

CareCentric

The UK's most widely used electronic health and shared care record



Graphnet Health was formed over twenty years ago and is today the UK's leading supplier of interoperable shared care record solutions to the NHS and care services.

We are a British company with a pedigree as a healthcare and IT specialist. All our products are designed by care professionals specifically for use in the UK health and social care system. Our products are tried, tested and relied on by thousands of professionals every day to make decisions.

Graphnet has unrivalled deployment and support experience in the field of data extraction, business intelligence and the creation of cross-community health records. Our team of experts work on every deployment and are also available for consultancy services. We have successfully deployed over 40+ CareCentric solutions, which include extractions for over 1,000 GP practices.

Graphnet's ethos is to work closely and collaboratively with our customers and IT partners. Our mission is to make a lasting difference to the quality of care by supporting the delivery of integrated NHS and local authority care services.

CareCentric holds data on more than 17m patients across the UK, and is routinely used by over 50,000 care professionals at over 40+ NHS organisations.



CareCentric – Integrating NHS and local authority care services. Uniting communities, sharing care.

CareCentric is designed to support the delivery of integrated NHS and local authority care services, allowing clinicians to work safely and effectively across disciplines and across organisations.

There are four maturity levels of digital care records, from a foundation-level shared care record to a full-blown population health management system. CareCentric supports all four of them.

Level 1: Sharing Information

A shared care record combines data from local systems to create a single care record. An entry level system might allow primary care and acute clinicians to view each other's records, for example. A full shared care record combines records from multiple types of organisation within a care community e.g. acute, community, mental health, primary care, independent treatment centres and adults' and children's social care data.

Level 2: Care planning support

The shared record supports the collection and update of community-wide assessment, alerting, task management, referral, Whatsapp-style communication, workflow and care planning applications – to support integrated, patient-centric care. Patient registers are created using risk stratification or manual assignment.

Level 3: Patient access

Patients can view and contribute to their own personal health record.

Level 4: Full Patient engagement

Patients are engaged in their own health through self-monitoring and the use of wearables, health promotion and education.

“Graphnet solutions are in place throughout our organisation and have been a key component in helping us continue to deliver a high standard of patient care. The systems are well liked and used by clinical staff – not only in our Trust, but also in our neighbouring acute hospitals and the Dorset community, enabling us to provide improved cross community care.”

Tracie Tiller, Applications Manager,
Poole Hospital NHS Foundation Trust

“The system keeps a record of allergies and this is very important information when prescribing other medications.”

A&E Consultant, NHS Telford & Wrekin

“It's fantastic for us on the admissions unit. We used to request GP faxes from surgeries to obtain medical histories and we had to wait for the faxes to come through, which delayed our work and the supply of patient medication.”

Hospital Pharmacist, Trafford

“The new electronic record allows appropriate colleagues to find the patient's story without them having to tell it all over again, either when they are in crisis, or for a simple enquiry. Colleagues can communicate with each other about progress and events easily and promptly, enhancing timely care.”

Clinical lead for the project, NHS Western Cheshire

CareCentric comprises the following modules:

CareCentric Highway

An integration engine integrates data from a wide range of health and social care IT solutions and makes that data available on a single platform. It is pre-configured to extract and integrate data from the main GP, acute, community, mental health and social care systems.

myCareCentric Patient Portal

Allows patients to log in from home and access their own records. Organisations are able to define the type of data which will be shared with patients and how it will be displayed. The patient portal includes all the security controls you would expect from this type of solution, including secure registration and high security password management.

CareCentric Gateway

An Electronic Care Record and portal which presents users with a unified view of the data extracted by Highway. It provides a single care record which allows teams from multiple care settings to work together to deliver a coherent, integrated service to patients and clients.

