

THE ROYAL COLLEGE OF RADIOLOGISTS



POWERED BY MEDCURRENT

Clinical Decision Support

Agenda



Benefits of a CDS for Barnsley Primary Care

Communication and Training Strategy

Post Go-Live Optimisation and Support

Identify Next Steps

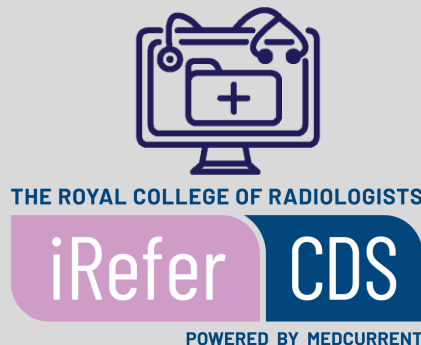
Clinical Decision Support

CDS is a solution that supports clinicians with real-time, evidence based-guidelines at the point of care.

iRefer CDS helps you reduce inappropriate imaging and improve outcomes.

1.

Clinical Decision Support
Mechanism (CDSM)



2.

Appropriate Use Criteria (AUC)
or Guidelines



tailored to you

Benefits of a CDS for Barnsley Primary Care

A CDS uses the RCR referral guidelines to support clinical decision making for requesting clinicians in line with the ionising radiation legislation (IR(ME)R 2017). This provides:

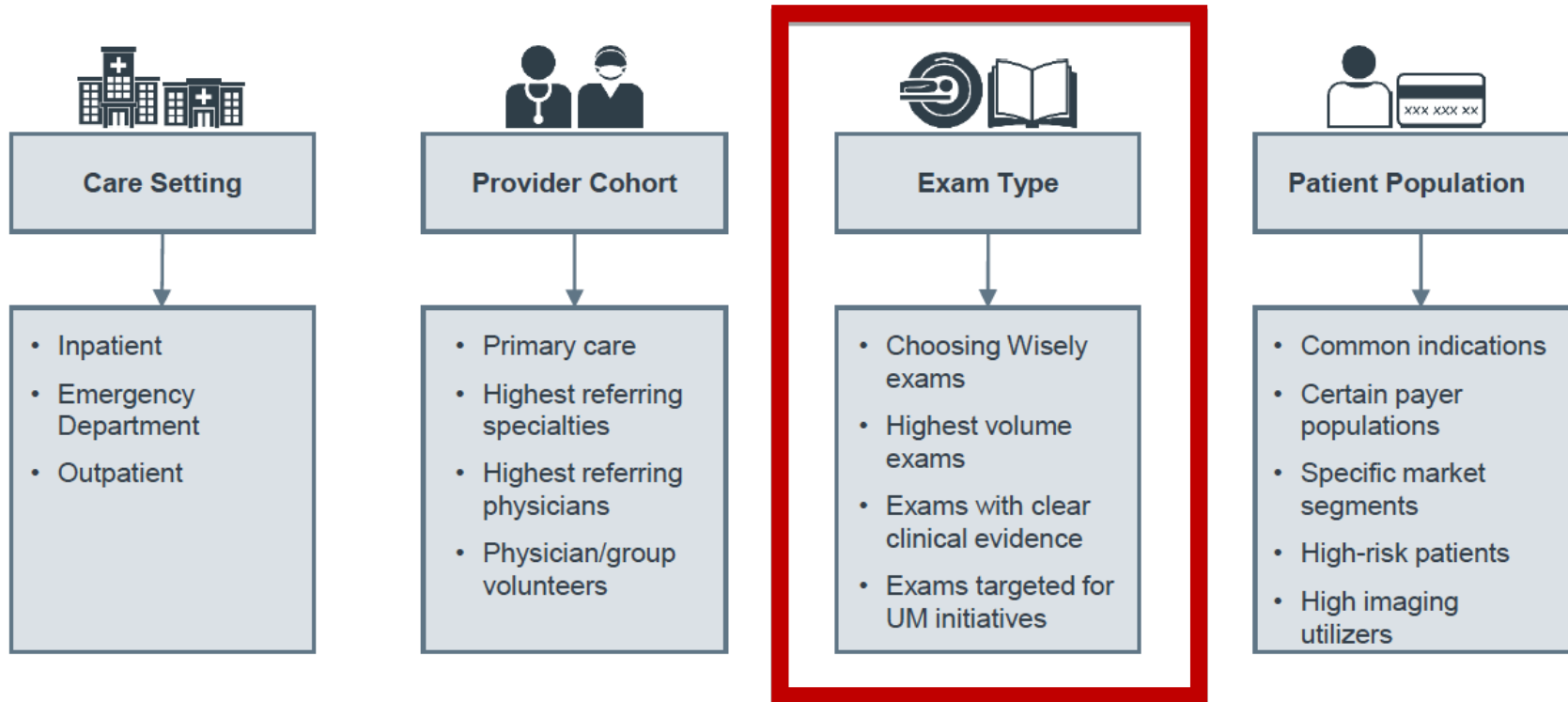
- Right exam first time leading to a reduction in rejection rate
- Advises if an imaging examination is not required

