CGI

CGI e-CareLogic

enhancing care across the health economy

Connected healthcare from CGI

Want to get the most out of your existing systems?

Whether you are a clinician, administrator or manager, high patient expectations, financial constraints and the need to increase productivity and efficiency whilst delivering optimum patient outcomes present ever-increasing challenges in the pursuit of high quality care. Meanwhile, legacy infrastructure, inadequate workflows, inaccessible data and security concerns simply add to the pressure and deprive you of the vital systems and information you need to do your job.

What if there was an effective, yet affordable way to remove all that pain and make you more agile? One that preserved the value in your existing systems? Well now there is – and it is called CGI e-CareLogic.

CGI e-CareLogic - an affordable route to agility

CGI e-CareLogic is our Integrated Clinical Electronic Records system, which provides clinicians, GPs and patients with portal access to health record information.

CGI e-CareLogic does more than present a static electronic patient record. It brings together patient activity and treatment data into one place and in real time from your existing, tried-and-tested hospital systems. It allows you to manage the full patient pathway with minimal clicks. You can view and capture clinical data, order diagnostics, manage activity and generate discharge summaries and reports. CGI e-CareLogic orders the information about your patients so that you don't have to look for it. It allows you to drill down to find what you need quickly and easily.

From the moment a clinician logs in, they are presented with all the information they need, when they need it, and wherever they need it. Through desktop, wall mounted touch screens and mobile devices so you can use it at your desk, in the ward or on the move and document what you need to with maximum ease.
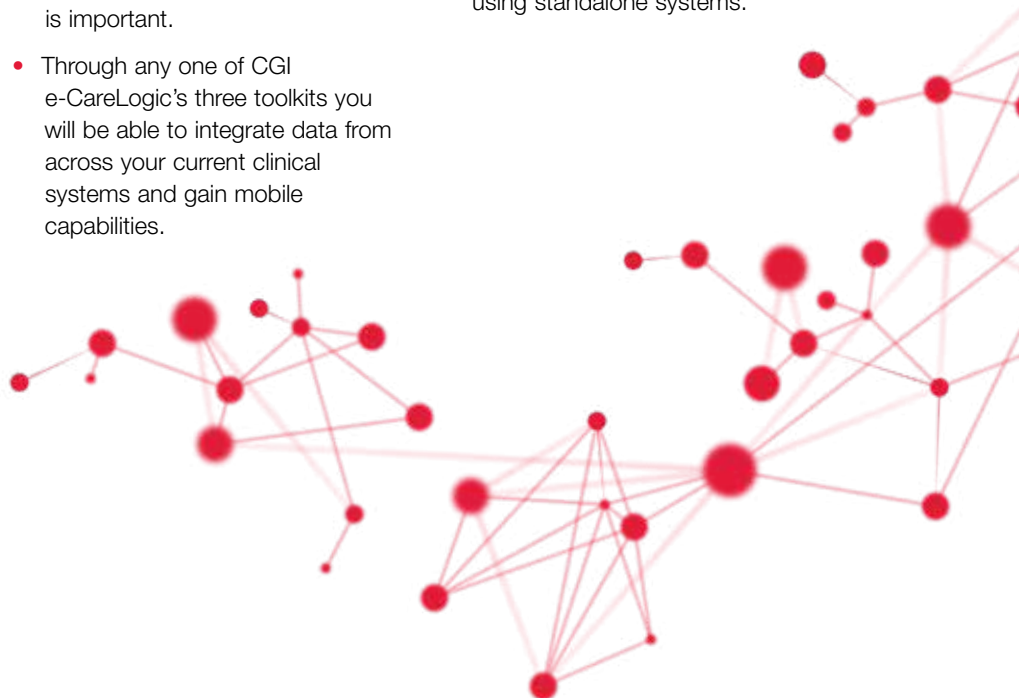
In addition to this, CGI e-CareLogic management reports free up data trapped in underlying systems to give you a whole system overview in the form of dashboards and reports to support key work flows and management tasks.