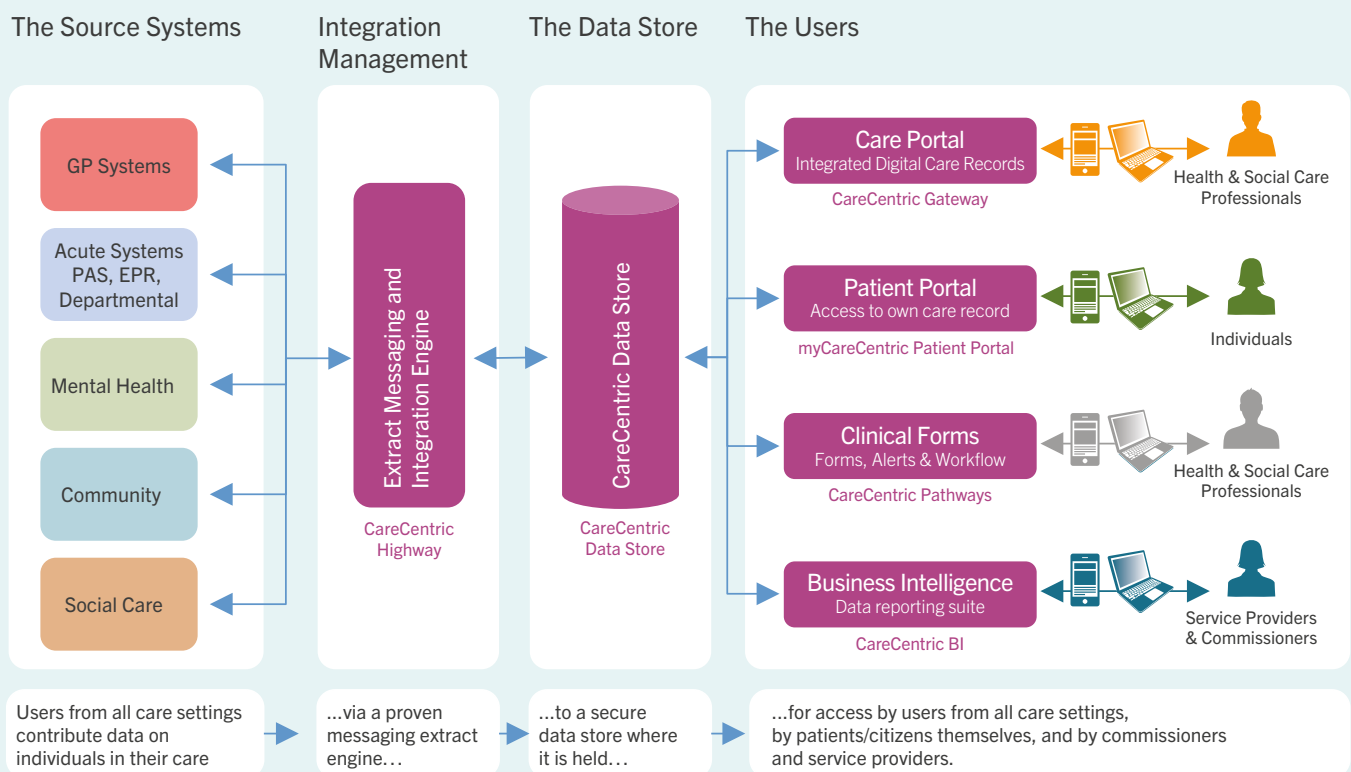
CareCentric BI

A data warehouse and reporting suite that sits on top of the CareCentric data store and allows users to develop standard and ad hoc reports. The solution is based on Microsoft SQL Reporting Services and can be supplied with a range of templates including QOF, risk stratification and operational and management reporting.

CareCentric Pathways

Our development studio, which supports organisations in the replacement of paper with electronic forms. Forms can display both electronically captured and manually entered information, offering a flexible solution for users looking to streamline business processes and move towards a paper-free or 'paper-lite' environment. CareCentric Pathways enables multiple organisations to share information for identified groups of patients, such as multi-disciplinary care teams treating patients with long term conditions.

CareCentric solution overview



The benefits of CareCentric – Graphnet works in partnership with its customers to help them identify, monitor and realise benefits over the life of their project.

Every CareCentric deployment shares one or more of three important characteristics:

- ▶ CareCentric shares key patient data across the entire care community. This means clinicians and professionals have immediate access to a full patient record at every point of care without having to request information from other care providers. This both reduces risk and helps clinicians to start treatment more quickly.
- ▶ The solution provides a platform for multidisciplinary and multi-provider assessments and care management. This makes it easier for groups of professionals to work together on a care pathway, increasing patient safety and eliminating duplicate data entry and records.
- ▶ myCareCentric Patient Portal actively involves patients in their own health, care and treatment. Patients can access their own records, help shape plans, control access to information and influence the care received, all of which means they are more engaged in managing their own health.