In Barnsley:

- Will support the Non Specific Symptoms Pathway
- Will identify if CT or MRI head is indicated (currently generic request)
- Will not be applied to all plain film exams

Targeted Implementation Approach

Potential Starting Points for CDS Rollout



Staged roll-out starting with the priority clinical areas

MedCurrent recommends a staged roll-out to maximize adoption and incorporate organizational and user feedback. This approach is endorsed by GE Healthcare, Advisory Board, Brigham & Women's Hospital, and many others.



iRefer CDS Demo

Better decisions. Proven results.





iRefer CDS Implementation

Better decisions. Proven results.



Collaborative Implementation Journey

1

Strategy and Planning

- Project Governance
- Scope and Role definitions
- Change management strategy
- Communication strategy
- Training strategy

30 days

2

Implementation

- Current and future state workflow analysis
- Configuration
- Procedure mapping
- Rule localization
- Testing / QA

60 days

3

Go-live and Support

- Provider training
- Go-live
 - Go-live monitoring
 - Go-live support

14 days

4

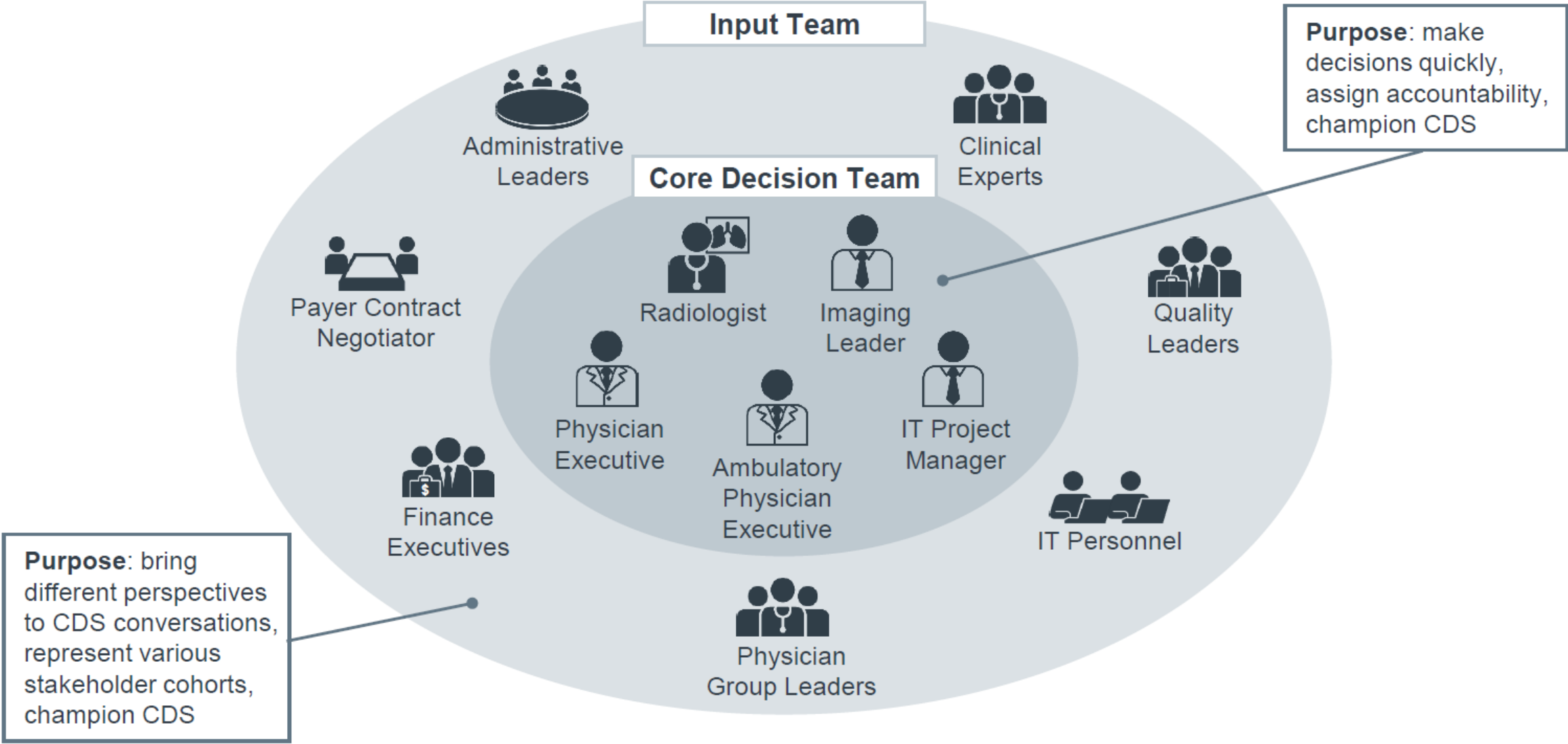
Optimization & Change

- Ongoing support
- Data Mining
- Ongoing Optimization
- Analytics training
- Rule authoring training

On-going

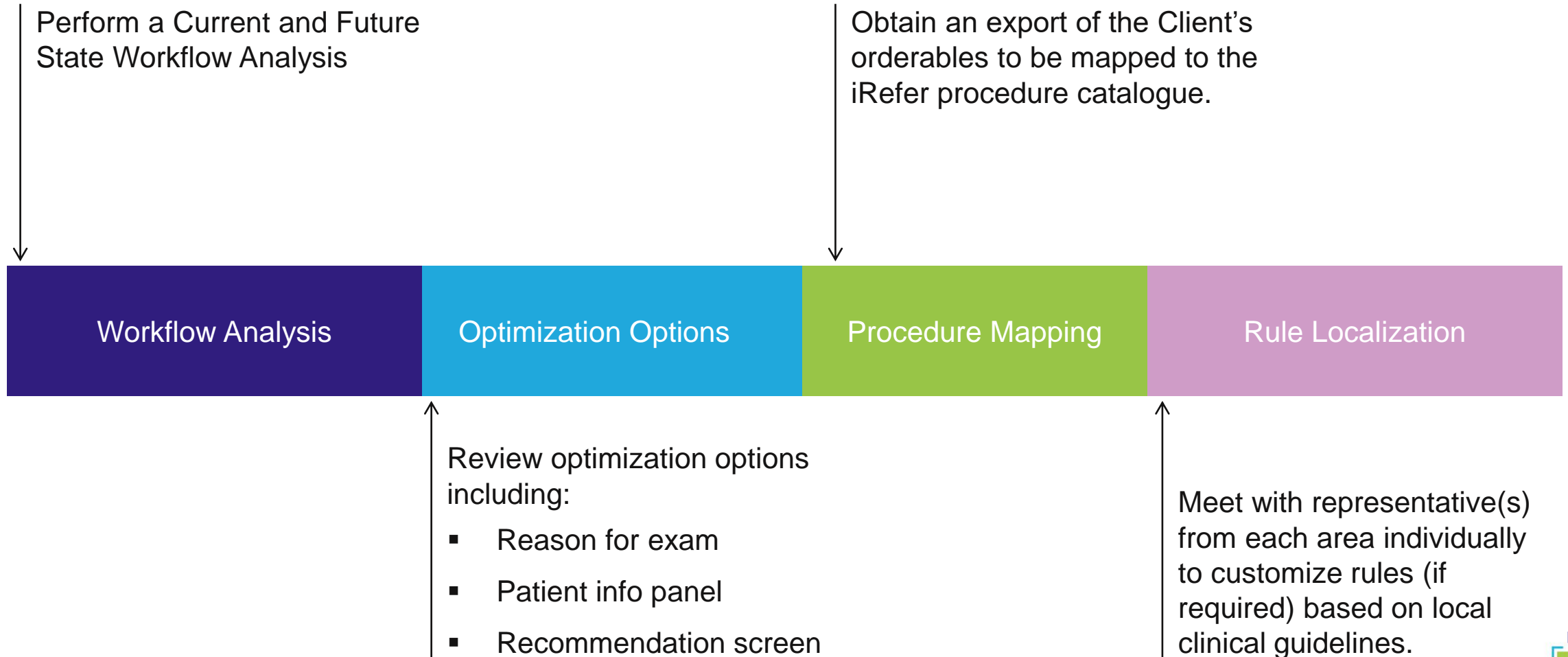
Stakeholder Engagement and Change Enablement Feedback Loop

