

# Previous Forum Feedback

Magdalena Piwowarczyk

# Previously you told us:

“communication is not great”

“what services are available in community?” staff are not confident or aware of what options are available

“incorrect information about patients- high level of complexity not reflected on the referral”

“It's not sustainable, high costs and not receiving payment on time from local authority creates challenges”

# What have we done:

- **Improve Communication channels with staff, adults and families**
- **Offer of services being readily available, using different resources, training offer**
- **Market shaping work and improvement plans**
- **New model tested and proposed – going through approval.**

# Alex Health

**Alex Health is our new EHR, powered by Cerner Millennium. It is an integrated digital record of a patient's care, drawing together information from all systems that store that patient's data.**



modern • integrated • outstanding

patient at heart • everyday excellence • creative collaboration

## October

- detailed plans for **cutover and go-live** in preparation
- local areas develop **business continuity plans**
- preparations to **reduce elective care**

## October

- external communications to **inform and prepare GPs and patients**
- messaging: ***bear with us*** and assume business as usual unless told otherwise

## from 23 October

- working with system partners on mega **MADE** event to improve **patient flow** and reduce acute hospital **bed occupancy**

## Monday 28 October

- final preparations to activate **business continuity**
- final planning for **downtime**
- **action cards** being completed

## Thursday 31 October

- **downtime** starts c. **4pm**
- business continuity and downtime plans activated
- **read-only access** to affected systems
- transition to **paper records**
- **reduced patient services**

## Friday 1 November

- system partners support with **emergency activity**
- continued focus on **reducing activity**
- business continuity plans continue

## Saturday 2 November

- **Alex Health** system switches over
- **ED** goes live c. 2pm
- **wards** start to go live based on cutover plan c. 6pm with **medication transcription** and patient reconciliation

First patients recorded on **Alex Health**

## Sunday 3 November

- continue with **ward cutover** schedule
- **inpatients** goes live
- **maternity** goes live
- **reduced patient services**

## Monday 4 November

- **outpatients** goes live
- **theatres** goes live
- first **full operational day**
- work continues to **migrate data** and **essential downtime information** into Alex Health

## from 5 November

- **reduced theatre and outpatient activity** for next 3 weeks
- **early life support** for Alex Health, with a handover to business as usual team after 3 weeks