These features combined mean that CareCentric allows care professionals to develop care plans for patients with complex needs, such as:

- ▶ People with long term conditions such as diabetes and COPD
- ▶ The frail elderly
- ▶ People nearing the end of their life

The single care record makes it possible for teams of people to work across organisational boundaries to provide care according to the plan.

The benefits of sharing data are obvious to anyone who has interacted with the NHS either as a patient or as someone involved in the care of relatives or friends. As well as improved patient experience and outcomes, CareCentric delivers financial savings and efficiency gains:

- They include:**
- ▶ Reduced length of stay
 - ▶ Reduced A&E attendances
 - ▶ Fewer emergency admissions
 - ▶ Reduced repeat tests

CareCentric supports government initiatives, such as:

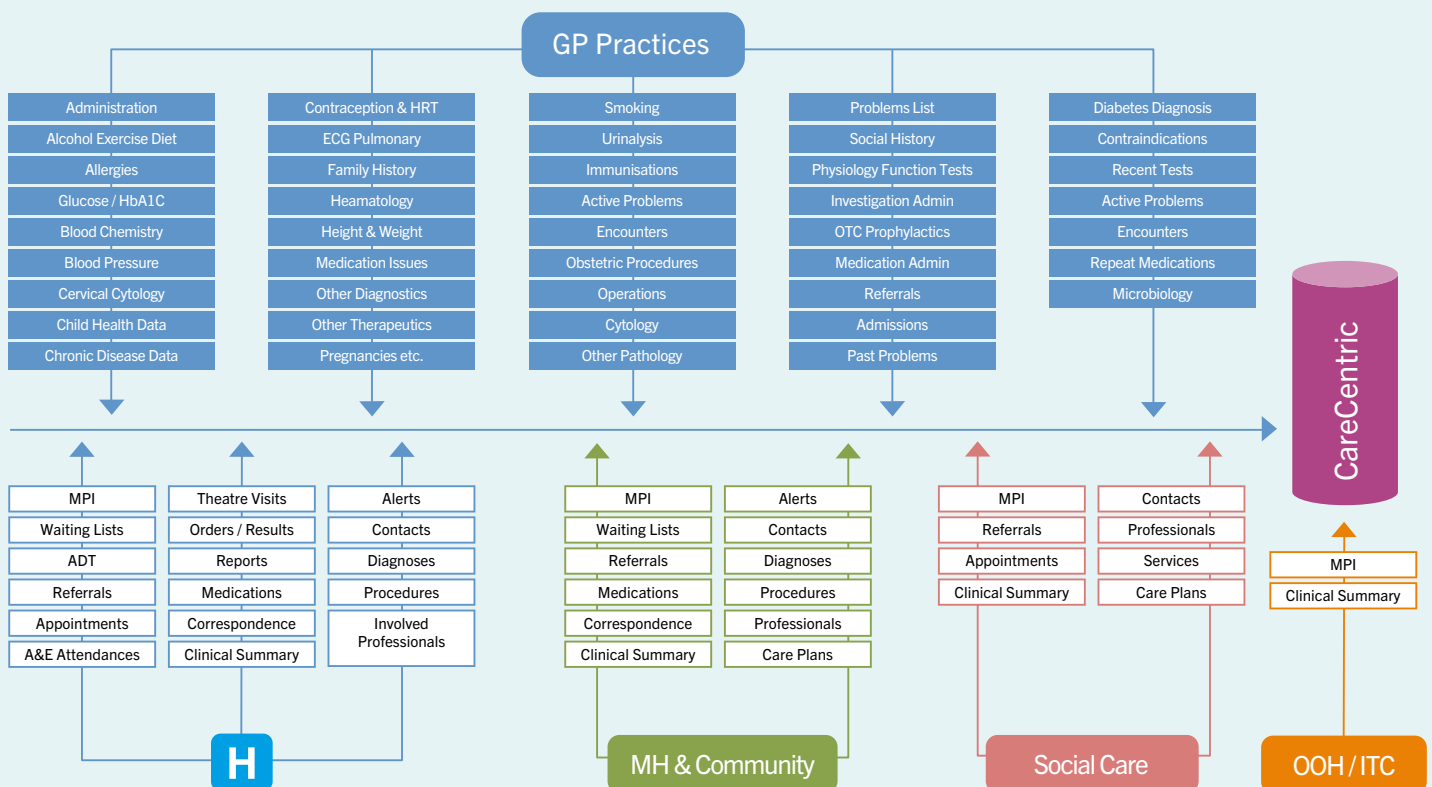
- ▶ Integrating health and social care and sharing information across organisational boundaries
- ▶ Electronic access to the patient record at the point of care
- ▶ Patient access to their records and patient engagement

