



LORENZO REGIONAL CARE

THE
FUTURE OF
INTEGRATED
HEALTHCARE

THE CSC ALLIANCE
Working with NHS Connecting
for Health to deliver the
National Programme for IT





Better information better health

The NHS has long been under tremendous pressure to modernise, improve patient care and spend public funds in the best way possible to achieve these objectives. NHS leaders have therefore sought to realise improvements in how management and clinical information is collected, analysed and shared, with the aim of achieving efficiencies, developing better ways of working and providing a better experience for both patients and staff.

To achieve this may at first seem overwhelming. After all, the NHS has to cope with vast quantities of patient related information across multiple organisations. For example, in any given week over six million people visit their GPs, 800,000 people are treated in hospital clinics, and thousands of operations are performed. This means that there are around 3 million critical processes per day that need accurate patient and clinical information to be immediately available.

The challenge, however, has been that while many individual GP practices, hospitals and community Trusts currently have sophisticated technology supporting their operations,

such information across multiple care settings has not been joined up or been readily accessible. Providing a solution that underpins this demand and ensures a greater degree of integration of services has therefore been a key tenet of the National Programme for IT.

Lorenzo Regional Care is much more than just an upgrade to existing IT systems. Accompanied by the right organisational change there is the potential for significant service improvement benefits in line with the NHS's strategic direction. This document outlines the key benefits of the solution.

Although Lorenzo is a single solution, it is being delivered in a number of

deployment units, each one extending and building on the one before. This allows NHS organisations to tailor a deployment approach to suit their requirements. The deployment units that are available now are displayed in blue boxes in the diagram opposite. The green boxes indicate deployment units that are in development during 2009/2010. Individual units can be deployed as a single project or grouped together to achieve wider benefits. Some functions are generic and deployed as a standard part of any delivery project. These are represented by the yellow boxes below. The remaining deployment units (the grey boxes) will be available later.

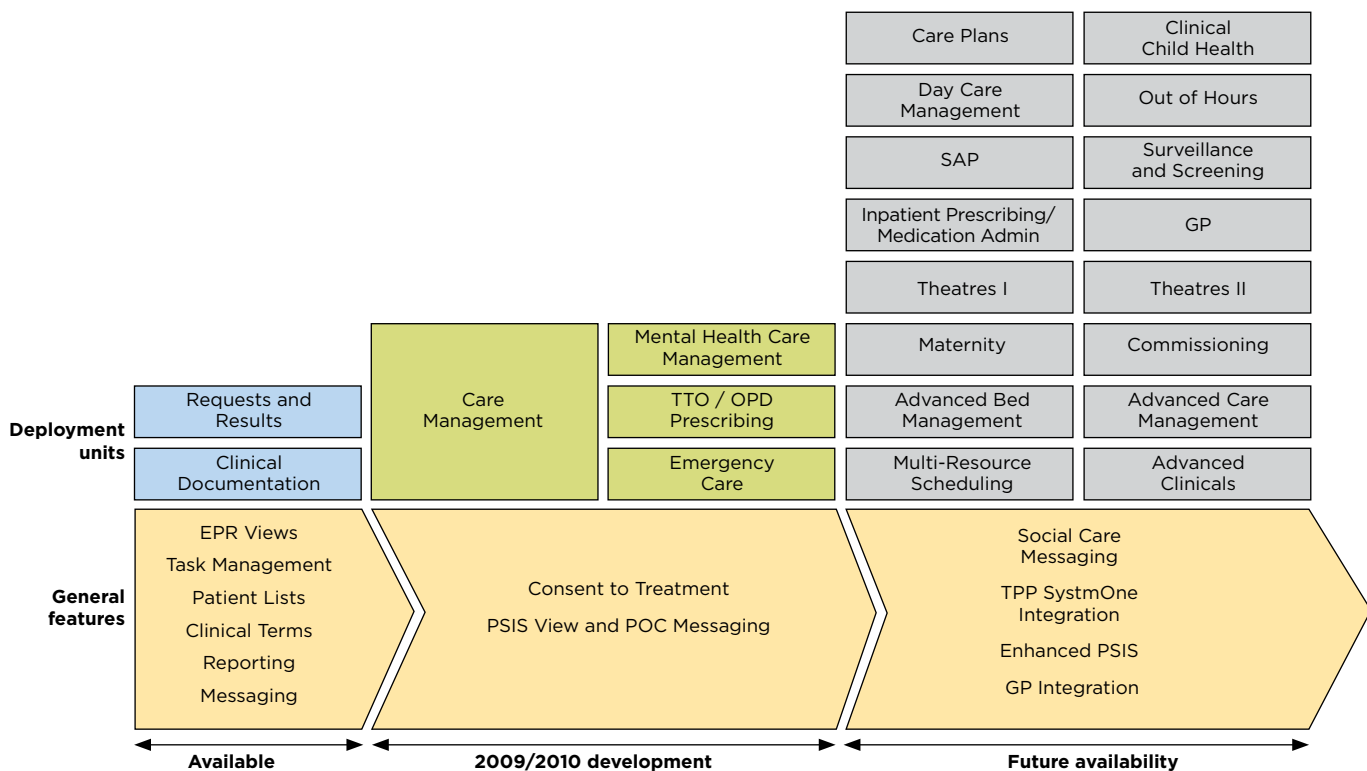


“The partnership working between our team and CSC was exceptional. Very often in a public private partnership there are a number of agendas but as Chair of the Project Board it was apparent that everyone was working for the same goal and prepared to go out of their way to get things right.”

