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Implementing a collaborative information sharing system to improve outcomes across health and social care in Hackney

Fully integrated care has long been the Holy Grail for many services, but with reduced funding and increasing workloads, this remains a real challenge for health and social care practitioners. To implement streamlined local health and social care recording, as well as respond to the Five Year Forward View, Hackney Council, Servelec and Cerner worked collaboratively to facilitate system-to-system information sharing. By consolidating information and sharing systems, providers can improve outcomes, reduce administrative burden and make savings.

The collaboration in Hackney has been a multi-faceted project that has focused on:

- Child Protection-Information Sharing (CP-IS)

- Integrated teams – streamlining processes

- Sustainable NHS numbers

- CCG's health portal (the Health Information Exchange)

Child Protection information sharing

Hackney Council upgraded to the latest version of Servelec's case management solution, Mosaic, to ensure CP-IS would work smoothly. The Council worked closely with key Children's Leads both internally and externally across health, NHS Digital and Servelec.

CP-IS was implemented using new workflows that were reportable and Hackney Council has clear 'custodians' who own the processes and notification failures. The Council's procedure is to follow up on all notifications; both open and closed. The NHS Number look-up process was also built into the core CP and looked after children (LAC) workflows as part of a wider review.

Following the CP-IS implementation in December 2016, there have been several case studies shared with NHS Digital to emphasise how the notifications have impacted social care practitioners:

1. A notification for a looked after child was made following an ambulance visit in South England, leading to a safeguarding referral being made.

2. A child subject to a Child Protection Plan made an unscheduled visit to A&E and was discharged. Social care was made aware by the notification, otherwise they would not have known. This resulted in a further social care visit to check on the welfare of the child.

3. A child, subject to a Child Protection Plan, made an unscheduled visit to A&E with a seemingly innocuous injury from an accident. The social worker who was made aware by the notification, requested access to the discharge summary to check in on the family. Again, without the notification the social worker would not have otherwise known about the incident.

## Integrated teams – streamlining processes

Hackney Council, like many other councils, has numerous integrated services that use more than one system to record their data to meet statutory reporting requirements for both health and social care. This results in dual recording or the need to agree on a 'lead' system for an individual's record. In Hackney, the integrated services uses the Mosaic solution to record social care intervention and Servelec's leading electronic patient record solution, RiO, is used by health colleagues.

Mosaic workflow was improved for 'integrated' teams working on systems between social care and health to address the practice, reporting and system issues. These teams are subject to two statutory reporting regimes (NHS England and NHS Digital), which had led to work being done on separate spreadsheets, as well as in Mosaic and RiO.

Staff in Hackney stated the key benefits of the streamlined Mosaic workflows are:

- *Auditable, clearer and simplified pathways for practitioners referring to integrated teams with social care decisions on one system.*

- *Pull through of information from one form to another, avoiding duplication and allowing more time to focus on direct intervention instead.*

- *Dedicated and personalised training on the processes from a practice and system view to understand the changes and drivers behind them.*

Sustainable NHS numbers

Hackney Council needed to implement a simple NHS number solution that was controlled by Hackney for Hackney data. The drivers for this included:

- A pre-requisite for Child Protection Information Sharing (CP-IS)

- To meet the Health and Social Care (Safety and Quality) Act 2015

- Hackney's commitment in the IG Toolkit (part of N3 compliance)

- To address Safeguarding delays as Homerton re-entered Hackney's data

- To provide a unique reference for all data sharing in and with Health

- To populate those records subject to an 'episode of care' not for all Mosaic records