“The Manchester Care Record provides our multi-disciplinary teams timely access to the right information so they can provide more effective, rapid and joined-up care to help keep patients healthy and out of hospital. Our evaluation so far has shown that there has been a significant reduction in secondary care activity for people identified as being at high, or very high, risk of hospital admission.”

Ed Dyson, Project Sponsor & Assistant Chief Officer, Central Manchester NHS CCG

Data Sharing

A typical data set for data sharing between GPs, Acute Trusts, Mental Health, Community, Social Care, Out of Hours Services, and Treatment Centres



The UK's most widely used shared care record – CareCentric holds data on more than 17m patients and is used by over 50,000 care professionals.

Graphnet's CareCentric product suite is already providing secure electronic patient records across GP practices, hospitals, mental health trusts, social services departments and whole local health economies.

Cheshire

The Cheshire Care Record is an integrated health & social care record for all health and social care organisations in Cheshire. It is expected to transform care for 739,000 residents across the county and deliver cash benefits of over £2m a year as well as substantial quality benefits.

Manchester

The Manchester Care Record is a single record which combines information from 3 CCGs, 3 acute Trusts, Manchester City

Council's social services department and 90 GP practices. Multi-disciplinary teams have developed 6,000 care plans for people vulnerable of unscheduled admission and are working together to keep them healthy and out of hospital.

Hampshire

Thousands of clinicians rely on Graphnet data to make clinical decisions every day. The Hampshire Health Record combines data from 166+ systems: 158 GP practices, 2 mental health and community trusts; 1 local authority; 4 acute hospitals and 1 independent treatment centre.. The result is a rich electronic record which gives clinicians and care workers, no matter where they are based, up to date information about their patients at the point of care.

"I use Hampshire Health Record for accessing consultant letters for my patients, enabling me to be up to date prior to my consultations with them. I also use it to access scan results and occasional blood results. It enables me to work more closely with the consultants in developing plans of care and keep track of previous medication changes."

Nurse Specialist, Hampshire

"It's invaluable when triaging or seeing a patient. I believe it gives me security to help make an informed decision; it provides the patient with confidence."

GP, Hampshire

Interoperability – CareCentric is fully interoperable and is specifically designed to build on investments the NHS and local government have already made in IT systems.

We connect to most of the major health and social care IT systems being used in the UK, including the majority of GP systems.

Graphnet is a signatory to TechUK's Interoperability Charter and a member of INTEROpen. The CareCentric messaging and portal products are ITK accredited.

We also have interfaces to:

- A broad range of departmental systems
- Multiple PAS and MPI systems
- Out of hours services (Aadastra)
- Social service systems (PARIS, OLM, Liquidlogic, Northgate)
- Mental health and community systems (RiO)
- Specialist clinical systems (pathology, radiology, order comms, A&E, EDM etc.)

In addition, CareCentric can be embedded in third party systems and can call screens from those systems with single sign on and within patient context. Third party systems can also be embedded directly into the CareCentric health record. This is a key feature in the widespread acceptance of the shared care record across a clinical community. It means that users can access patient details quickly from their everyday systems and they do not need to log onto or run multiple systems to see different parts of the record.

We connect to systems from most care IT suppliers, including:



"The integration of an electronic document management system into CareCentric means that clinicians can move seamlessly between native electronic documents and scanned documents – all within CareCentric and locked in patient context. This is essential for clinical safety, particularly when seeing large numbers of patients in an outpatient setting."

