



INTEGRATED DIGITAL. WE'RE HERE TO HELP YOU.

Your guide to our services



Who We Are



Integrated Digital
Service Guide

We are iDigital

In June 2021, Alder Hey Children's Hospital and Liverpool Heart and Chest Hospital collaborated together to form an integrated digital service; iDigital.

iDigital (Integrated Digital) provide digital support services, including technical operations, system development, programmes/projects, analytics and training, to the two trusts. Through the integrated service which consists of circa 160 staff; shared teams have been formed to provide these services to the two trusts. The teams are overseen by a centralised Senior Management Team, reporting into the Chief Digital Information Officer who is a member of the board at each trust.



**Integrated Digital
Service Guide**





Meet Our Leadership Team



Integrated Digital
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Kate Warriner

Chief Digital Information Officer



Kate is the Chief Digital and Information Officer at Alder Hey (2019) and Liverpool Heart and Chest Hospital (2020) where she leads both Trusts integrated digital services - iDigital. Kate is the Co-Chair of the North West Informatics Skills and Development Directors/CCIO Network and is the UK representative on the Healthcare Information and Management Systems Society (HIMSS) International Advisory Council.

Kate is passionate about the NHS and the impact digital technology and innovation can make on improved clinical outcomes and the delivery of high quality, safe patient care.

Kate began her NHS career in 2000 and has held a range of digital leadership roles in primary care, acute care, commissioning and shared services across Liverpool and the wider North West region.

Kate is a music graduate from the University of Liverpool, and holds a MSC in Health Informatics. She is the Chair of the Maghull Wind Orchestra where she is also principal flautist and saxophonist with the Swingshift Big Band.

Ian Gilbertson

Assistant Chief Digital Information Officer – Data and Change, Deputy CDIO



Ian is currently the Assistant Chief Digital Information Officer & Deputy CDIO at Alder Hey and Liverpool Heart and Chest, responsible for the Data and Change functions within iDigital. Ian joined the Trust in 2019 and has played a key part in completing the Global Digital Exemplar Programme, achieving HIMSS Stages 6 and 7 and helping drive the integrated service between the two Trusts.

Prior to this, Ian graduated from Liverpool Hope University in 2008 with a Business Degree, before joining the NHS later on the same year. Ian has worked in various Digital Programme roles across Community and Acute settings, including Liverpool PCT, Royal Liverpool and Wirral University Hospitals.

Ian has significant experience in digital transformation and has a strong passion for delivery and benefits realisation. In his spare time Ian enjoys playing sport and spending time with his family.



Integrated Digital Service Guide

David Reilly

Assistant Chief Digital Information Officer – Delivery and Assurance



David has worked at Alder Hey since 2016 working in several roles, and is currently employed in a development opportunity position as Assistant Chief Digital Information Officer for Delivery and Assurance, reporting directly to the Chief Digital Information Officer

David started his NHS career in 2009, starting as an IT support engineer, working within a third line support team. From there David moved to St Helens and Knowsley as a Technical Support Developer. During this time David trained in the field of HL7 integration and became a Mirth certified developer.

David is a graduate of the University of Liverpool and is a keen football fan.

Leila Brown

Associate Director of Digital Transformation



Leila is the Associate Director for Digital Transformation at iDigital, supporting the Programmes and Projects, Training and Clinical Systems teams across Liverpool Heart and Chest and Alder Hey Children's hospitals.

Leila started in the NHS in a clinical role as a rehabilitation engineer, designing bespoke equipment for complex patients who couldn't be assisted with off-the-shelf products, working across over 15 different Trusts. She then worked in the gait lab at Alder Hey before moving into transformation as a project manager, working on a number of projects aiming to improve experience for both staff and patients.

Leila has an Masters in Engineering from the University of Leeds and loves camping and running in her spare time!



Integrated Digital Service Guide

Leanne Fearnough

Associate Director of
Operation IT



Leanne is the Associate Director of Operational IT support the development and delivery of all technical support services and teams across Liverpool Heart and Chest and Alder Hey Children's Hospitals.

