Harrow Unified Mental Health Service
JADE Co-ordinated Care

THE ORGANISATION

Harrow Unified Mental Health Service, a joint health and social care service, is also a member of The Harrow Partnership, established in 1998, to improve public services and enhance the quality of life for its 220,000 residents and those working or visiting Harrow. The Partnership targets four main areas of improvement: health, community care, primary and secondary healthcare, and support for children and families.

In its quest to provide a cost efficient service, empowering the community, supporting carers and effectively treating its clients, Harrow turned to Jade Software Corporation to develop a critical solution for its mental health services. Its new JADE Co-ordinated Care system integrates a multitude of existing systems across Harrow and adds new levels of functionality so that health providers can be much more proactive in the provision of mental health services.
Harrow Unified Mental Health Service

THE BUSINESS CHALLENGE

HUMHS had a vision. It wanted to use new technology to integrate health and social service systems throughout its borough to create a coherent, responsive and patient-centred service that could also act as a model for the whole of the UK. Underlining its vision was their desire to become a leading e-government organisation operating an ‘Invest to Save’ policy.

The organisation believed that more effective communication of important clinical information was necessary to providing a better health system and avoiding the possibility of health care disasters.

With respect to its mental health systems, it wanted to reduce paperwork and duplication, and achieve greater coordination and accuracy of information. The organisation had significant investment in a number of discreet systems and wanted to leverage this investment to give GPs and clinicians at A&E departments instant access to appropriate clinical data on each patient from any location. It also wanted to go beyond this to create sophisticated care plans for patients given diagnosed conditions.

THE SOLUTION

‘Harrow Live’, the new JADE Co-ordinated Care solution brings together clinical, therapeutic, diagnostic and administrative information from multiple healthcare and social services sources as a single electronic patient record, without scrapping existing systems. Acting as a complete picture of the patient’s healthcare history and planned future treatment, the record allows clinicians to provide continuity of care across multiple sites and multiple types of service. Once the final stages of the system have gone live it will integrate systems borough-wide, making valuable clinical information available to all relevant health and social services personnel, regardless of their location.
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THE SYSTEM

The JADE system brings together a range of information, relevant to the delivery of care, that resides in a variety of separate NHS and Borough computer systems. These include a CARES demographic and social services information system, an IPCIS system, and Accident and Emergency system, a PAS system and a GP system.

The new system combines clinical, therapeutic, diagnostic and administrative information from multiple sources as a single electronic patient record. Part of the process of developing a unifying system within JADE involved data cleansing and duplicate record checking.

Although the JADE Co-ordinated Care system in this HUMHS implementation is primarily a clinical data repository, it also has the ability to create and use care plans as a core element of the care delivery process. The functionality within these applications integrates best practice guidance to support care professions in developing appropriate up to date care régimes. The system uses a graphical timeline interface to display key events (e.g. A&E attendance, clinic visit, self referral etc.) relating to the care of mental health clients over time. It stores historic as well as current information on mental health service users, as previous referrals, carers and care plans may well influence the delivery of care within a current episode or care plan.

What this means is that mental health workers now need only work with JADE to manage their Care Programme Approach and Care Pathways (the recommended course of procedures for patients with diagnosed conditions). The JADE Co-ordinated Care solution, when fully implemented, will deliver seamless co-ordinated care by providing care professionals with access to appropriate information on any service user. The secure information is available to the professional wherever they are delivering care and includes assessments, care plans and the outcomes and progress of care. There is also appropriate functionality to, for example, capture additional information, use assessment tools, co-ordinate care inputs and reviews, and monitor outcomes.

Initially, the solution has been made available on their local network to their community mental health teams, outreach teams, intensive support team and mentally disordered offenders’ team. Initially, support team and mentally disordered offenders’ team. A total of 450 health and social care staff will have access to the system which will also support GPs and A&E staff working remotely, via a browser interface. Using a browser interface and open standards was an important part of the system’s design. These capabilities enable transfer of information to any other UK healthcare system, using NHSnet, making it possible to provide continuity of care, even if a patient moves regularly. One of the hallmarks of JADE technology is its openness, flexibility and ‘future-proof’ architecture. These were some of the reasons why HUMHS chose a Jade solution, along with Jade’s proven expertise in the IT health solutions market.

KEY DEVELOPMENT ISSUES

Integrating a number of core existing systems used by health professionals throughout Harrow was one of the first major development projects as the organisation sought to leverage important patient and demographic data. The system uses XML and flat file formats to pull key information into the JADE system as and when required.

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Will Evans,
Director of Harrow Unified Mental Health Service
The JADE Co-ordinated Care system has been developed to meet the UK’s latest standards for mental health, complying with MHMDS and government standards for e-Gif and XML. The system, which Jade customised for Harrow, had to handle connection and notification with Central & North West London Hospital NHS Trust and its IPCIS application, as well as support of a Caldicott system.

Due to the highly sensitive nature of the information within this system, security was an important issue and strict control of access was required. The JADE solution ensures key workers have entire care plans and crisis resolution details at their fingertips, with security layers built in. For example, CPNs (Community Psychiatric Nurses) on duty will have front data only i.e. the client’s demographics, including contact details for their case worker and access to their crisis card for advice on action, where as a psychiatrist will be presented with more detailed views of information.

A small team of both senior practising clinicians and administrative managers effectively set aside half their jobs to work with Jade to ensure the system completely met all the criteria. The result is an extremely logical and flexible integrated system with screens that are simple to use.

THE FUTURE

The JADE solution at HUMHS’s has been integrated with other primary and secondary care systems across the borough. Complete Careplans have also been added to the system, the first being for those suffering from depression. Future developments to the system will focus on replacing their CARES social services system within two years and developing a similar patient-focused system for children’s services.

"We are very confident about the new system’s ability to help us achieve highly efficient clinical data management” said Will Evans, director of Harrow Unified Mental Health Service and a registered mental nurse. “Jade worked directly with our implementation team – made up largely of clinicians – and always listened to our needs. Because of that teamwork and shared vision it’s been so successful to date, that if you had asked me two years ago what my ideal system would look like, it would be exactly what we have on our screens today. I now hope that our new system and experience in implementing, preparing and configuring it, can become a useful model for other organisations.”

SUMMARY

Early in 2003 Harrow Unified Mental Health Service (HUMHS), part of Central and Northwest London Mental Health NHS Trust, went live with phase one of a ground breaking clinically focused IT system – JADE Co-ordinated Care. By using new technology from Jade Software Corporation to unite health and social service systems, HUMHS is providing optimum care as well as a local solution that can be applied nationally, and is strongly tipped to become one of the Government’s first ‘beacon sites’.