CGI e-CareLogic – in a nutshell

- Firstly, CGI e-CareLogic provides a comprehensive electronic record of a patient's healthcare – one that is accessible yet totally secure. By harnessing the data in your existing systems, it maintains records that are always up-to-the-minute and without the typical expense of rip and replace.

- Secondly, it helps record everything – from a patient's first immunisation to their latest medication. At the same time, it surfaces data buried in existing systems and paper records. Modular and flexible, it helps manage patient pathways – from referral to treatment, discharge and follow up.

- It's easy to learn and liberates users from time-consuming paperwork. CGI e-CareLogic gives clinicians and healthcare professionals more time for what is important.

- Through any one of CGI e-CareLogic's three toolkits you will be able to integrate data from across your current clinical systems and gain mobile capabilities.

Modular architecture supports:

- Incremental improvements where patients and clinicians require a highly usable and flexible front end, and where several clinical and administrative systems are replaced over an extended period, maximising flexibility and minimising disruption;

- The avoidance of the *rip and replace* of PAS and clinical systems;

- An agile platform that can integrate with many different clinical systems both within the hospital and across care settings to support the whole patient pathway;

- The gradual decommissioning of a wide range of systems and the consolidation of functionality and information into a single clinical repository thus reducing the ongoing costs of supporting and using standalone systems.

Pain-free integration

CGI e-CareLogic's design simplifies integration with existing systems. Our library of reusable techniques and interfaces can also handle systems that sit outside NHS interoperability standards. So, whether it's HL7 or any other standard, CGI's integration skills and vast experience will find a solution. This includes flows both to and from primary and community care systems as well as interfaces and desktop integration within hospital systems.

Why clinicians choose CGI e-CareLogic

A comprehensive repository of all your patient and organisational data, CGI e-CareLogic allows you to drill through existing systems and surface data for a 360° view of a patient, including last attendance, alerts and allergies, medications, images, test requests with results and clinic notes. In this way, it provides a single gateway for clinical information to help record diagnoses and produce electronic or printed referral letters, operation and clinical notes, e-forms, documents and clinic letters.

In addition, CGI e-CareLogic:

- Helps in scheduling and follow-up by enabling hospitals to send SMS reminders, thereby reducing unattended appointments. Patients simply request a message on their mobile phone to remind them of their appointment.

- Supports 18-week referral to treatment reporting. By recording administrative and clinical events with status changes, key staff members receive notifications if any delays are likely. Moreover, pathways and work flows are monitored by exception, saving manpower in tracking every case.

- Consolidates reporting across a hospital, trust or whole health economy. Refreshed every few seconds, it provides a proactive means to improve daily operational delivery with respect to bed capacity, A&E throughput, infection control, discharge processes, and much more. Periodic statistics on activity and performance can also be exported for research and formal reporting.

- Allows hospitals, authorised GPs and community staff to securely access patient details – a massive benefit particularly in long-term chronic care.

- Helps to manage and support key work flows including ward handover, multidisciplinary team meetings, infection tracking, ward rounds, clinical lists and A&E throughput.

Delivering better care for patients

Patients benefit from CGI e-CareLogic thanks to secure access through our Patient Portal to their individual care pathway(s) from home – including details of ongoing medications and treatments, observations, advice and help. They and their authorised carers can also access information prior to diagnosis and treatment to clarify questions about care processes and later to develop and monitor joint care plans.

- A single process captures demographic and clinical information, making patient management and hospital processes easier. Clinician-specific and shared work lists show patient details and pending tasks against what has been completed.

- Good practice means that discharge planning begins on admission, so CGI e-CareLogic ensures relevant information is secured and structured. An e-Discharge module builds discharge summaries that reuse relevant information previously entered. It means e-Discharge summaries become faster, more comprehensive and provide pertinent reporting for sharing electronically within a team.

