

# E-Referrals Project

April 2023

Procurement Services

*Realising Essex's potential through our suppliers*

## What problems is the E-Referrals Project trying to solve?

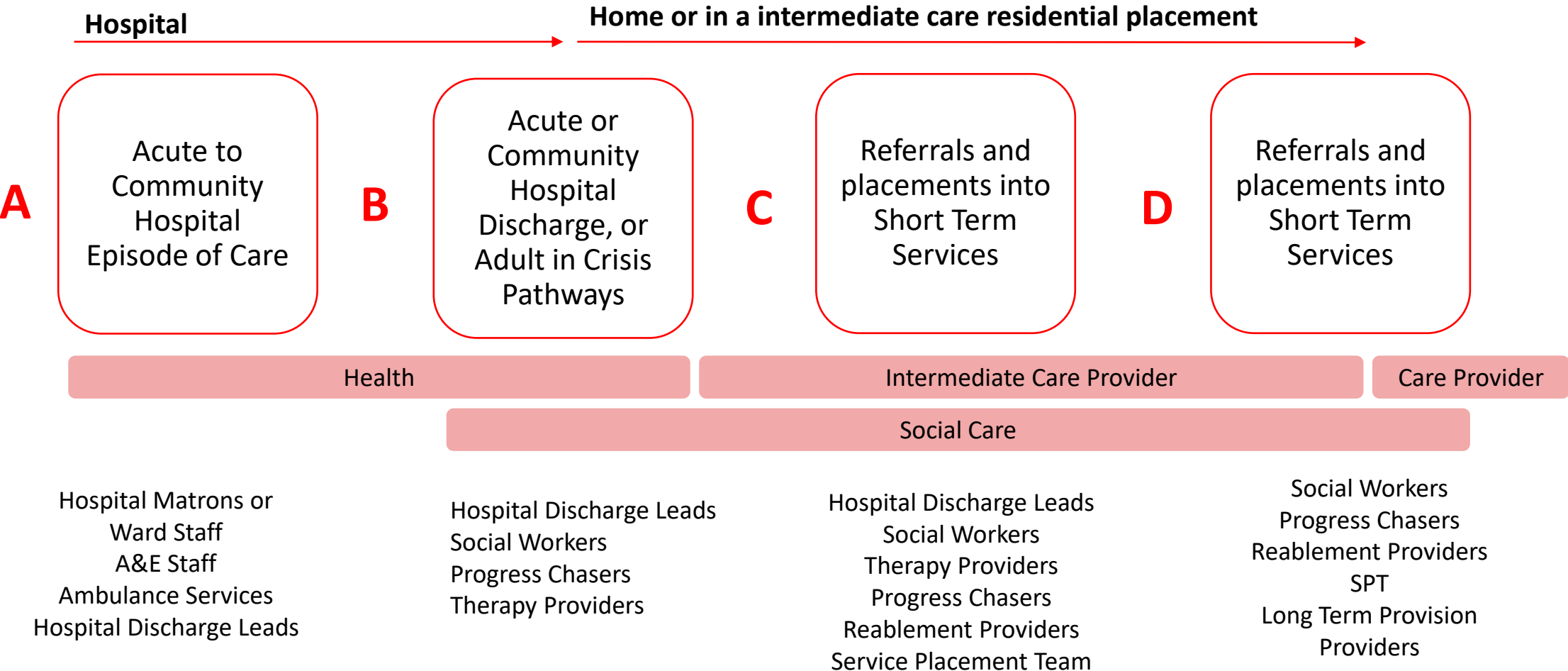
- **We do not have a robust system that has oversight of where an Adult is in the referral process.** Therefore, the decisions / process can't be fully reviewed and understood. Outcomes aren't able to be evaluated.
- **No auditable process;** so it can't be evaluated, we can't hold anything to account, cross check and therefore we can't improve practice.
- Ensuring there is **appropriate accountability and Oversight** across the system: Health, Social Care and Providers
- **Adults are being placed on the wrong pathway** due to capacity and demand rather than need or outcome for the adult. Results in adults requiring longer ongoing care: cost implications and poor outcomes for adults.
- **Poor quality of referral forms.** A standard approach should improve this and it can be evaluated.

