



## AN INVITATION FOR QIPP LTC IGNITION AND OPERATIONAL PHASE TEAMS TO PARTICIPATE IN A SCHEME TO HELP OVERCOME CHALLENGES TO IMPLEMENTING LTC DRIVERS

### Introduction

The LTC workstream and the QIPP Digital team have been working with local LTC teams to identify opportunities and to exploit and leverage digital technology in support of improved LTC management. We are now looking to offer a set of national enablers, including standards, guidance, advice and best practice that have been, or are in the process of being developed. The objective of this is to support local LTC Ignition or Operational phase teams to help accelerate the delivery of their local LTC initiatives.

### The opportunity

As a member of the LTC Ignition or Operational phase, you now have the opportunity to be a part of this new piece of work that will support delivery of the LTC workstream drivers. This includes the driver of 'systematising self care', which focuses on promoting shared decision making by working in partnership with patients to enhance their knowledge and their ability to participate in their care. Local teams have told us that the **use of digital technology is a key enabler** for this, however many of us are aware of the issues and barriers that have prevented us from mainstreaming digital solutions in supporting this objective. These include the inability to share data, lack of clarity on the standards to be used and a lack of technical guidance on specific areas such as tooling for risk stratification. This is where the QIPP Digital team can provide **significant knowledge, expertise and support** to local Ignition or Operational phase teams to help in the delivery of local LTC projects.

### The offer

Whether you have well developed digital services or not, by participating in the scheme you will have the opportunity to **request support to help you to deliver your local digital solutions**. This will enable your organisation to move to providing a holistic digital service to support the new model of care delivery and commissioning for LTC management.

Holistic digital service to support LTC:

The scheme aims to support local Ignition or Operational phase teams to provide a holistic digital service to support the new commissioning model for LTCs. Some of the key features required to provide a holistic service are described below:

- Access to online medical records (e.g. through GP practice website)
- A local online personalised care planning service
- Sharing of electronic care plans with relevant care givers (subject to patient consent)
- Personalised and targeted information (based on patient preferences and care planning goals/actions) including local services, e-learning materials and online self assessment tools
- Secure communication between patient and care teams
- Transactional services such as appointment booking delivered through local clinical systems
- Reminders and alerting facilities to support medication management
- Patient / carer feedback on care and services
- Vital signs monitoring
- Multi-channel services, enabling patients to select the most convenient access channel e.g. PC, laptop, internet, smartphone, video conferencing and Digital Interactive TV

Whilst the scheme does not provide financial assistance to participating organisations, it will provide successful organisations with support from the national LTC QIPP team and Informatics Directorate QIPP Digital team. These teams have an in depth knowledge and understanding of work happening nationally and can help you to resolve issues and / or to create new and innovative initiatives.

Whilst delivery will remain locally driven, the role of the QIPP team is to support local development and

accelerate the delivery of digital services through the creation of a number of national enablers, and to encourage wider adoption of best practice across the country. These enablers include:

- information governance guidance;
- information standards;
- interoperability specifications;
- guidance on use of national services;
- technical guidance including deployment patterns; as well as
- sharing of advice, best practise and creation of communities' of interest.

This scheme will operate in a similar manner to, and build on the success of the [QIPP Urgent Care Clinical Dashboard](#) work where the national vision focuses on locally led delivery of the Dashboard supported by a set of national enablers.

### **Why get involved?**

Joining this scheme will **support you to overcome digital challenges and barriers** that may have got in the way of making progress and delivering the potential value from a technology enabled LTC care delivery model. It will also contribute to and support local improvements in service efficiency and effectiveness including **improved patient experience**, improvements to the quality and safety of patient care and improved integration and re-ablement of patient care across settings/organisational boundaries.

### **What do we need from you?**

If your team is interested in participating in the scheme to support your local delivery, please contact your national LTC coach and complete an Expression of Interest form. This will cover areas such as your funding position, sponsorship and timelines for delivery. Following a prioritisation exercise, if you are selected, you will be asked to continue to deliver your local digital solutions and help shape the national enablers that are needed to support you. You will also be asked to commit to sharing your skills and experiences with others.

### **Expression of Interest (EOI)**

Expressions of Interest must be received by **Friday 28<sup>th</sup> October 2011**. Expressions of interest should be returned to the relevant QIPP LTC national coach for each area. Requests for further information should also be sent to the LTC national coach.

On receipt of the expressions of interest, we will undertake a prioritisation exercise to identify the required national enablers. We will also use this information to select those sites that we will be working with to develop these enablers and support local delivery. The delivery phase is scheduled to commence from November 2011.

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