All of which enables better planning for rehabilitation, helps inform the patient's GP, and ultimately supports the trust in improving the patient experience. Imagine better queue management, fewer forms to fill, and an end to repeated tests. And clinicians being able to see at a glance the last hospital contact, latest tests and check demographics – helping reduce the number of questions a patient has to answer. What's more, self-check-in at kiosks could save time, assist self-care and improve data quality. In other words, with CGI e-CareLogic, everything you need to know is a touch-screen or a mouse-click away – leading to better patient care across the entire health economy.
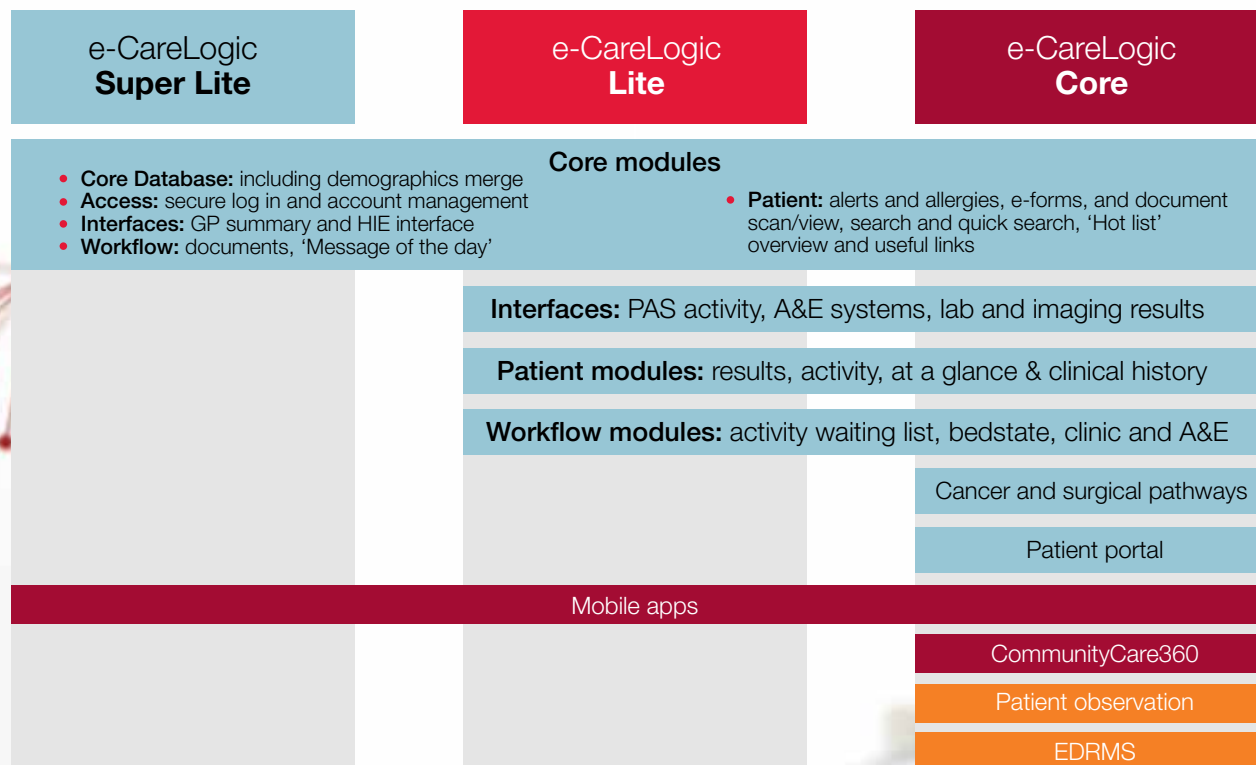
Credible benefits

In short, CGI e-CareLogic delivers seamless benefits to trusts, clinicians and patients alike, thereby supporting the many and varied business needs of any NHS organisation, including:

- Freeing up time to spend with patients

- Reducing time spent searching for information

- Releasing cash savings thanks to fewer repeat investigations and reduced DNA tests etc.