Leanne started her NHS career as an Information Systems Specialist whilst studying for her BSc (Hons) Degree in Information Systems in 2006 with the responsibility of developing staff intranet and websites. She then moved into technical project management leading on capital builds and technical implementations such as networks and telephony. Leanne moved into Operational IT Management at Alder Hey in 2011 and is passionate about quality service delivery and continual service improvements with patient care at the centre of what we do. During her time at Alder Hey Leanne has been responsible for the technical delivery of significant transformation programmes such as the transition to Meditech 6 and the move to Childrens Health Park in 2015. More recently Leanne has played a leadership role in the integration of technical services across both organisations.

Leanne has a master's degree in Management Information Systems from the University of Manchester and has a keen interest in Risk Management, Business Continuity/ Major Incident Planning and Response and Cyber Security. In her spare time Leanne likes to travel.

Alex Garbett

Associate Director of
Data and Analytics



Alex is the Associate Director of Data & Analytics at iDigital, supporting Analytics, Data Engineering and Clinical Coding. Alex started his NHS career in 2011 as a Junior Data Analyst in his hometown of Shrewsbury before moving to Manchester to continue his career in the NHS. Alex has worked at Alder Hey and Liverpool Heart and Chest since November 2021 and is Chair of the Cheshire & Merseyside Data Leads Network.

Alex is passionate about the use of data in all areas of the NHS but particularly focussed on Clinical Outcomes and Quality Improvement. Alex has a Bachelors degree in Mechanical Engineering from the University of Sheffield. In his spare time Alex is an avid football and cricket fan.



Integrated Digital
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Jaswant Singh Sagoo

Associate Director for
Enterprise Architecture



Jas joined iDigital in October 2022 and is the Associate Director for Enterprise Architecture at Alder Hey and Liverpool Heart and Chest. Senior technical lead for a range of programmes across the service with responsibility for developing strategic direction of technology and leading the technical design, governance and assurance functions for systems and services. Jas represents local interests at several Cheshire & Merseyside groups - Digital Design Authority, Digital Diagnostics Network and the Core Cyber Security Group.

Jas is a NHS technologist at heart, working in the arena of Enterprise Architecture and Cyber Security. Passionate about enabling Digital transformation safely and securely whilst releasing benefits to our staff and patients. Strong background in IT Infrastructure, Cyber Security and Service Delivery within national and acute NHS settings. Bringing with him experience in delivering large technical programmes, most recent being around cloud first adoption.

Keen advocate for agile approach to delivery and working to the principles of 'working in the open – it makes things better' and as such often blogs about his professional work.

Outside of work Jas is focussed on his family and a keen woodwork enthusiast, and interests in art & design, self-development and all things tech.

Wyn Taylor

Head of Information Governance
and Data Protection Officer



Wyn is Head of Information Governance & Data Protection Officer for both Liverpool Heart and Chest Hospital and Alder Hey working within the Trusts' integrated digital service - iDigital. Having recently joined Alder Hey as part of the i Digital collaboration, Wyn has worked for Liverpool Heart and Chest Hospital since 2010, and prior to that Wirral University Teaching Hospital.

Wyn has worked in various operational and leadership roles within health informatics and patient administration services, including responsibility for information governance, patient administration (acute, community, radiology, outpatients, medical secretariat, waiting list management, booking and scheduling), clinical transcription, data quality, access to information, and health records services.

Wyn holds a Masters in Business Administration, a degree in Physical Education, Sports Science and Business Studies, and certifications in Data Protection, GDPR, Freedom of Information, and Information Security.



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Peter White

Chief Nursing
Information Officer



Peter qualified as a Registered Child Nurse at Nottingham University in 2008. Having worked on several wards in the QMC in Nottingham, moved to Alder Hey in 2012.

Joining the Paediatric Intensive Care Unit, Peter joined the Clinical Education team in 2014 and began digitising reference folders and developed a mobile phone app for staff to access documents which was very successful and presented at international conferences.

From there Peter joined the Badger Team, developing a bespoke electronic patient record system for PICU and specialised in interfacing and paperless charting.

Having a passion for digital transformation and implementation, Peter became Alder Hey's first Chief Nursing Information Officer in the summer of 2021.