## E-Referrals:

The referral of Adults being discharged from Hospital or in crisis towards Intermediate Care

# Adult Journey – System View

This diagram indicates how the Adults Pathway can be broken down into areas. Each area will have identified issues which a tracking system could support.



## What are the Key Deliverables?

- To develop a Minimum Viable Product for areas A – C
- Support the tracking of Adults and their outcomes from hospital and/or within the community where short term services are required after an acute episode or in crisis.
- To support the Adult Journey that ensures the Adult is on the most appropriate pathway that maximises their reablement opportunity or recovery outcome.
- To maximise the opportunity for earlier planning, quick decision making and fast discharges to reduce any risk of deterioration or deconditioning of an Adult
- To provide oversight of demand and capacity across Essex that supports good decision making and enables transparency across the system.
- To improve Communication and Interactions with Providers to support best practice and obtain greater oversight and data
- To develop comprehensive reporting through the prototype or through Power BI that provides oversight of demand and capacity across Essex.
- oversight of demand and capacity across Essex.

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## What is In scope?

- Review of core data and operational requirements for areas A-C for consistent data and trackers \*
- All pathways within A-C to be scoped, reviewed and changes applied to existing trackers where possible \*
- A technical prototype to support A-C and it's users \*
- All stakeholders that are willing to work with us to develop trackers/system and or processes.
- One locality to prototype the system and process to evidence the learning and future recommendations of a system.
- Reporting dashboard that supports the demand, capacity and flow within the Adults Journey.
- At all times opportunities for business and process improvement will be factored into the Connects programme, mosaic developments and the future business requirements within SCCM.

\* Pathway A can only be included if Health are On Board with the Project

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## What is out of Scope?

- Area D – to sit within a potential E-Procurement system
- Area A – If health onboard review of core data and operational requirements for area A can be considered
- A full role out of the system across all areas
- The prototype may not be able to answer all questions within the initial prototype phase but can be added in to the roll out as a development.
- Process redesign, practice/culture. This needs to be part of the Connects programme

## E-Referrals:

The referral of Adults being discharged from Hospital or in crisis towards Intermediate Care

- Agile Project approach
- Although we have an agreed outcome or key deliverables the journey to get there may alter depending on the learning from each phase of the project.
- Enables the Connects Programme to deliver against their outcomes
- The requirements we develop or build will be fed into the SCPP Programme. (Future Social Care Management System)
- The project needs to ensure collaboration across the system which includes (Health, Social Care, Community Providers and Providers)
- It needs to appreciate nuances across hospitals, services and pathways.

## Project Principles

# Presenting Approach

## Operational Workstream

- Review existing tracking requirements to develop data sets for each area of the Adult's Journey
- Implement an interim solution to test the tracker within a designated area and initiate learning to feed the business requirements into the system requirements.
- Develop the operational tracking requirements within the tracker for each area to initiate learning for system functionality or development.
- Work with Health, Community Health Providers and Therapists to build relationships and any requirements need to support their part of the process.

