

2023



INTEGRATED DIGITAL. REVIEW OF THE YEAR



A LOOK BACK
AT WHAT OUR
DIGITAL TEAM
ACHIEVED
OVER THE LAST
12 MONTHS!

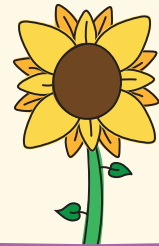
REWIND

Now let's look back at 2023!

At Alder Hey we started the year by helping shape the trusts new 2030 Vision.



VISION
2030



To achieve our Vision, we have set ourselves some ambitious goals...



We want to offer an unrivalled experience, guided by children, young people, and families



We want to support our people to have rewarding careers and be healthy and happy



We want to deliver pioneering breakthroughs, a world leader in research, innovation, and education



We'll collaborate for children and young people, bringing together a joined-up health and care system



We'll work smarter with partners to grow how much we can do and how well we can do it



We'll challenge ourselves with some tough targets to make sure we stay focused

Digital Letters goes live!

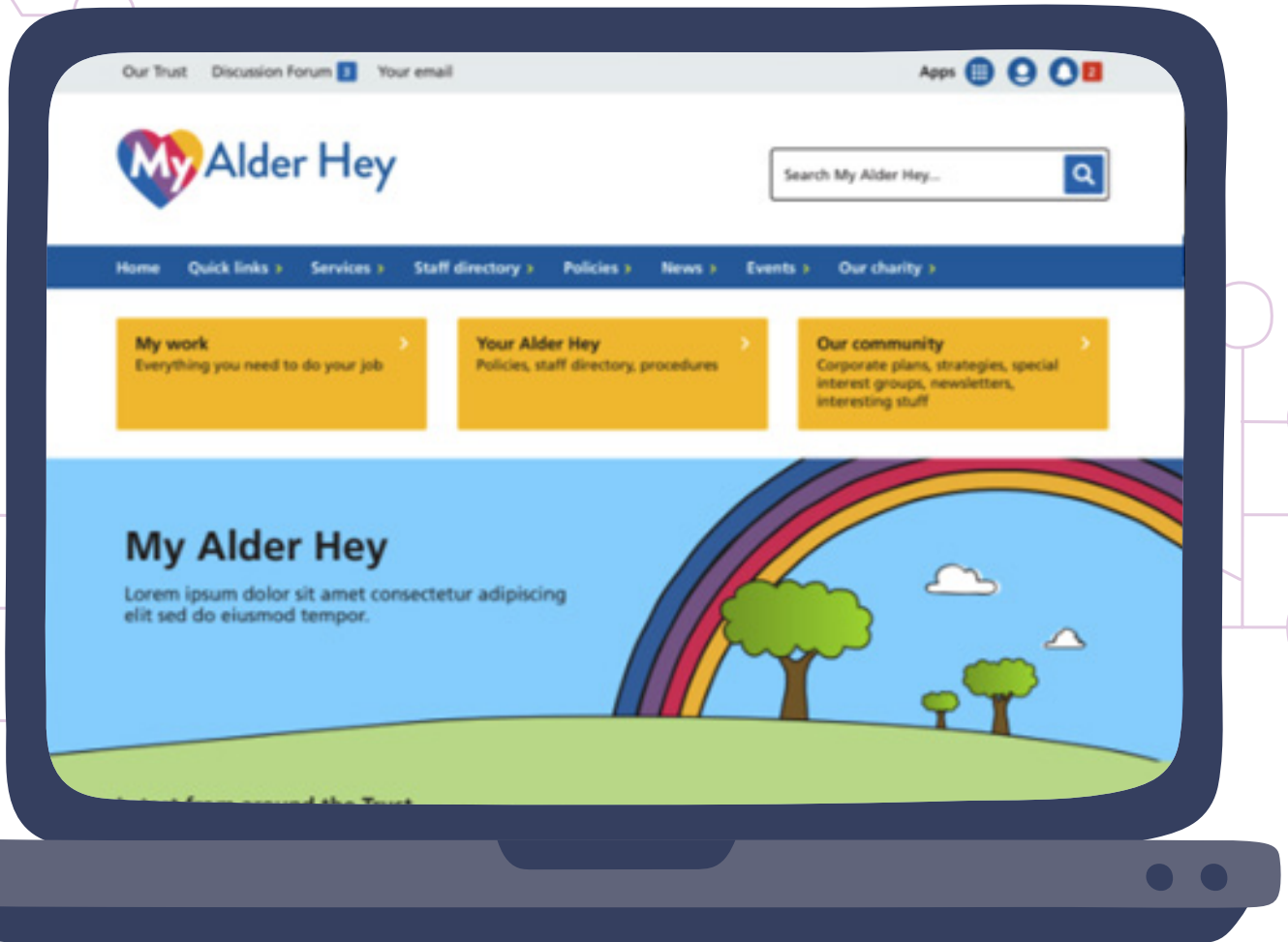
Liverpool Heart and Chest went live with Digital Letters. This solutions lets our patients view their hospital letters on digital devices.