**Integrated Digital
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Our Structure



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Our Structure

In January 2022, the iDigital senior management team worked to review and revise the service operating model, following the formation of iDigital. The model splits groups the services we provided into two core areas:



Data and Change

This area focuses on the elements of our service that relate to digital transformation and our use of data. Within these areas are our Systems, Training, Projects, Analytics, Data Engineering and Clinical coding teams.



Delivery and Assurance

This area focuses on the elements of our service that relate to delivery and assurance. Within these areas are our Operational IT, Enterprise Architecture, Information Governance, Access to Health, Medical Records and Transcription teams.



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The Structure of iDigital



Ian Gilbertson

Assistant Chief Digital and Information Officer
Data and Change & Deputy CDIO



Alex Garbett

Associate Director of
Data and Analytics

- Analytics
- Data Engineering
- Data Quality
- Clinical Coding
- Application Development



Leila Brown

Associate Director of
Digital Transformation

- Programmes and Projects
- Digital Training
- EPR/System Development and Optimisation
- Implementation and Adoption
- Integration
- Clinical System Support



Kate Warriner

Chief Digital and
Information Officer

- Relationship Management
- CXIO
- Governance
- Comms
- Finance
- Voice of Staff and Patients
- Staff Forum
- Delivery



David Reilly

Assistant Chief Digital and Information Officer
Delivery and Assurance



Leanne Fearnough

Associate Director of
Operational IT

- End User Support
- Service Desk
- CAB
- Operational Services
- Business Continuity



Jaswant Sagoo

Associate Director for
Enterprise Architecture

- Strategic Architecture
- Specialist App Management
- Contract Management
- Technology Roadmap & Prg Management
- Problem Management
- Cyber Security



Wyn Taylor

Head of Information
Governance and Data
Protection Officer

- Information Governance
- Access to Information
- Health Records
- Transcription
- Risk



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Our Values



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Integrated Digital

“We’re Here To Help You”

Our vision is to improve patient outcomes and transform healthcare delivery while providing the best possible digital experience to our colleagues, patients and families. To enable this we pledge to use digital technology and data to support the delivery of safe and outstanding care at every step.



Liverpool Heart and Chest Hospital

- **Inclusion**
We will create an environment where everyone is treated with dignity and respect and where the talents and skills of different groups are valued.
- **Make a Difference**
We will ensure that what we do contributes to providing outstanding care for our patients.
- **Person Centred**
Value each person as an individual - our patients, their families, each other and our communities.
- **Accountable**
Every member of staff takes personal responsibility for the services they provide, taking pride in the work they do.
- **Continuous improvement**
We will deliver the best service for our patients through continuously improving what we do and how we do it.
- **Teamwork**
We work together as one whole team to achieve our vision “To be The Best”



Alder Hey Children’s Hospital NHS Foundation Trust

- **Excellence**
We pride ourselves on the quality of our care, going the extra mile to make Alder Hey a safe and special place for children and their families
- **Openness**
We are open and honest and engage everyone we meet with a smile
- **Respect**
We show that we value every individual for who they are and their contribution
- **Together**
We work across the Alder Hey community in teams that are built on friendship, dedication, care and reassurance
- **Innovation**
We are committed to continually improving for the benefit of our patients



Integrated Digital Service Guide



Our Teams



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Digital Projects

The Digital Projects Team works collaboratively with staff across the hospital to enhance existing or deliver new technological solutions.

The team works collaboratively with the other teams across the iDigital service to implement digital solutions across the two Trusts and monitor the impact of the initiatives that are introduced.

They play huge part in coordination of both Trust's external accreditations, demonstrating the commitment to digital safety initiatives at Alder Hey. Example projects include the implementation of the Electronic Anaesthetic Record, Digital Communications the roll out of Isla Care and Closed Loop Medications.

Integration Team

The team provides support for checking the quality of data and updating any missing GP or other patient required information.

The team handle day to day service requests and troubleshoot a wide range of issues across multiple systems. The team play a critical role in the development of new requests/projects and programmes. The team have delivered many EPR/Integration developments this year, including systems such as Medisight, Isla Care, AH Anywhere, CHAA, NPEX/ICE, new GP letters, HCOMMS letter and SMS integration and the list goes on!