## Procurement Workstream

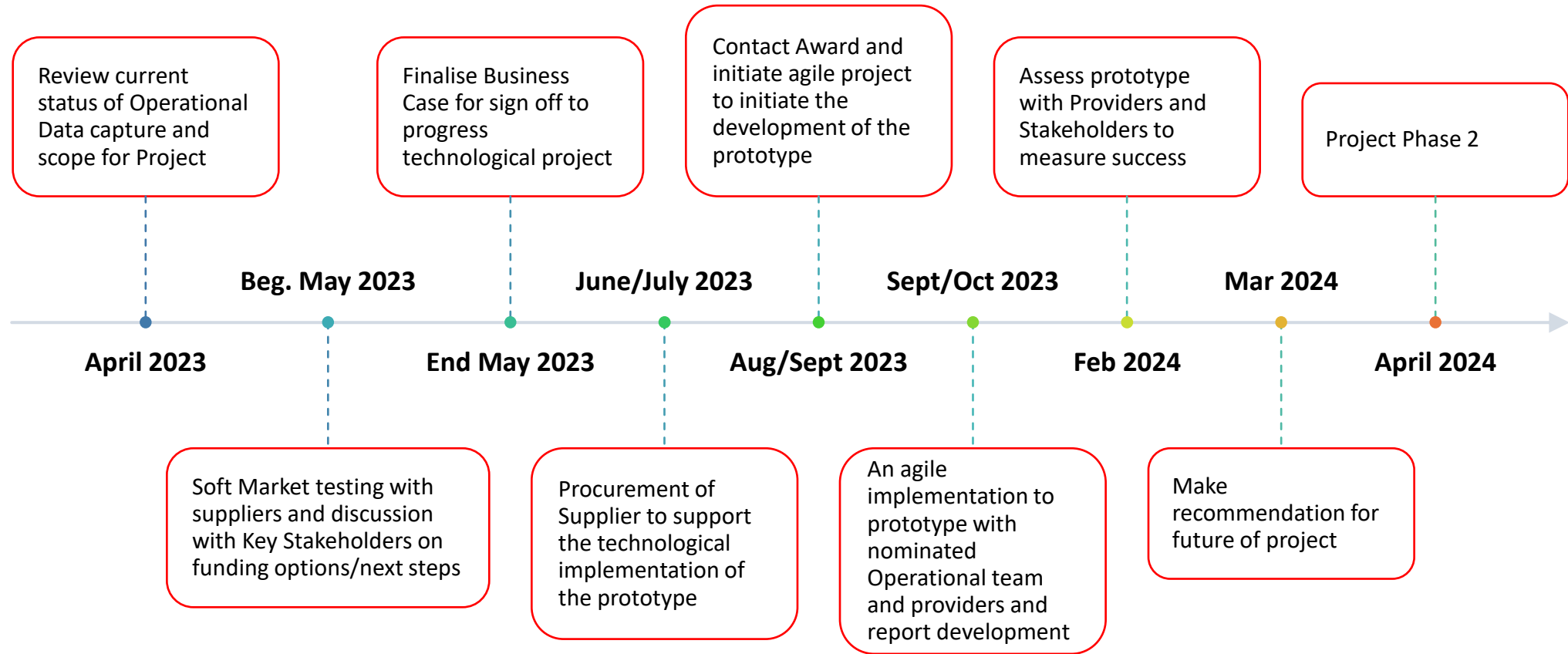
- Review of all Reablement tracking requirements across each contract/service
- Review of all KPI's across all Reablement contract/services
- Develop a Provider working group to understand their requirements and the benefits of a shared tracker.
- Work with our intermediate care providers to understand their recording requirements for an integrated tracker to support MDTs and the existing pathways in to longer term services.
- Review any system benefits i.e. potential integration options or data sharing benefits for the system.

## Technical Workstream

- Soft Market Testing of System Suppliers and other local authorities
- Development of system requirements from the operational workstream activities
- Procure system or system supplier to support the development and implementation of the prototype
- Mobilise system implementation in a designated area for testing and implementation of a pilot for a period of time.
- To incorporate data and insight outputs from the system using Power BI.
- Where possible or necessary pulling information from other data sources to empower the power BI Dashboard for comprehensive data insight for the system. (this includes the potential EHM Solution, Bedfinder, Mosaic and A4W).



# High level timescales



# Prototype Success Measures

Number	Deliverable	Measures of Success
1	One solution that is able to track Adults through short term services that is visible to all system partners.	<ul style="list-style-type: none"><li>• 100% of pilot users are able to view and benefit from accessing relevant information that supports their part of the Adults Journey.</li><li>• 90% of Adults exiting hospital or who are in crisis in the community are tracked throughout their journey by all users.</li></ul>
2	To give greater insight of demand, capacity across the system for Essex County Council and Health Partners.	<ul style="list-style-type: none"><li>• The system will support comprehensive reporting on contracted service capacity alongside demand within the system.</li><li>• The system over time will support comprehensive reporting on trending analysis which will support future commissioning and procurement intentions.</li><li>• The system will provide insight to support good social care practice</li></ul>
3	To inform users of availability earlier within the assessment process, allowing decisions to be made earlier and speeding up the process.	<ul style="list-style-type: none"><li>• 100% of the information stored in the system will support Social Workers and Providers to make earlier decisions on Adults in a reablement Service.</li></ul>
4	System Partners to have shared access to relevant information linked to their involvement to improve decision making.	<ul style="list-style-type: none"><li>• 90% of the appropriate system professionals have access to support day to day activities.</li></ul>