Alder Hey's new intranet was launched

Alder Hey new intranet was launched. The new intranet has been designed using the latest web technology and ensures the site is fully accessible.





The iDigital team came fourth in the Alder Hey Charity Dragon boat race.



Tech Bar

In May the “Tech Bar” at Liverpool Heart and Chest was officially opened. This is a drop in service for our staff to come along to with a digital problem.



Risk and Incident Management



A new Risk and incident Management system went live at Alder Hey. This system allows the trusts incidents and risks to be managed from a central platform.

In this month we were also Highly commended for the HSJ digital Clinical Safety Award



HSJ  **DIGITAL AWARDS 2023**

WE ARE PROUD TO BE HIGHLY COMMENDED

Digital Clinical Safety Award

We celebrated our 2nd Birthday!!!



To celebrate we held an all staff away day at Aintree Racecourse.



Hannah Thompson wins the Wider Leadership Team Award 2023. Presented by LHCH Chair, Val Davies and AH Non Exec Director, John Kelly.



We also set the team a challenge to design a pebble that could go into our patient gardens



We celebrated our 2nd Birthday!!!



We were treated to an inspirational talk by the Brilliant Dr Kate Allatt

In July Alder Hey's Quality Improvement and Delivery Management Office teams joined the iDigital service.



**BRILLIANT
BASICS**



Our Quality Improvement team help our teams make small changes which can have big impacts! They use a Brilliant Basics methodology which has seen huge benefits across our departments including Pharmacy and our ward based teams.

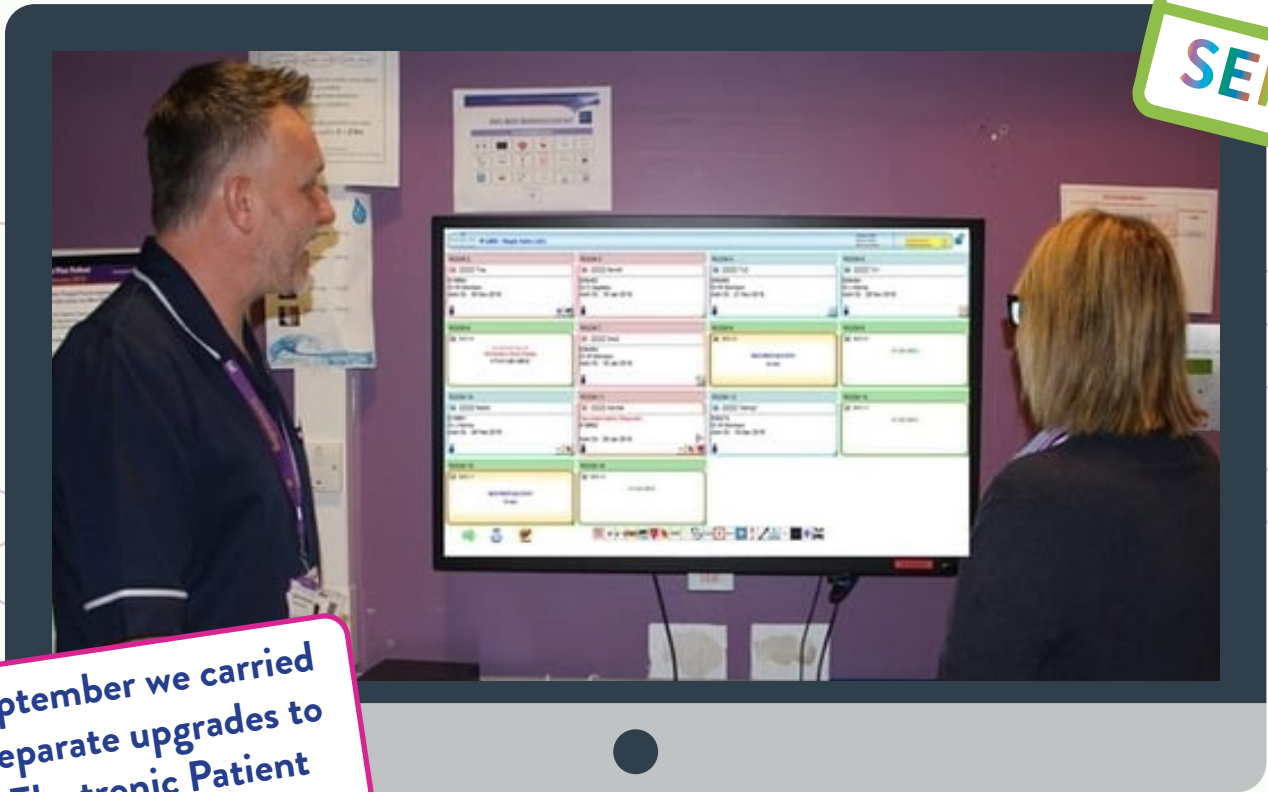
The Delivery Management Office (DMO) is responsible, on behalf of organisational leaders, for delivering change. The primary role of the team is to establish and maintain project management standards, processes, and best practices, aligned to Brilliant Basics principles, to ensure that projects and programmes are delivered efficiently, to help the organisation achieve its strategic objectives.