The Data Management Team

The Data Management team is made up of **Software Development and Data Engineering** across both organisations. Some of the things the team have been working on in the last 12 months include the new data warehouse; data feeds for the Targeted Lung Health Check programme; text message appointment reminders for all Trust services; Covid test and trace application; private patients application and the addition of Specialist Registrar referrals to the Urgent Referral system.



Integrated Digital Service Guide





Desktop and Service Desk

2nd Line/Desktop team is the internal team supporting hardware, software, peripherals, audio visual kit and telephony issues. Each critical area of the Trust is assigned a dedicated engineer to reach out to when immediate support is required. Our guys are out in the Trust checking devices and working with our specialist colleagues to find permanent solutions to any pesky, recurring technical issues we encounter on our travels.

The service desk provides a central point of contact for IT incidents and Requests, accessible 24/7, 365 days a year and endeavours to resolve technical issues at first point of contact.

Clinical Coding

Clinical Coding are responsible for the collection of clinical diagnosis codes clinical procedures and investigations. The combination of codes will produce a HRG (Health Resource Groups) for the Trust to collect payment for the patients care. The data is used for planning healthcare provision, monitoring of performance, Freedom of Information requests, bench marking, and audit.

Analytics

The iDigital Analytics service is spread over both organisations and are responsible for providing data and insight of a high standard which support evidence based decision making.

The teams have recently developed new Integrated Performance Reports which focus on what matters using Watch and Drive metrics and has overseen the shift from Red Amber Green

(RAG) rated reports to Statistical Process Control Charts. There is a big focus to increase Access to Data through uptake of Power BI Dashboards that further enable self-service, each organisation have a central point of access for all data requests via the Intranet.



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Digital Training

Delivers training across the whole of iDigital working directly with corporate.

Clinical and service teams to deliver training that improves clinical systems knowledge to enable better patient care and colleague satisfaction through the learning styles that suit each team and role.

This includes classroom-based face-to-face training with or without hands-on experience (including the use of kit), virtual through MS Teams with or without hands-on experience and self-guided through Moodle Workplace.

Systems include the core EPR and adjunctive systems together with elements of O365. Alongside formal training we also offer refresher sessions, workshopping, simulations and testing through any of the mediums already mentioned and manage our own Training support queue through the service desk.

The Operational IT

The Operational IT team provide technical support services which are fundamental to the safe and secure operation of the Digital platforms at both Alder Hey and Liverpool Heat and Chest.

The team are responsible for maintaining the Trusts virtual infrastructure, networks and cyber security systems. Alongside this the team support the other operational teams with the resolution of more complex support calls, procurement and business continuity incidents.

They are also a key player in the successful delivery of both the Digital Futures and Wider Trust strategic projects. The team are a relatively small team but are responsible for wide reaching technologies and enjoy their diverse role within the Trusts as no two days offer the same challenges.



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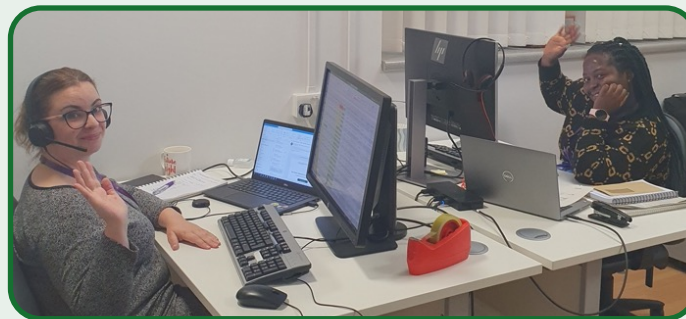
Digital Systems (Alder Hey)

The Digital systems Development team are responsible for the development and maintenance of the trusts' electronic patient record – Meditech.

Electronic pathway development encompasses Clinicians, Nursing/AHP and administrative staff to create bespoke documentation for teams in the trust and community. Alongside this, the team assist with any integrated 3rd party systems, such as iGrow, System C and Medisec to ensure the correct information is passed between them.

The team deliver any new development requests and changes to existing pathways in our monthly change cycle. This can range from new pathway development to enhancements or changes to existing pathways or problem solving.

A large portion of the pathways created require national reporting for funding or data collection needs. Digital Systems work closely with Analytics colleagues to create the relevant reporting tools to extract accurate data.



