infrastructure Team

The infrastructure team provide the support needed to several projects within the hospital. They continued to monitor, maintain, and update the digital infrastructure and equipment and the operating systems the rely on. This is a continual part of the work this team undertake this work while supporting the system used to assist deliver patient care. A new remote access solution has been in development and subject to testing should go live in the new year. Management of our M365 accounts has provided the volume of calls for the IT Helpdesk. As staff numbers have increased, the affective management of our M365 licences is crucial to mitigate additional licence costs.

Significant projects delivered by this team included –
　　Windows Advanced Threat Protection (ATP)
　　Replacement of patient movement and tracking system devices.
　　Upgrade to virtual environment software
　　Upgrade of storage software
　　Replacement of mobile phone management system
　　Replacement of key safe system

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

4   Health Records Department

The department continues to provide significant support for the Information Governance team with Freedom of Information (FOI) and Subject Access Requests (SARS) now provided by the Heath Records Department. The need for this support has grown over the year due to the volume of request received under FOIs and SARs. Further detail re the records department is contained in the IG Annual Report.

5   Information Governance

The workload of the IG team has continued to grow over the last year. This has been supported by medical records staff to ensure timescales for FOIs and SARs are met. SARS have caused significant load on the team with time extensions requested due to the large scale of some requests. National commitments have also increased while inter health board cooperation still continues to be a challenge. As in prior years, a separate Annual Report is presented from the IG team.

6   Project Management

The focus of the project team this year has been on identifying the possible needs and solutions to support our patients' digital inclusion needs. This required an extensive range of activities including meetings with the digital inclusion group, key stakeholders, security and clinical departments. The project team have also consulted other high secure hospitals and other organisations within the four nations to ask what plans they have relating to Digital Inclusion.

The culmination of this work was presented to CMT this year with the final stage of the process being a digital inclusion workshop in October with attendance from all areas of the hospital. The output of this workshop will form the final specification output for the future programme of patient digital inclusion at TSH.

The project team are also still involved closely with the national groups for the Microsoft 365 programme. They are also waiting for guidance from the ODG on the next stages of the M365 program that will be delivered. This project has been challenging but this has been recognised and will be delivered in line with national guidance.

Other projects being managed by the project team are:
NSI Finance Dashboards
Microsoft 365
National Catering Information System (NCIS)
Patient Bank/Kiosk System
Ricoh Printer Replacement
Replacement of Video Visiting system

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

7   Future Priority eHealth Projects – 2023-2024

- Disaster Recovery Test Plans:
- Office 365 additional functionality.
- Patient Digital inclusion.
- Wireless Network expansion.
- CORE Network Switch replacement
- Internet Reporting system

8   Digital Inclusion

The key projects currently under development being focussed on are –
- Video Visiting – change to Near Me Platform
- Patient Interactive Education Resource

Consideration is now being given to future priorities –
- Replacement of OneLan Screens
- Used of Cloud based systems
- Use of Cloud Based Storage

This programme is also reported separately in full detail to the Board.

9   Cyber Security

The second incantation of the NIS audit process takes place in October 2023. Changes have been made to the criteria for this audit after a review of the previous audit. NIS evidence previously submitted is still valid although needs expanded. After significant focus on the NIS requirements, we expect to see an increase in our compliance position this year. Cyber security is a constant concern for the eHealth department but all staff have a responsibility to work safely in the digital world. Guidance and education is still provided to staff by the IT Security module on LearnPro and by the newsletters distributed throughout the year.

Our monitoring system has continued to be effective with several malicious files being quarantined and disabled before causing any harm. 24hr monitoring of our digital traffic is still provided by NHS National Services Cyber Security Operations Centre (CSOC) Team and the SWAN Team at Capita. We still receive security notifications regarding TSH staff and malicious emails. The alerts continue to be recorded and reported at the eHealth Sub Group. Any actions taken by the IT Infrastructure and IT Security Manager and the infrastructure team are recorded on the Datix system for further investigation by the Risk team. At present our systems have been fit for purpose but, as cyber-attack vectors change, vigilance and education is key to ensuring we continue to be virus free.

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.
    M365 Renegotiation Team