Next Steps – Project Charter



Source: Playbook for Implementing Clinical Decision Support, The Advisory Board Company: Imaging Performance, 2015

High Level Overview – Clinical Customization



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Communication & Training



Communication & Training Approach (Phase 3)

Training	Audience	Method
Live Training Webinar X 2	Training Team, Practice Managers, Super Users	Live training sessions by MedCurrent on Microsoft Teams. Two sessions to be scheduled to accommodate schedules
Training Video	Clinicians	Five-minute training video to be distributed via email or LMS system
Job Aid	Clinicians	Full (four-page) and condensed (two-page) training guide to be distributed via email or LMS system
Embedded within CDS	Clinicians	Training Video and Job Aid will always be available within iRefer CDS for users to access
Ongoing Communication	Practice Managers, Clinical Champions, All Clinicians	Consistent communication to relevant stakeholders (Clinical, Radiology, IT) throughout the project

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Post Go-Live Support & Optimisation



Go-Live Support



Clinician Go-Live Support

- // Trainers/Practice Managers do periodic walk-arounds to check in with clinicians and are generally available as needed

Users to follow current model for obtaining help/support with software systems:

- // Technical issues: IT Help Desk
- // Training/usage: Embedded within CDS or local Trainers/Practice Managers

IT Help Desk

- // First point of contact for technical issues (as per normal process)

Escalation

- // If unable to resolve, escalated to Client IT Leads (ICE Admin) for triaging to MedCurrent
- // Client IT Leads to contact MedCurrent by support portal, email or telephone to escalate issue

MedCurrent Services Team

- // Proactively monitor:
 - // Submit Feedback emails
 - // Service emails related to errors, etc.
 - // Analytics for overall workflow adherence
- // Daily check in call to be scheduled with MedCurrent and project team

Responsibility Matrix

Category	Task	Trust IT and Clinisys Admin	Trainers & Practice Managers	MedCurrent	ICE
End User Support	Respond to Submit Feedback emails (first 90 days post go-live) with 'cc' to identified Client email(s)			P	
	Respond to Submit Feedback emails (post 90 days)	P			
	Fielding of end user calls related to technical issues	P			
	Fielding of inquiries on software usage and requests for training		P		
	Triaging of end user issues	P	S		
	Train new users		P		
System Support	Proactively monitor overall system performance including system warning and error messages			P	
	Respond to escalated issues as per SLA	S		P	
	Co-ordinate and deploy iRefer CDS upgrades including provision of Release Notes and new Feature Highlights	S		P	
Interface	Proactively monitor interface including system warning and error messages	S		P	S
User Security	Maintain user groups and user permissions within Clinisys ICE	P			
	Maintain user accounts to iRefer Analytics	S		P	
Downtime & Disaster Recovery	Turn OFF CDS for User(s) / User Group(s)	P			
	Investigate/resolve system issues	S		P	S
	Test that the system is operational	S		P	S
	Turn ON CDS for User(s) / User Group(s)	P			
	Monitor system post recovery	S		P	

P - Primary Responsibility

S - Support/Secondary Responsibility

Next Steps - Discussion

Actions

- Implement testing for iRefer in Test ICE
- Identify 4-5 GPs to support testing, rule implementation and localisation of CDS

If you want to volunteer to be involved, please e-mail:

Elizabeth.elfleet@nhs.net

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