Digital Systems (LHCH)

The Team looks after the configuration and BAU of the digital systems at LHCH that include: PAS (Silverlink) Allscripts, Onbase, EMIS Web, tQuest, Carecube, Share2Care, MCAP, Attend Anywhere, NWS One Response.

We respond to queries and help users on a day-to-day basis. In the last 12 months we are proud to have been a key part of the Trust achieving HIMSS level 6. We have upgrade all the major clinical systems with minimal disruption to Patient Care. Implemented Closed Loop Medication administration, Integration of Blood gas results, PIFU, Long Covid Virtual Clinic, Supported Covid testing, treatment and the Community Medicines Delivery Unit. Over the year 520 system change request have been received, and 480 completed.



Integrated Digital Service Guide

Information Governance

The IG Team provide a pivotal service for LHCH and Alder Hey to ensure compliance with legal and statutory obligations around DPA, FOIA, confidentiality and document control processes.

Having a new integrated IG function has enabled significant output and change to support assurance and governance processes in both Trusts, keeping us safe, and supporting patient experience. The Team have been key to many projects including DPIA's, data sharing, and have led several IG collaborative work programmes nationally. Work ethic, professionalism and desire of the team to deliver above and beyond is evident through team values and 'can do' attitudes. The Team work collaboratively across IDigital which encompasses what IG is all about. The success of the team and outputs have culminated in fully compliant DSPT submissions for both LHCH and Alder Hey supported by strong external audit assurance which is a significant achievement in our first year of collaboration.

Health Records Scanning Bureau (LHCH)

Is a small team based at LHCH who manage the digitisation process of paper health records to digital format which are uploaded and stored within the patients EPR, EDMS and EMIS records.

The team follow a methodical process of document preparation, scanning and quality assurance to ensure high quality and efficient availability of health records to support clinical decision making and care of patients. The team scan circa 120,000 documents per year which equates to almost 900,000 pages a year. Since June 2013, this team have continued to support the digitisation process, with no physical legacy health records now held on site.

Tech Bar Team

The Drop-In is an additional service offered by the 2nd line team. It's the face of IT and provides personalised support on a one-to-one basis. No need to log a job. If you need help, just swing by the Tech Bar for support on the day. In addition to the Tech Bar, we provide a monthly Drop-In service out in the community as well as departmental Drop-in sessions on request.



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Access to Health (Alder Hey) Team

Manage information disclosures to patients and their representatives, courts, coroner's office, police, solicitors, and other NHS organisations for continuance of healthcare.

The team deal with highly complex and sensitive cases, which requires a multidisciplinary approach with clinicians, legal team, PALS, and safeguarding to name but a few. Core legislation the team must follow includes the Data Protection Act 2018, Access to Health Records Act 1990, and a range of other complex legislative and professional best practice standards. The work the team undertake is key to supporting the rights and freedoms of individuals, patient experience and protection and safeguarding of our patients and their families.

Transcription Service

The Transcription Service ensure clinical documentation and dictation by clinicians is transcribed and quality assured to support quick turnaround and onward dissemination of clinic letters, results and discharge summaries to GP's referrers and patients. This function is pivotal to the safe and efficient management of clinical care and patient pathway management which has been under significant pressure since the Covid pandemic. The team transcribe and quality assure circa 190,000 clinical letters per year and have observed increases in activity over the last 18 months. The team work closely with consultants, multiple service lines, PCO's and clinical divisions to ensure patient safety and availability of clinical correspondence in a timely manner.



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PACS & Clinical Imaging Systems

The team based at Alder Hey and LHCH manage the configuration and day to day running of multiple instances of PACS, CRIS, ISCV ; single instances of ISP, IEP, Syngo Via, CVi42, Cimar, Veye Analysis and reporting and configuration of medical devices.

The team have; developed and run the CAMRIN CAMDASH datawarehouse; developed the TLHC imaging, AI analysis and reporting pipeline and are working to expand the Healthy Liverpool Cardiology offering across CAM. They also support research and pilot initiatives such as the recent DIA pilot of AI analysis of echocardiogram

Cyber Security

The Cyber Security Team are responsible for maintaining the security of the Trust's computer systems. In order to do so they work closely with the Information Governance, Operational IT and Desktop teams, amongst others, in order to meet our statutory and accreditation requirements as well delivering proactive threat monitoring and response measures.