Alder Hey Tech Bar

In August we revamped our Alder Hey Tech Bar to match the amazing design of our Liverpool Heart and Chest Tech Bar. The Tech Bars play a key part of the service we offer, with teams on hand ready to help our staff (and sometimes patients) whenever they call in!





In September we carried out separate upgrades to our Electronic Patient Record systems at Liverpool Heart and Chest and Alder Hey.

The upgrades ensure our teams have access to the latest functionality to provide care to our patients.





PUMPKIN CARVING

iDigital Pumpkin Carve up competition!

In October we held our iDigital Pumpkin Carve up competition! Our teams came up with some amazing competition entries!



Liverpool Heart and Chest Hospital
NHS Foundation Trust

Home About Us Our Patients Our Services GPs & P



Delivering **World Class** Health Care and Research for

Liverpool Heart and Chest website relaunch!

The Liverpool Heart and Chest Website was also redesigned and launched. The website has been designed with user experience at the forefront of the design!



JOINT WINNERS!



In November, our iDigital team were awarded joint winners of the Liverpool Heart and Chest Team of the Year award!



December 2023



We held our Christmas all staff away day!

We had a brilliant talk from Microsoft's first ever head of Digital Marketing – Allister Frost.

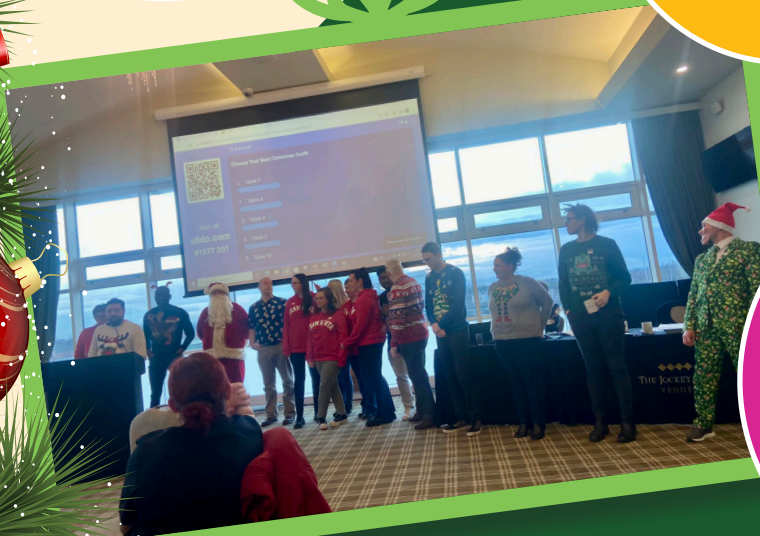


There was an excellent guess who quiz featuring our Senior Management Team singing Beatles songs!

In the afternoon session our teams gave the traditional Christmas panto an iDigital twist!



Our away days provide an amazing opportunity for our staff to come together and share in learning, with many laughs along the way!



2023...

A YEAR IN NUMBERS



5,752
People trained



6,447
System support calls



3,725
DQ checks



469
EPR developments



2,500
Sit reps and submissions



50,000+
Episodes coded



59
Interfaces created



30
Projects delivered



1,800
Requests for data

- Governance
- CXIO
- Communication
- Staff Forum



- Voice of Staff and Patient
- Delivery
- Finance



300
Requests for change



700
Servers maintained



11
Cyber alerts



740
Devices deployed



1,864,440
Documents scanned



1207
FOI requests



56,529
Service desk calls



300,000
Images sent to PACS



179,842
Letters created

LOOKING FORWARD TO 2024...

TO DO LIST

HIMSS STAGE **7**
EMRAM

Following on from achieving HIMSS Level 6 accreditation, Liverpool Heart and Chest will be going for Level 7 accreditation. This accreditation is internationally recognised, and assesses the level digital majority within an organisation.



Over at Alder Hey, work continues in turning our 2030 Vision into a reality!

The vision is a truly revolutionary approach to transforming the services provided to our patients.



Follow us at @iDigitalnhs