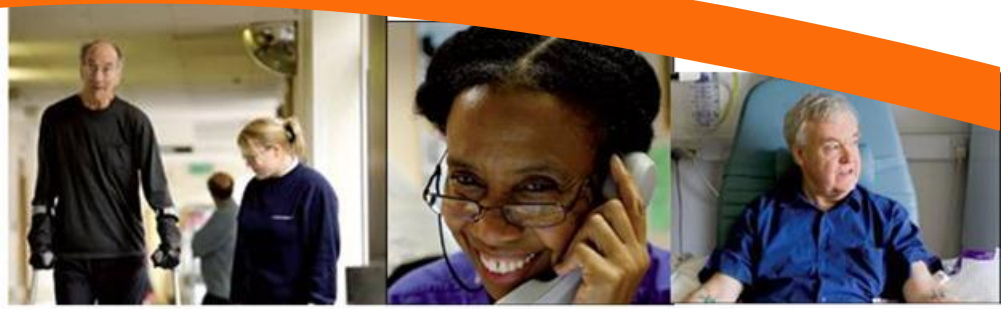


NWL Whole Systems Integrated Care (WSIC) Dashboards

London Borough of Hammersmith & Fulham

Health & Wellbeing Board

20th June 2017

Appendix 1

North West London
Whole Systems Integrated Care

DRAFT

NHS

Objectives of today's session

1. Introduce the NWL WSIC Dashboards that provide an integrated view of patient activity and cost
2. Explain how the WSIC Dashboards are being used to coordinate care for NWL patients.

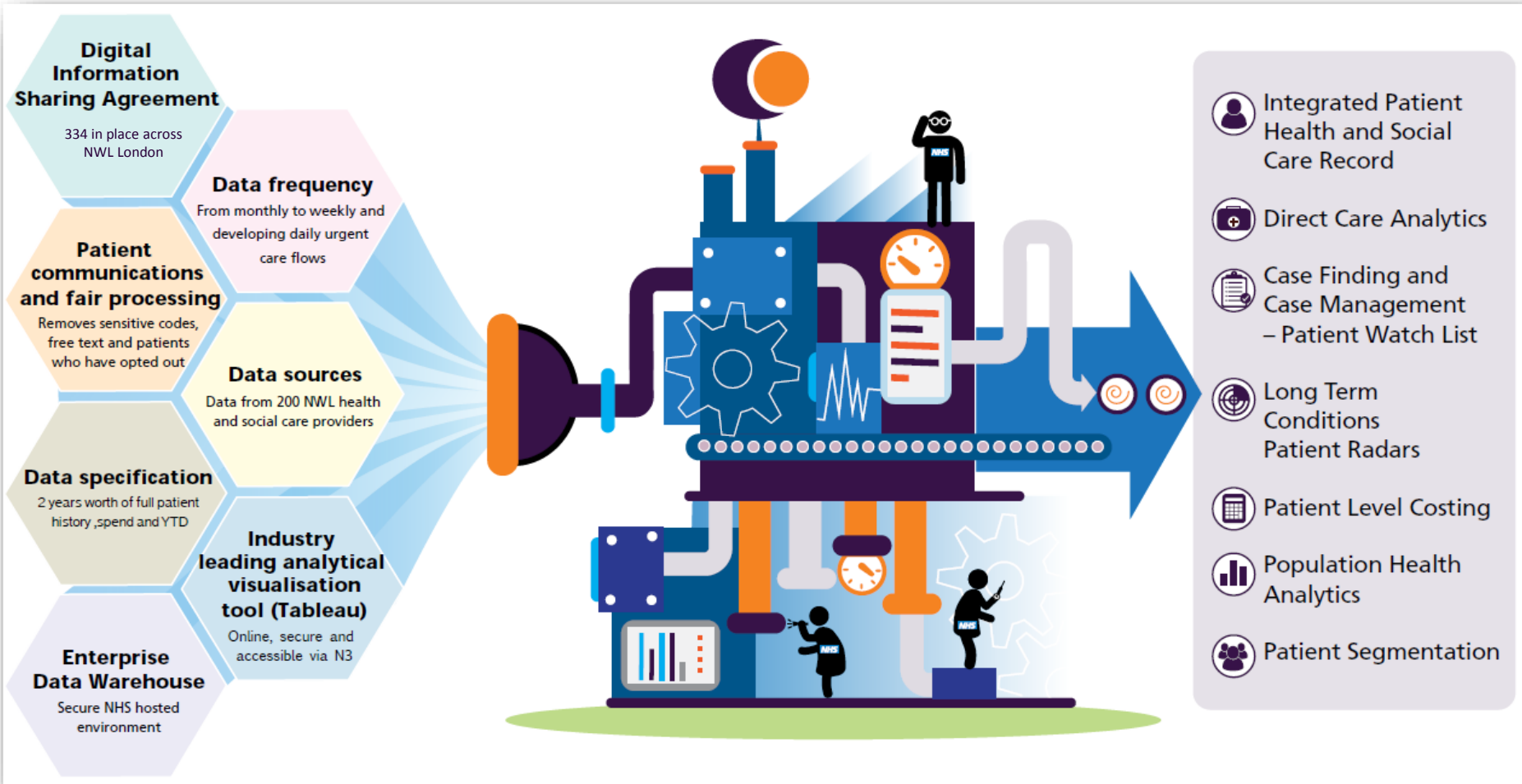
Who is developing the WSIC Dashboards?