The Team ensures monitoring of key security indicators such as antivirus, system patching compliance, data leakage, etc and any associated alerting of threats such responding to Phishing emails. The team also responds to any external alerting, whether that be via National Cyber Security alerting or working with our Internal and external auditors, as well as local intelligence via forums such as the Cheshire and Merseyside Cyber and Information Governance groups.

The Team also ensures the Trust's compliance with external frameworks such as Data Security Protection Toolkit, Cyber Essentials, Secure Email, etc as well proactive work from the security review of new systems via our Data Protection Impact Analysis processes, to performing scheduled vulnerability assessments of the existing Trust network and systems, review of the Trust's IT policy set.





The Clinical Digital Team

The Clinical Digital Team is a team of nurses and an AHP. This team works closely within the iDigital team to support that team with the following:

- Providing clinical insights to the iDigital team to support successful implementations of digital programmes
- Can be found working in the iDigital team or within front line clinical services – identifying difficulties in both teams and supporting the development of solutions
- Have a significant role in supporting clinical safety in all projects and educating others on what this entails
- Support implementation of projects
- Support training on digital programmes to clinical staff to ensure successful take up of new technology and processes
- Support teams by process mapping clinical services to clearly demonstrate where technology can be used to make improvements to quality of care and quality of service delivery

CXIO Teams

The CXIO team consists of a variety of clinical staff including: consultants, AHPs and nurses. These clinicians work closely with all of the different teams within iDigital. They provide a variety of functions including:

- Providing clinical leadership across the service
- Linking in with specific projects to act as clinical leads, providing clinical knowledge and expertise
- Take a lead on aspects around clinical safety and clinical risks on all digital programmes
- Take on specific leadership roles in their corresponding divisions / specialities to communicate between clinical teams and the iDigital teams
- Support implementations of projects
- Provide updates to senior leadership teams in other areas on iDigital projects and feed clinical priorities back into the iDigital team
- Support the delivery of the strategies across both trusts



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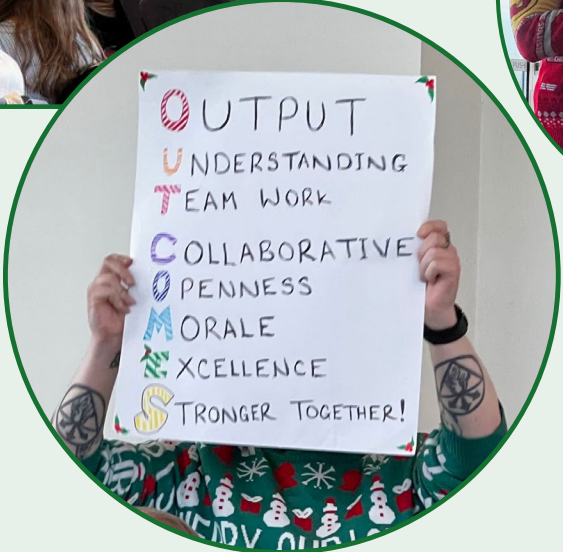
Health Records Service (Alder Hey)

The Alder Hey Health Records Team support processes for the digitisation and availability of health records in the Alder Hey Electronic Document Management system (EDMS) for direct patient care and clinical decision making. The team collect documentation daily which has been created for inpatient and outpatient activity, ensuring all records are methodically indexed and tracked prior to sending to our scanning partner to digitise the paper records to ensure availability within a 3 day timeframe, delivering 3 million scanned images per annum. The service also manages records sent to our secure off site storage facility supporting a retrieval and archive process to maintain the security and integrity of patient records. The processes the service have implemented for EDMS and document handling were certified against BS1008:2020 in June 2022 supporting the requirements of evidential weight and legal admissibility.