- Improving patient outcomes and safety

- Preventing delayed discharge

- Enhancing patient confidence

- Improving patient satisfaction and experience

- Improving planning, intelligence and agility, including real time reporting

- Improving information for SUS, Operation Framework, CQUN for example

- Improving integration and inter-operability

- Improving data quality, re-use of trust data and extending existing systems

- Providing mobile capability

- Supporting the management of patient pathways across care settings

- Reducing the ongoing costs of supporting a wide range of standalone systems

- Providing operational support for the management of hospital capacity and throughput

- Preventing infection outbreaks through infection tracking

- Improving targetting of those patients that require the most attention

- Supporting the clinical handover of patients between teams

- Improving communication with key stakeholders

- Helping to engage patients with their care through access and updates to care records through patient portals

CGI e-CareLogic toolkits

CGI e-CareLogic comes in three versions which delivers endless benefits to trusts, clinicians and patients alike, thereby supporting the many and varied business needs of any NHS organisation, including:

e-CareLogic **Super Lite**	e-CareLogic **Lite**	e-CareLogic **Core**
Core modules		
• **Core Database:** including demographics merge • **Access:** secure log in and account management • **Interfaces:** GP summary and HIE interface • **Workflow:** documents, 'Message of the day'		• **Patient:** alerts and allergies, e-forms, and document scan/view, search and quick search, 'Hot list' overview and useful links
	Interfaces: PAS activity, A&E systems, lab and imaging results	
	Patient modules: results, activity, at a glance & clinical history	
	Workflow modules: activity waiting list, bedstate, clinic and A&E	
		Cancer and surgical pathways
		Patient portal
Mobile apps		
		CommunityCare360
		Patient observation
		EDRMS

◼ CGI e-CareLogic Modules

◼ CGI Solution

◼ SME Partner solution

Reporting and intelligence

Whatever your reporting needs, be they clinical audits, planning new treatments, research, operational management, commissioner reports or NHS SUS compliance, CGI e-CareLogic enables direct enquiry or the exporting of information to reporting systems.

- CGI e-CareLogic uses sophisticated analyses to turn raw data into knowledge and provides incisive insights into how your hospital works, making it more efficient and effective.

- Reporting supports graphs and summaries, using indicators to track and analyse performance.

- CGI e-CareLogic alerts you to rule-based checks, such as out-of-range, potential breaches and un-coded admissions.

- CGI provides a platform for self-service for information departments with access to ad hoc queries and locally produced reports.

Being real-time, CGI e-CareLogic delivers information-rich reports, day-to-day or minute-by-minute, enabling:

- Real-time bed states with drag and drop touch screen capabilities that make bed managers more productive and help A&E.

- Automated infection control alerts and drill down processes for MRSA, c.Diff, etc.

- Better bed utilisation through discharge planning earlier in the day. Ward maps are integrated with requests and e-Discharge.

- Similar techniques for clinic management, enabling hour-to-hour planning by mapping flows.

Case studies

CGI e-CareLogic in use today

CGI is at the forefront of implementing portal technologies in the acute, primary and community sectors right across the NHS. Below are just two of our success stories:

University College London Hospitals NHS Foundation Trust (UCLH)

CGI e-CareLogic is being used daily by circa 1500 concurrent and 7,000 registered clinicians and administrative staff at UCLH to provide clinical pathway support, central reporting, enhanced bed management, plus infection control and the integration of nearly 100 systems. The largest CGI e-CareLogic instance to date, it has enabled the trust to cut costs and implement technical transitions and business change. We have been working with UCLH since 2003 when earlier versions of CGI e-CareLogic were implemented. The solution was fully deployed across the Trust in 2011; followed in 2012 by the launch of CGI's Patient Portal for use in Cancer services. UCLH uses our technology to bring together, in real time and in one place, all the information needed by clinicians to treat patients. It uses secure portals, so that UCLH clinicians and nurses, plus GPs, AHPs and authorised NHS trusts can see patient records built from more than 60 different applications across multiple hospitals and departments.

The UCLH Macmillan Cancer Centre has also benefitted through CGI's Patient Portal giving secure patient access to data such as their care record. Whilst also providing real time scheduling of appointments, kiosks and patient flow management and Cancer Centre EPR developments. Allowing clinicians to spend more time treating patients and improving the patient experience.