Key enabler to North West London's Sustainability and Transformation Plan (STP)

Key facts • Over 2 Million People • Over £4bn Annual Health & Care Spend • 8 Local Boroughs • 8 CCGs & Local Authorities • Over 380 GP Practices • 10 Acute & Specialist Hospitals • 2 Mental Health Trusts • 2 Community Health Trusts

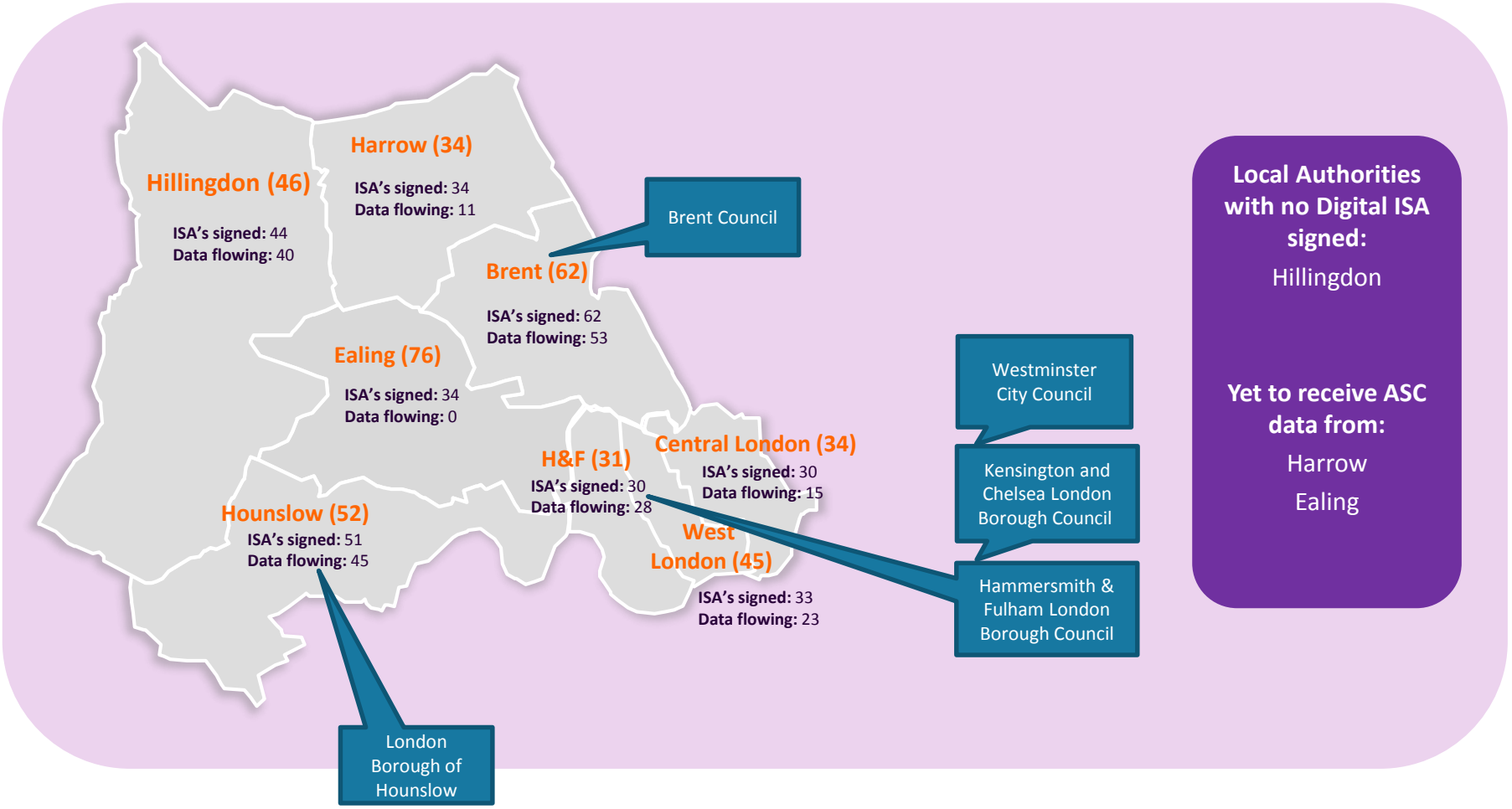
What are the WSIC Dashboards?