Dr Rupert Page, Consultant Neurologist & CCIO at Poole Hospital

"You just click on the CareCentric button embedded in our in-house clinical portal and 'bang' – you've suddenly got the GP in the room with you. It's something the clinicians have wanted for some considerable time because it gives them assurance and back-up. By bringing together GP, community, and acute data they get a much more complete picture of their patient's needs."

Simon Parton, Head of Software Services at the Royal Wolverhampton

CareCentric applications – CareCentric is used by CCGs and service providers in many different ways to improve the quality of patient services:

Acute hospital EPR

A number of acute Trusts use CareCentric as their primary electronic patient record.

For example, Poole Hospital NHS Foundation Trust assembles a single record from systems including PAS, pathology, radiology, scanned referral letters, A&E discharge information, neurophysiology results, medical photography and cardio respiratory results. CareCentric is also used to allow primary care and community users immediate access to secondary care information.

The Trust makes extensive use of CareCentric Pathways to build its own forms and collect information electronically, such as community falls assessments, haematology management plans, leg ulcer reports and epilepsy service reports.

Reporting

The CareCentric data store collects and collates data from systems all over a care community. This data is available for reporting, analysis and research both an ad hoc and routine basis – by pulling data directly from

the store, or by feeding third party products such as local data warehouses and Crystal Reports. Several CCGs create data extracts for use in risk stratification and case management and screening programmes.

At Wolverhampton CCG, for example, data is used for a range of purposes including diabetes analysis, Quality and Outcome Framework reporting, and tracking childhood vaccination and immunisation uptake. The CCG also runs proactive reports on health issues as they are required.

In Hampshire, research projects have included looking at the quality of care and outcomes for patients with diabetes and the linking of GP records with elective surgery records to look at post-operative wound infection rates. Another project involved examining variations in practice in GP testing of 17 to 25 year olds for chlamydia.

Integrated Systems

Many CareCentric deployments are built around Graphnet's interoperability framework. This makes the shared care

record callable from the various operational systems used across the health community and makes access to the records much faster. It also avoids the need for clinicians to log in to multiple systems.

As an example, many deployments, including Stockport, Hampshire and Salford, call the CareCentric shared care record from the Adastral system so that clinicians working in the out of hours service can see the wider health community record by pressing a single key within Adastral. Similarly GPs and other users of EMIS Web and InPS can call the shared record directly from their consultation screens.

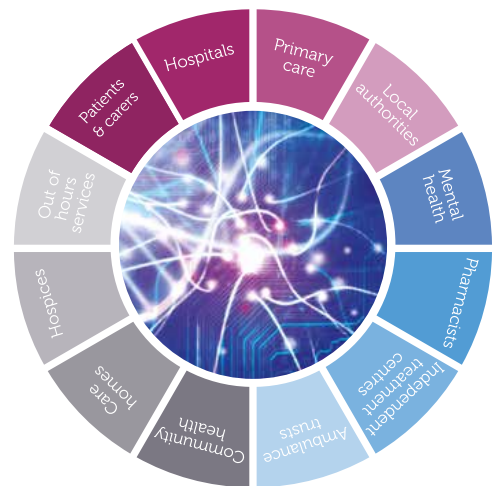
"It makes it quicker for me to do my job, and ultimately that means I can sort out any queries regarding patient's medicines quicker so the patient is prescribed the correct and appropriate medication as soon as possible."

Community Pharmacist, Hampshire



Key CareCentric features:

- ▶ CareCentric integrates with IT systems already in use by care providers, avoiding the waste of 'rip and replace' solutions.
- ▶ CareCentric can be deployed incrementally against a phased project plan to meet the user's financial and resource requirements.
- ▶ The data stored within the CareCentric data store forms a medico-legal record making it simple to review a patient's care and produce evidence of data used to make clinical decisions.
- ▶ CareCentric includes comprehensive role-based access and audit facilities which are used to give providers and patients confidence that their data will be well managed and kept secure.
- ▶ Complete, current view of the patient: Comprehensive shared records are built by concurrently drawing data from the CareCentric repository and displaying this in a single view therefore saving time.



- ▶ Real-time information: Updates are performed in real-time and/or near real time via standard messaging or via the upload of defined data extracts from source systems



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