Managing Director Provider Services
South Birmingham PCT (Lorenzo Early Adopter)

“People will, increasingly, expect an integrated system that looks after patients’ needs, providing an efficient hassle free service. Innovations such as the Electronic Health Record will fuel such expectations; patients are likely to be less accepting of requests for repetitive information or communication weaknesses.”

Derek Wanless



The benefits of Lorenzo are real and extensive. The solution provides a foundation for long-term and ongoing service improvement. A selection of key benefits available now is categorised below.

KEY BENEFITS

FOR PATIENTS

Helping to improve the patient experience, by using a system designed around the patient's needs

- Quality of care – confidence that clinicians have access to a shared record providing a consistent view of patient diagnosis and treatment to make better informed decisions
- Seamless care – comprehensive information in a single record enables subsequent carers to treat the patient efficiently in different locations and care settings, and enhances patient choice
- Faster, more responsive service – integration of requests and results, task management, care plans and access planning leads to a streamlined service and reduces duplication
- Security and confidentiality – clinical information, securely stored, accessed only by clinicians with a legitimate relationship

FOR CLINICIANS

Helping to improve the quality of care and reduce clinical risk, by supporting clinicians better

- Reduced clinical risk – a shared electronic patient record and standard assessments increases the visibility of accurate information at the point of care
- Improved clinical outcomes – better informed clinical decisions through the use of shared records and standard protocols
- Improved task management – an integrated task management tool, together with features such as patient lists and alerts, can enhance workflow
- Improved communications – real time information instantly available between clinicians and across care settings reduces unnecessary communication and duplication

FOR ORGANISATIONS

Helping to optimise resources and financial performance, by reducing operational inefficiencies

- Increased efficiencies – promoting more effective use of resources, such as bed management, and reducing time spent on indirect care activities, such as managing paper records
- Cost reductions – fewer duplicated tests, improved discharge times, prevention of unnecessary admissions
- Increased financial control – through integrated use of standard and accurate electronic clinical terms
- Seamless patient journey – cross organisational working, driven by improved collaboration between healthcare professionals and better end to end processes

“We are excited about the potential Lorenzo offers us to improve the way clinicians are supported in the care we deliver to our patients. We are confident that this achievement will enable the Trust to manage the wider introduction of Lorenzo Regional Care.”

IT Clinical Lead and Consultant in Emergency Medicine
University Hospitals of Morecambe Bay Trust (Lorenzo Early Adopter)





“Lorenzo will support clinicians and managers to harness the technology of our 21st century digital age for the betterment of the health of the population.”

CSC Clinical Director

Lorenzo Regional Care

The Lorenzo Regional Care solution will support clinicians and managers, and indeed empower patients, to harness the technology of our 21st Century digital age for better information and better health of the population.

The Lorenzo Regional Care solution will provide one complete patient/user record that can be accessed across all care settings within a local health community and beyond. It has been developed with the NHS as part of the National Programme for IT and will give individual organisations an unprecedented ability to join up their services and share information.

For the clinician, Lorenzo Regional Care will support improvements in the quality of care they provide through the use of integrated care pathways which will in turn directly support the NHS' vision of:

“a single health and well-being service in every community, shaped around the user, not the organisation”. Clinicians can also expect to deliver safer care by using systems that give them access to a full patient record, which will give them complete information to make appropriate clinical decisions and reduce errors such as by alerting them to possible drug interactions and patient adverse reactions.

For managers and other NHS leaders, the Lorenzo solution will help build a clearer picture of the overall health of an organisation. Specifically, they

will be able to capture patient related activities and clinical outcomes that will support the implementation of more efficient business processes.

Lorenzo Regional Care therefore provides a solution which will help address the major clinical and administrative challenges faced by the NHS in an ever more demanding environment. In short, it will act as a powerful enabler to help realise the full potential of the NHS, by empowering clinicians and managers with the information they require, where and when they need it.



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CSC

The mission of CSC is to be a global leader in providing technology enabled business solutions and services. CSC makes a special point of understanding its clients and provides experts with real-world experience to work with them. For 50 years, clients in industries and governments worldwide have trusted CSC with their business process and information systems outsourcing, systems integration and consulting needs.

CSC Healthcare

Healthcare is a key part of CSC's global business. It has a strong track record of delivering successful government health programmes across Europe and in both the public and private healthcare sectors in the US. CSC has been providing IT solutions to healthcare organisations for 30 years, from public health departments to major public and private organisations working in healthcare provision, insurance, life sciences and pharmaceuticals.

About the CSC Alliance

The CSC Alliance is responsible for the delivery of the NHS National Programme for IT across large parts of England. Leading the Alliance is CSC, specialists in delivering IT services and solutions across the globe, employing some 9,000 professionals in the UK, and 91,000 worldwide. The CSC Alliance also consists of a number of partners who are well known for developing innovative yet enduring partnerships that deliver sustainable business value over the long term.

About the Programme

The National Programme for IT was established by the NHS to support the delivery of world class patient care and services. At the heart of the programme is the NHS Care Records Service, providing an integrated electronic care record that will support an estimated 500,000 staff and over 25 million people across our regions, including over 4,000 general practitioner practices, 100 hospitals, over 100 prisons and six ambulance trusts.