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Our People



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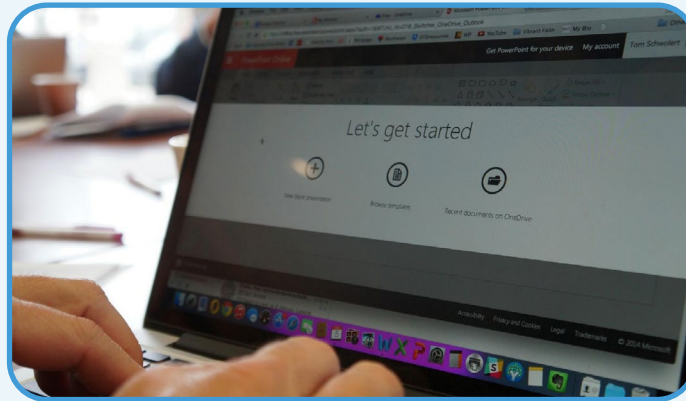
Staff Development & Engagement



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Online Training

iDigital is committed to continued staff development, offering all staff access to an extensive externally provided online training catalogue. This offers self-paced training in a wide area of topics and technologies. Our staff are offered protected time for staff development.



British Computer Society (BCS) Membership

iDigital also has a department wide British Computer Society (BCS) membership, offering every staff member the opportunity to become a BCS professional Member at no cost to the individual. The BCS offers a wide range of materials, training courses, and networking events for individuals.



Personal Development Reviews and 121's

All iDigital staff are provided meaningful Personal Development Reviews (PDR's), which offer the opportunity for reflection on previous performance and to plan for the year ahead.

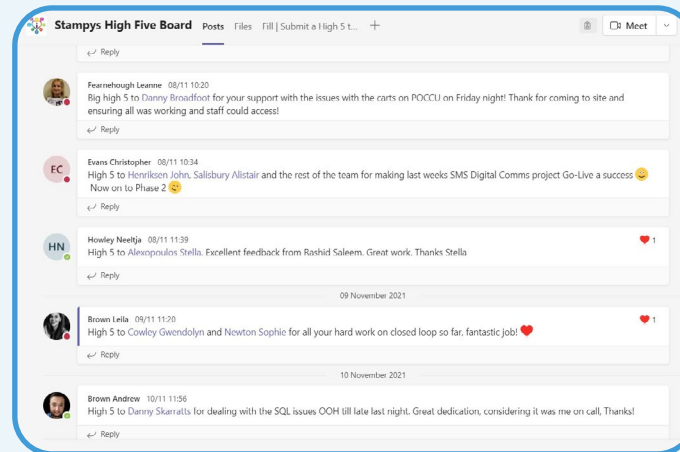
Through the PDR process personal objectives are identified and training requirements are recorded. Our line managers will then work with staff to enable delivery of objectives and ensure all training requirements are catered for.



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Away Days

The iDigital team get together once a year in person for an all staff away day. These are important events for team building, and to offer the opportunity to reward our staff. Previous away days have featured fun activities such as building bridges out of pipe cleaners, carving pumpkins, and who can build the tallest tower out of spaghetti competition!



Stampy's High Five Board

As part of recognising the brilliant work our staff do, we created a dedicate recognition board where staff can thank their colleagues and operational teams can add 'thank you's'. Each 'thank you' is read out in our all-staff meeting, and form part of an annual award.

The board is named after a much-loved colleague called "Andy Stamp" who sadly passed away during the COVID pandemic. Andy was an amazing technician and a brilliant person.



Integrated Digital Service Guide

Informatics Skills Development Network Accreditation

The Excellence in Informatics Accreditation Scheme recognises good practice in organisational workforce development. The Network also facilitates Special Interest Groups for sub-specialties including analytical data science, project management and IT training.

In August 2022 iDigital were recommended for the highest level of accreditation (Level 3). This is the first time an integrated service has been awarded level 3!



Thursday 13:15 all team meeting

Each week we run an all staff team meeting over Teams, chaired by our CDIO.

The meeting is a quick 15 minute catch up, to inform staff of developments in the service, the latest news from the trusts that we support and offer the opportunity for our teams to give an update as part of team of the day.

We also read out every high 5 that has been added to "Stampy's High 5 Board".



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Our Staff Forum



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Staff Forum

iDigital has a dedicated staff forum who act as a centralised voice for our staff groups. The forum has recognised budget and is able to act and action staff requests.