WSIC secure data warehouse, integrated care per patient records



GP practice and Borough data being shared and linked with acute, mental health and community providers across NLW

Digital Information Sharing Agreements (ISA) in place with 334 health and social care providers across the NWL system – covering over 816,263 people



Create lists of patients using a pre-determined set of filers using the Patient Radar for the purpose of case finding and patient selection

Care Professionals View | Patient radar

Please use the Icons below to Navigate the workbook rather than the tabs above

Financial values represent commissioner costs and include estimates or averages where where payments are not linked to specific patients

Filter and sort your patients into a priority list for proactive patient management

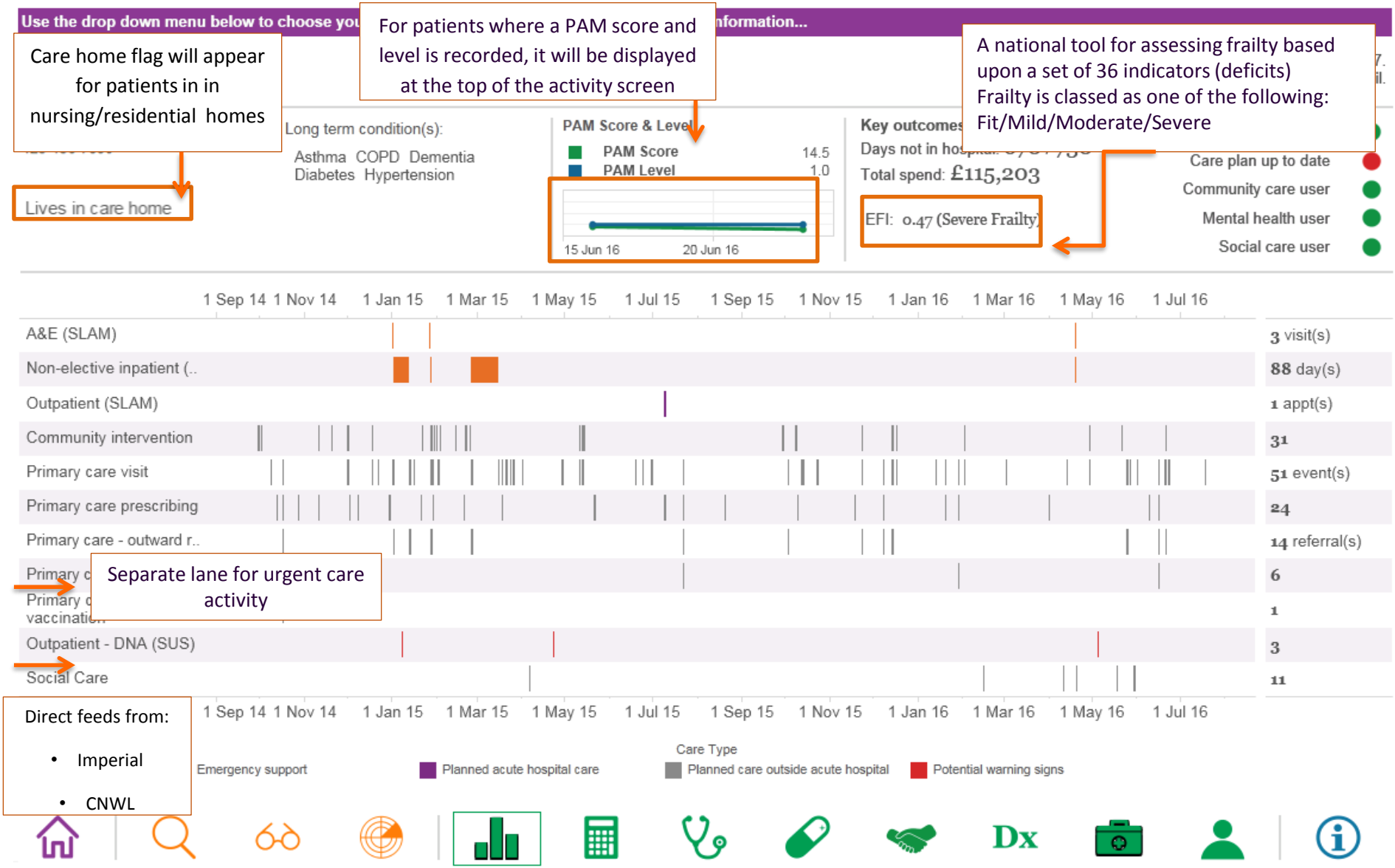
Use the drop down menus below to manage the patient list...