For the CP-IS workflows and those that were considered an 'episode of care', there was a seamless interface between work-step and an external website to look up the NHS Number and copy it directly to a Mosaic record.
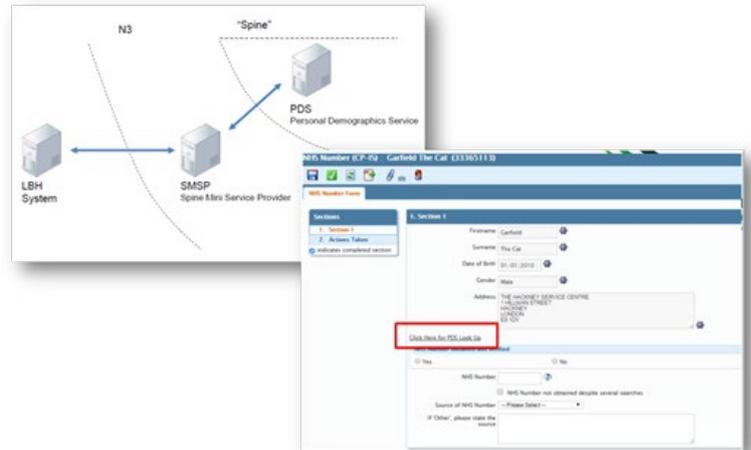
Health Information Exchange (HIE)

Defining an 'episode of care' was a key question for Hackney. This meant agreeing that only those subject to an 'episode of care,' for example, an assessment, safeguarding process or services would be subject to sharing their information across health and social care. There are often Mosaic or RiO records relating to those who are not subject to an open episode of care and it was important to distinguish these clearly. This definition formed the basis for agreeing the information that would be shared between Hackney Council, hospital teams, community health teams and CCG.

Workshops were held at the outset of the project and included partners from social care, acute and community health, GPs, Servelec and Cerner. These workshops defined what information was needed, by whom and for what purpose. The teams worked together to identify the below data sets along with a Data Sharing Agreement which will be signed by all partners.

Phase data one sharing:

Shared from Social Care out	Shared from Health to Mosaic
Advocate and Next of Kin details	Medication List
Accessible Information Standards	Confirmed Diagnosis
Case status (open/closed)	Allergies
Current allocated team/s	Immunisations
Current allocated worker/s	Visits

The key driver behind sharing the information

To ensure that all parties involved with the 'direct care' of an individual subject to an episode of care (Health and Social Care Act, 2015) can assess and make suitable suggestions for support from either health or social care teams, it is imperative to gain an overview of an individual in real time. This does not mean storing all information, instead it is about being able to view the data within their main recording system. For example, by viewing that a person has district nurses going in on certain afternoons, social care would not send in carers at the same time, or they may discuss the medication needs to resolve the best way to support an individual using all key resources.

Using the data sets provided, Hackney Council worked with Servelec and Cerner to develop the APIs below:

- HIE API: to view health data in Mosaic

- Mosaic Information Viewer (MIV): allowing external systems viewing access

Overcoming the challenges of data sharing and protection

The law allows personal data to be shared between those offering direct care to individuals but it protects their confidentiality when data about them is used for other purposes. Generally speaking, people within the healthcare system using data for secondary purposes must only use data that does not identify individual patients unless they have the consent of the patient themselves.

To address this compliance issue Hackney Council provides an aggregated portal and links through to Mosaic which relies on users to obtain consent each and every time health data is requested to be available to view.

Recording also includes all events where access was refused by an individual and this can be reported on directly from Mosaic. This approach ensures that there is a log of every request to demonstrate that at each stage an individual's request is being listened to and acted upon appropriately. This also changes the conversation held between professionals and individuals about what will be shared and this will take account of age, communication needs and mental capacity.

Health is many things... lessons learnt at Hackney Council

- Understand who will use any integration, such as HIE, and ensure that they are involved at every stage along with having the relevant roles and consent reasons created within Mosaic

- Ensure members of the project team must be fully aware of technical and IG Toolkit requirements, including APIs, consent and network configuration

- Ensure close working with Servelec and other key stakeholders to discuss roadmaps to meet delivery timetables

- Present what you are doing regularly throughout the process to ensure buy in from all partners/stakeholders and get feedback

- Ensure there is a sustainable approach to NHS numbers and this is only implemented for those meeting an 'episode of care' or 'CP-IS' within each key system