As a result, CGI e-CareLogic has helped UCLH:

- Access information anywhere anytime from any one of the hospitals computers;

- Improve attendance through the use of automated reminder notices and text messaging;

- Introduce a full electronic discharge process including prescribing that has speeded up and improved the prescribing and dispensing process and the timely discharge of patients from the hospital;

- Reduce reliance on paper clinical notes as scanning and electronic document management systems have enabled clinicians and carers to access all previous correspondence and notes in clinics and across any of the hospital's 4000 PCs;

- Provide work lists and clinic lists with contextual summary information;

- Monitor admissions and emergencies;

- Manage and monitor bed states;

- Visually manage data on patients in wards;

- Monitor and act on infections;

- Capture electronic referrals and letters into the patient record;

- Integrate with patient calling screens and kiosks to manage patient movements in real-time through the hospital;

- Create and send out e-discharges;

- Create e-prescriptions;

- Set automatic alerts and escalations;

- Provide secure portal access to GPs;

- Set up an Operations centre for the management of patient flow through the hospital;

- Manage clinical handovers between teams;

- Support the Hospital at Night team;

- Deliver electronic requests for diagnostic tests;

- Engage with patients through the patient portal;

- Improve communication with GPs via access to the GP Summary and the transmission of documents to GPs electronically.

NHS Isle of Wight

In 2010, NHS Isle of Wight (IoW) appointed CGI as its strategic partner. As a result, we now provide a CGI e-CareLogic hospital and health community clinical portals environment to over 3000 users.

Our CGI e-CareLogic hospital and health community clinical portals solution addresses the principal issues of avoiding emergency admissions, increasing planned care and monitoring capacity and patient flows, as is shown by the diagram below. Our deployment focuses on web based services to support information flows especially regarding recent patient history to be shared between acute care services, ambulances and GPs including patient summaries, medication records and e-discharges. We have integrated information held in ten different NHS IoW systems to support emergency and urgent care services across multiple settings. Information from the acute hospital care systems and community services are aggregated and securely delivered for use by clinicians as a single view of a patient's full record, improving speed and accuracy, improving communications, avoiding duplicated work and reducing paperwork.

As a result, CGI e-CareLogic has helped NHS Isle of Wight:

- Achieve a greater level of IT maturity;

- Retain and improve the use of existing systems by adopting an integration and portal approach;

- Save a significant amount of capital spending by extending the life of these systems;

- Create links between its departmental systems;

- Provide an electronic patient record across acute, primary, community and ambulance services;

- Give clinicians a clearer view of capacity - an important factor in view of the trust's isolation from mainland health services;

- Reduce the reliance on paper notes in clinic;

- Gain an electric view of bed states - making patient management much easier

- Reduce the length of hospital stays and cut inefficient double testing;

- Not least, reduce operating costs;

- Move nursing work flows onto computer based systems including ward drag and drop, electronic PSAG boards and touch screen nursing observations.

Why CGI?

CGI e-CareLogic provides a classic example of how CGI's systems integration skills and healthcare expertise combine to help organisations large and small improve patient treatment, whilst retaining the value in their existing systems and making IT deployment much simpler.

- As a trusted NHS partner and having worked in this space for many years, we are now one of Europe's leading application managers. As such, we make it our business to help organisations like yours move from the past to the future.

- Our consultants work closely with your staff to map working processes, ensuring implementations in working services are benefits-led and cause minimal disruption to day-to-day tasks.

- We have carried out many large-scale PAS/EPR migrations and managed complex data migrations from legacy systems. Our integration capabilities ensure any new systems are seamlessly added to the wider healthcare infrastructure, enabling other services to continue running effectively.

- Not least, by delivering on time and to budget, we aim to gain your trust in the same way that patients trust you. By using us to separate clinical services, patient care and service planning from IT systems management, we will ensure that you reduce costs and extract more value from your existing systems.

Founded in 1976, CGI is a global IT and business process services provider delivering high-quality business consulting, systems integration and managed services. With 68,000 professionals in 40 countries, CGI has an industry-leading track record of delivering 95% of its projects on-time and on-budget, aligning our teams with clients' business strategies to achieve top-to-bottom line results.

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