The forum has a recognised Senior Management Lead who provides support to the forum chair for any areas that may require escalation or attention. The forum plays a key role in areas such as:

- Planning away days
- Departmental interaction such as newsletters
- Department events
- Reward and recognition



**Integrated Digital
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Our Proudest Moments



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Achieving HIMSS Level 6 at Liverpool Heart and Chest Hospital

In December 2021 - Liverpool Heart and Chest Hospital NHS Foundation Trust achieved the HIMSS Analytics Electronic Medical Record Adoption Model (EMRAM) Stage 6 rating.

The twice outstanding rated specialist trust has a long history of development and investment in digital technology and earlier this year launched a new five year digital strategy.

The HIMSS EMRAM rating system is an international quality standard which measures the adoption and maturity of a health facility's inpatient EMR capabilities from 0 to 7, with Stage 7 being the highest possible rating. According to HIMSS criteria, Stage 6 means that the Trust has established clear goals for improving safety, minimising errors, and recognising the importance of healthcare IT.

In March 2021, LHCH was chosen as one of 7 trusts in the second wave of the NHSX Digital Aspirant Programme. This national digital scheme aims to support NHS trusts to improve their digital maturity and in turn help enable better health, better care, financial sustainability and better experiences for staff and patients.

The team are working towards Level 7 accreditation by the summer of 2023.



Achieving HIMSS Level 7 at Alder Hey Children's Hospital

In November 2021 - Alder Hey Children's NHS Foundation Trust has become the first specialist Trust in the UK and the first paediatric hospital in Europe to have been awarded EMRAM Stage 7 from the Healthcare Information and Management Systems Society (HIMSS).

EMRAM, or the Electronic Medical Record Adoption Model, measures the adoption and maturity of a health facility's EMR capabilities from 0 to 7. It tests for clinician documentation, including orders, e-prescribing, patient engagement and population health analytics.

Organisations that reach Stage 7, the highest level, have fully adopted and are harnessing technology to support optimised patient care.

Being validated at Stage 7, Alder Hey clearly demonstrates a significant commitment to improving patient safety and the overall quality of clinical care through the effective use and deployment of digital technology.



Integrated Digital Service Guide

Health Tech News Partnership of the Year Award 2021

Link
to article
[here](#)



Why?

The partnership aimed to provide a high-performing service to both trusts, improvements in staff development and wellbeing and financial savings.

Looking ahead.

The digital partnership between the two trusts hopes to continue to reap the benefits of collaboration, whilst ensuring that staff voices are heard and that teams can learn and adapt.

What happened?

The new service offers both trusts dedicated support teams as well as central teams to manage projects and infrastructure. This provides savings to the trusts but also offers the benefits of a consistent approach and the opportunity to share learnings. Both trusts have exciting and ambitious digital strategies and combining the digital services teams offers many benefits to staff, with increased chances of progression and an opportunity to input into how the new service is designed via a cross-trust staff council. A notable benefit is the greater range of digital expertise now at each trust's disposal, improving service provision and level of resilience due to a more robust structure to cope with leave, sickness, maternity and attrition. Staff have been able to gain knowledge and broaden their horizons, with staff development a key priority.

Other awards:

- **Health Tech News Excellence in engagement and communication (Highly Commended)** – iDigital were recognised as a highly commended in this category for their work on the Alder Hey Symptom Checker. This is an in house developed tool that allows parents and families to quickly assess the severity of their child's symptoms.
- **Liverpool Heart and Chest Significant Impact to Patient Safety Award** – this was award to the closed loop medications project team who were responsible for the implementation of and an end-to-end digital drug administration process. This process is contained within the EPR and is vital for reducing medication errors.





INTEGRATED DIGITAL. WE'RE HERE TO HELP YOU.

Contact us

If you need to log a support issue, please use one of the below methods:

Online chat and web tickets: <http://selfservice.xmerseyhc.nhs.uk>

Our service desk: **Alder Hey: 0151 252 5343 Liverpool Heart and Chest: 0151 600 1344**

Follow us on Twitter [@idigitalnhs](https://twitter.com/idigitalnhs)

For all other enquiries about our services please contact iDigital@alderhey.nhs.uk