

Adoption Project to increase utilisation of Coordinate My Care in London

Context

Coordinate my Care (CMC) <https://www.coordinatemycare.co.uk/> is a proven and tested digital urgent care plan endorsed by the London Urgent and Emergency Care Transformation Board. CMC is commissioned on behalf of London CCGs by SWL CCG. Information published in CMC plans communicate clinical recommendations and patient preferences to urgent care services. Currently, 40,612 living Londoners have a CMC plan. Viewing CMC plans is embedded in the LAS and 111 urgent care pathways.

Whilst use of CMC is increasing, the greatest barrier to utilisation is perceived legacy and access issues, most of which have been resolved. A pan-London project is being set up which includes a focus to address clinician's perception of legacy and access issues, whilst developing resources and networks to stimulate increased urgent care plans that are visible to urgent and emergency care services. Time limited funding has been allocated (£200k) to secure external resource to assist the CCGs to achieve the outcomes detailed below. This paper seeks to set out intentions to invite interest from appropriately experienced, influential and capable providers which could provide expert project management and clinician leadership to engage with clinicians across London to achieve these outcomes.

Project purpose:

To increase clinicians' familiarity, confidence and creation of anticipatory urgent care plans recorded on Coordinate My Care in London.

Project outcomes:

Outcome	Metric
More clinicians creating CMC plans.	Increased number of users of CMC who have logged in to CMC at least once per month
More clinicians creating more CMC plans.	Increased number of users of CMC who have logged into CMC at least once per month. Increased number of users of CMC who have logged into CMC more than 10 times per month
More Londoners, at risk of emergency care admission, have a CMC plan.	An increase in the snapshot number of Londoners who have a CMC care plan.
Improved quality of CMC plans.	Increased data completeness score
More CMC plans have been reviewed and/or updated within the specified review period.	Increase % of care plans reviewed within the specified review period
More urgent care clinicians view CMC plans to support clinical decision-making	Increased number of CMC plans viewed by urgent care services.

Project approach:

The successful provider should propose a method of delivering the project to achieve the project outcomes and work with the CMC Strategic Commissioning Group to refine and agree the project plan and governance. It is anticipated that the project will be directed by an expert with experience and credibility in the design and delivery of complex change programmes. A clinical lead with experience in advance care planning and a senior programme manager will lead the project. The project should utilise and recruit a wide range of clinicians and networks involved with supporting individuals who would benefit from having an urgent and advanced care plan.

Project Deliverables:

The project deliverables may include:

- Stakeholder mapping for the Integrated Care System/s in London.
- An independent evaluation of the barriers for clinicians to create and document urgent care plans on CMC.
- Recruiting key NHS staff in a variety of settings to become CMC ambassadors and champions.
- Co-ordination of education and/training of administrators, managers and clinicians, drawing on existing resources that are available to support urgent care planning, including but not limited to training commissioned from CMC.
- Support for clinicians to enable them to discuss and agree urgent care plans with patients who are at risk of needing urgent care.
- Support for clinicians to access and document the outcomes of urgent care conversations on CMC.
- Co-created guidance and resources to support good quality urgent care plans that are documented on CMC. The resources should respond to feedback from urgent and emergency care providers.
- Local audits assessing the number and quality of CMC care plans.
- Multiple feedback loops to support Integrated Care Systems to agree required actions in order to increase the number of people who have a CMC care plan.
- Representation at relevant engagement events and local ICS meetings to promote and recruit engagement to the project.
- Hosting events and activities to facilitate sharing of best practice relating to CMC across the ICS.
- End-project evaluation report, including lessons learned and advice to increase use of CMC.

The project is London-wide and requires close working with Integrated Care Systems. The aim is to build relationships and engagement with a wide range of clinicians across multiple organisations.

Working relationships:

The appointed provider will report to the Strategic Commissioner London CMC and is expected to engage on a regular basis with CCG and clinical leads on the CMC Strategic Commissioning group (SCG).

Formal reports on project design, progress and achievement of outcomes will be prepared, with final versions jointly agreed with the Strategic Commissioner of CMC and considered by The London CMC SCG.

The Provider may work from any base and will be expected to engage in person across London sites, but also optimising use of digital communications.

In scope:

All health and care providers, including but not limited to Primary Care, Community Services, Acute services, Social Care, Hospices, nursing & residential homes and voluntary service organisations who support:

- People who are resident or registered with a GP in London
- People who are at risk of requiring urgent or emergency medical care, including, but not limited to those who are palliative or end of life.

Project timelines

Month	Activity	Lead
18 th May	Publish project on contract finder	Procurement
18 th May – 1 st June	Market warming and engagement	Murrae Tolson
1 st June	Deadline for expressions of interest	Procurement
10 th June	Invitation of competitive proposals	Procurement
24 th June	Deadline for submission of competitive bids	Procurement
29 th June	Selection of successful proposal	Evaluation group
9 th July	Outcomes report to CMC SCG and ratification of contract award	CMC SCG
10 th July	Issue contract award decision notification letters to bidders	Procurement
10 th July – 31 st August	Project planning	Lead provider
1 st Sept – 31 st March	Project delivery Bi-monthly project highlight reports to CMC SCG	Lead provider
April 2021	Project evaluation and report	Lead provider
May 2021	Project closure report to CMC SCG	Lead provider

Project resources and delivery

Project sponsor: Strategic Commissioner Coordinate My Care London

Project board: CMC Strategic Commissioning Group.

Resource: £200k budget.

Payment

The expected payment terms will be 4 payments of £50k each, to be paid at the following gateways:

1. On contract award.
2. On approval by the CMC SCG of the project and resourcing plan.
3. On approval by the CMC SCG of the mid-point progress report (expected November 2020).
4. On approval by the CMC SCG of the Project closure report (expected May 2021).