CCG	GP Network	GP Practice	Patient Segment	Watch List Reason	Filter Category 1	Filter Category 2	Sort By...
(All)	(All)	(All)	(All)	(All)	All	All	Number of watch lists

Click on a row of information below to see analysis options...

Name	NHS Number	Gender	Age	Number Of Watch Lists	Number Of LT Cs	Total Spend YTD	Has Care Plan	Care Plan up to date	Community Care User	Mental Health User	Social Care User
0000435433	000 043 5433	Male	76	4	2	£0	✓	-	✓	-	-
0000439201	000 043 9201	Female	69	4	5	£0	✓	-	-	-	-
0000489509	000 048 9509	Male	77	4	9	£0	✓	-	✓	✓	-
0000659098	000 065 9098	Male	64	4	8	£0	✓	-	-	-	-
0000001002	000 000 1002	Female	73	3	1	£0	✓	-	✓	-	-
0000002919	000 000 2919	Female	61	3	4	£0	✓	-	✓	-	✓
0000003603	000 000 3603	Male	86	3	2	£0	✓	-	✓	-	-
0000003611	000 000 3611	Male	83	3	4	£0	✓	-	✓	-	✓
0000004771	000 000 4771	Male	88	3	0	£0	✓	-	✓	✓	✓
0000004847	000 000 4847	Male	77	3	4	£0	✓	-	✓	✓	-
0000004971	000 000 4971	Male	70	3	5	£0	✓	-	✓	-	-
0000005431	000 000 5431	Male	98	3	4	£0	✓	-	✓	✓	-
0000006423	000 000 6423	Male	98	3	4	£0	-	-	✓	-	-

New features and functionality in the Patient Activity timeline…

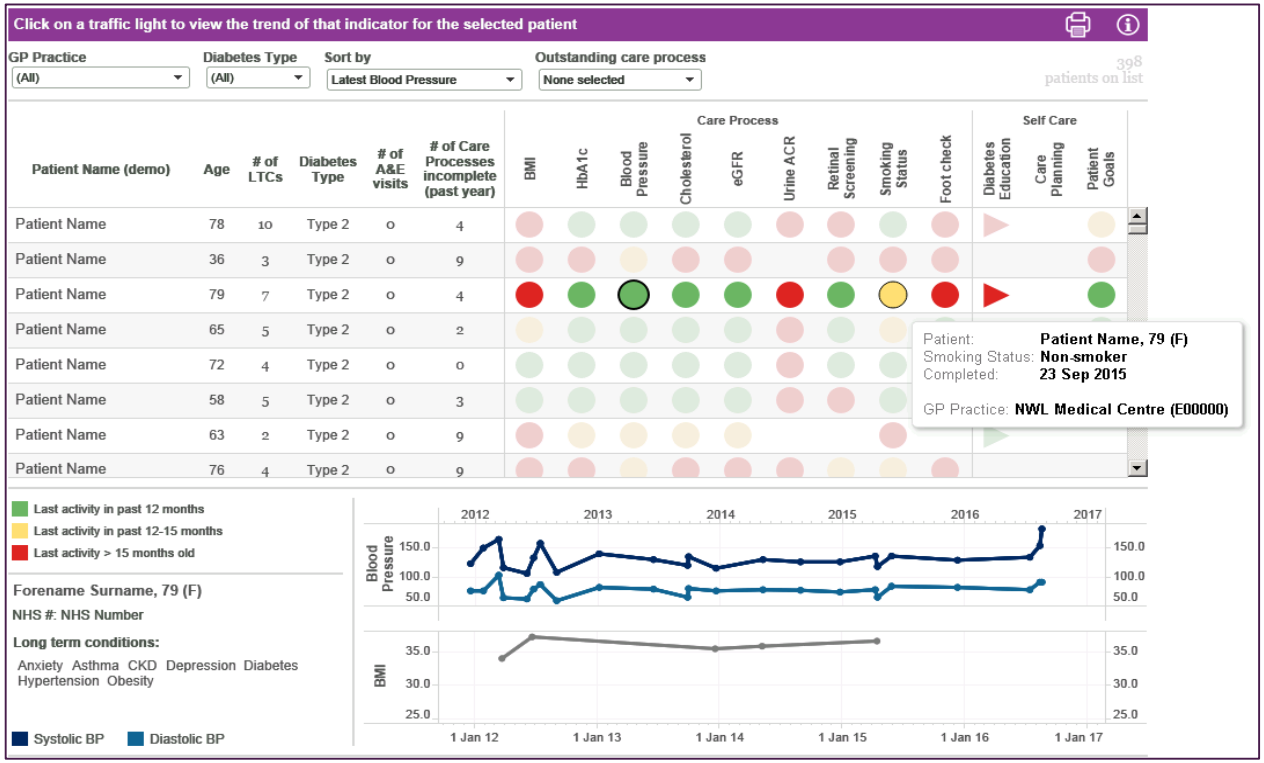


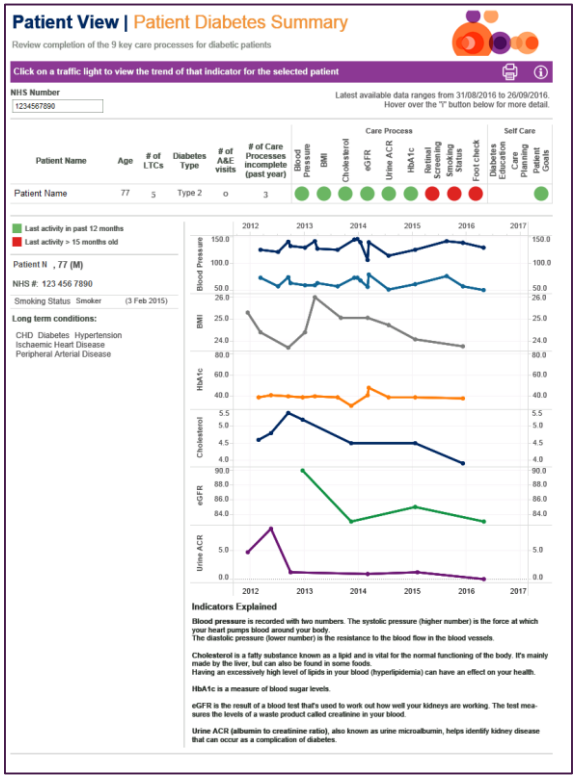
First LTC specific view of the data for Diabetes now live and available for use…

The Diabetes Radar is based on the existing CWHHE Excel dashboard developed by Dr Tony Willis. This automated radar has been deployed to NWL GP Practices

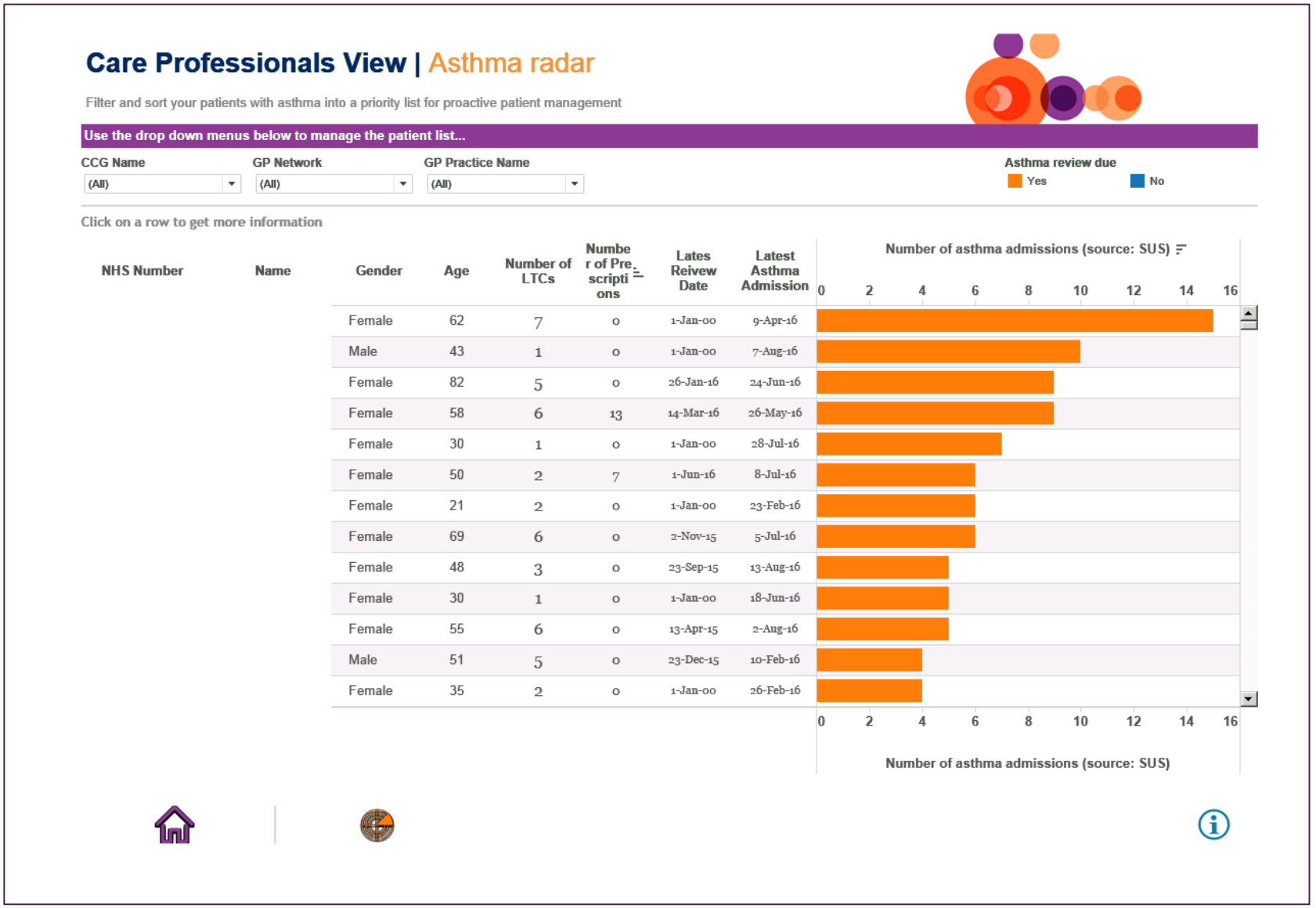
- ✓ Demographic (Age, Gender)
- ✓ Number of A&E attendances
- ✓ Diabetes diagnosis (Type)
- ✓ Completion of 9 key care processes (+ latest result, trends and individual targets where applicable)
- ✓ Self care info (Diabetes Education, PAM, care plan, patient goals).

First iteration of Diabetes Radar



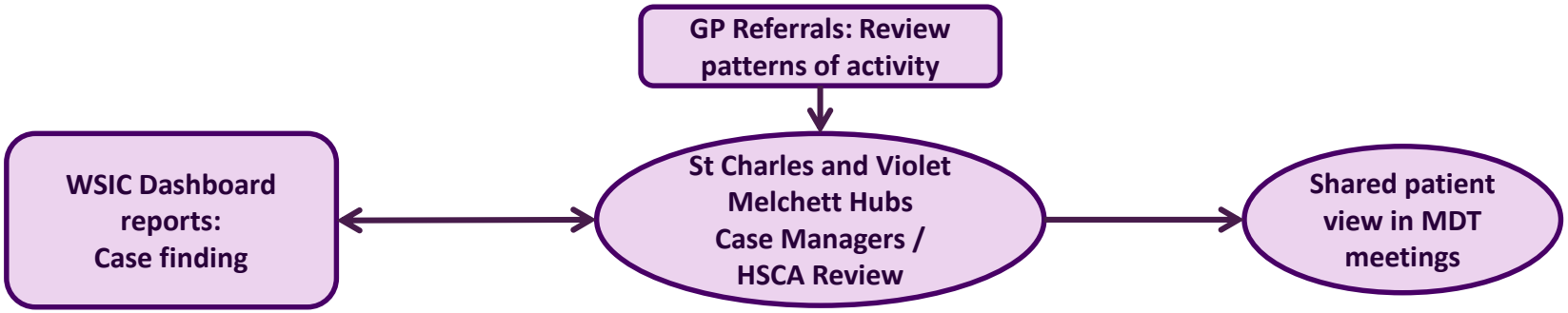


We have developed an Asthma Radar that is currently being piloted…



West London CCG and the WSIC Dashboards

The WSIC Dashboards are used by My Care My Way staff regularly to check patients that they are due to see to understand patterns of system activity and to case find using the reports detailed below



Case Managers use the WSIC Dashboards to create the following reports…	Timeframe	Where information will be found in the WSIC Dashboards
Care Plan tracking - List of patients with out of date care plans	Monthly	Using the 'Care Plan out of date' Watch List
Review of most expensive patients - Case find expensive patients that have not been referred into My Care My Way (WL WSIC Hub)	Fortnightly	Use the 'High Cost' filter in the Patient radar
Produce list of patients with recent LTC diagnosis - use list a case finding pointer or prompt for care plan review	Monthly	Using the 'Recently Diagnosed with a LTC' Watch List
Produce list of regular In patient users - use list as case finding pointer or prompt for care plan review	Monthly	Using the 'Regular Inpatient attender' filter in patient radar
Produce list of most frequent A&E attenders - Review as a prompt for Care plan review and case finding	Monthly	Using the 'Frequent A&E attendee' Watch List
Produce LTC care plan out of date lists for follow up	Monthly	Using the 'Care Plan out of date' Watch List

All WL practices incentivised to use the WSIC Dashboards in CLS Plan for 2017/18 to identify top 25 high cost patients for review

How the WSIC Dashboards are being used to coordinate care for NWL patients

Using Betty's story…..

Meet Sam and Betty

- Betty 87, suffers from COPD, Type 2 diabetes and arthritis.
- Coping well until Sam passed away, but now lonely and increasingly depressed.
- Frequently visits her GP and if she can't get hold of her GP in a crisis calls for an ambulance.

Using the WSIC Dashboards

- Care coordinator identifies Betty as a frequent A&E user and regular inpatient user on the patient radar
- Her activity timeline shows the care coordinator:
  - A sudden increase in her activity across the system, including a number of inpatient stays and A&E visits over the weekends;
  - She has not been treated for anything major in hospital;
  - She had a referral to social care but did not attend her appointment; and
  - She is attending at the practice weekly.

We require support from the H&F Health and Wellbeing Board as follows….

1. How to raise awareness of the WSIC Dashboards across the system

2. Identify applications for local use of WSIC Dashboards

3. Understand how this tool can help with Health and Wellbeing priorities across H&F.