

Welcome to the **6th Edition** of the **Healthcare IT Exchange**
The Meeting Place for Informatics Leaders
Examining IT Tools and Strategies that Enable Personalised Healthcare

2015 Speaker Faculty			2015 Advisory Council
 Adrian Byrne Director of IM&T University Hospitals Southampton NHS Foundation Trust - The trust provides services to some 1.3 million people, plus specialist services such as neurosciences, cardiac services and children's intensive care to more than 3 million people in central southern England and the Channel Islands. - Adrian is very interested in direct patient to secondary care interaction via secure web and messaging - a shared clinical and patient access to data on t'Internet.	 Charles Yeomanson Director of ICT The Hillingdon Hospitals NHS Foundation Trust - The Trust has a turnover of around £222 million and we employ over 3,300 staff delivering high quality healthcare to a population of over 350,000 people. - Charles will sit on the keynote panel discussion on 360° <i>View on Interoperability and Information Governance</i>	 Daniel Ray CIO University Hospitals Birmingham NHS Foundation Trust - Daniel provides the pace, steer and commitment which drives the Informatics unit and is extremely influential in the Healthcare IT network. - UHB is the leading university teaching hospital in the West Midlands and is one of the most consistently high performing trusts in the NHS.	 Christine Walters, Director of IM&T The Pennine Acute Hospitals NHS Trust - The Pennine Acute Hospitals Trust serves the communities of North Manchester, Bury, Rochdale and Oldham, along with the surrounding towns and villages - Christine Walters has many years experience as an IT professional, and 17 in senior managerial roles
 Danny Roberts CTO South Warwickshire NHS Foundation Trust - Danny is responsible for the support and development of ICT services across Warwickshire including Warwick, Stratford and Leamington Spa Hospitals and the integrated community and child health services. - Additionally his service provides ICT support to all GP practices across the county and project and programme management across the region including Coventry.	 Inderjit Singh Head of Enterprise Architecture NHS England - Inderjit spent 7 years with a global management consultancy delivering technology innovation across financial services, telecoms and retail sectors - As the Head of Architecture at NHS England, Inderjit is working on a number of strategic themes on behalf of the National Information Board such as interoperability, and citizen identity.	 Jan A Hazelzet CMIO / Vice-Director Strategy & Policy, SB&V Erasmus MC - Jan research interests focus on Sepsis, Medical Informatics, clinical information systems, quality management and Value Based Healthcare. - The Erasmus MC is affiliated with Erasmus University and home to its faculty of medicine, the "largest and one of the most authoritative scientific University Medical Centers in Europe."	 Colin Sweeney, Director of ICT King's College Hospital NHS Foundation Trust - One of the country's leading NHS Foundation Trusts, a provider of local services, a centre for specialist care & world-class teaching hospital - Wide experience in the area of Electronic Patient Records, having led the project to implement the EPR Strategy at the Trust since 1997
Malcolm Gandy Head of IT Operations University Hospital of South Manchester - UHSM is a major acute teaching hospital Trust providing services for adults and children at Wythenshawe and Withington Hospitals and has approximately 5,500 valued staff. - Malcolm will lead on the culture challenge presentation, highlighting some of the work he has been doing to gain clinical engagement	 Martin Baggaley Medical Director of the Trust and Lead for Clinical Governance South London and Maudsley - Martin has a long term interest in health informatics and carried out a two-year secondment with Connecting for Health. - The Trust is one of the largest mental health trusts within the UK, with 68 inpatient wards across multiple hospital sites, offering a wide range of services.	 Mike Jones Director IM&T, Performance / CIO Northern Devon Healthcare NHS Trust - Mike has been a CIO for the last 8 years. His interests are in Enterprise Architecture for Integrated Care Records, Leadership and Change Management. - His current challenge is to ensure the NHS organisation he serves embrace digital services so that the NHS can achieve the targets set out in the national strategy	 Dr. James Reed, Consultant Forensic Psychiatrist & CCIO Birmingham & Solihull Mental Health NHS Foundation Trust Trust has over 4000 staff and operates from over 50 sites in a variety of settings, from community based mental health teams through to acute wards and day centres.



Michael Green
CCIO

South Devon NHS Foundation Trust

- Michael became involved in re-writing the SDHFT IT strategy in 2011 and established the role of CCIO in 2013.
- He was awarded MSc in Health Informatics (UCL) in 2012.
- Life's great mysteries: information is the currency of healthcare; why do we lag so far behind other industries in using information technology effectively?



Phil Koczan
CCIO and GP

North East London NHS Foundation Trust

- Phil is currently CCIO for both UCL Partners, an academic health science partnership and North East London Foundation Trust. He is also the London Digital Clinical Champion for Patient on Line project with NHS England.
- His particular interest is around bringing data together from different care settings to support the development of integrated care initiatives



Stephen Beattie
Head of ICT

Northern Health and Social Care Trust

- Stephen has a particular interest in mobile working, security and governance. The trust provides a comprehensive range of health and social care services to a population of almost 436,000 people across a geographical area of 1,733 square miles spanning four new council areas, making it the largest geographical trust in Northern Ireland.



Justin Griffiths,
Head of IT

The Walton Centre NHS Foundation Trust

- The only specialist hospital trust in the UK dedicated to providing comprehensive neurology, neurosurgery, spinal and pain management services.
- The Neurosurgery Department is, performing around 3,000 elective surgical cases, 2,000 emergency surgical cases and 400 day case procedures each year.



Simon Marsh
Group CIO

Nuffield Health

- Simon has a passion for using technology to solve complex business problems
- Nuffield Health offers 31 private hospitals, 77 Fitness & Wellbeing gyms and many corporate locations and medical centres
- Simon will bring his thoughts to the keynote panel discussion on *360° View on Interoperability and Information Governance*



Tony Shannon,
Director, Ripple Community Programme Director

Frectal

- Director, Leeds Care Record programme
- Director, Ripple Community Programme
- Involved in Informatics at local/regional/national/international levels over the last 10 years.
- Interests in change in complex systems, clinical leadership, process improvement, information technology, the pursuit of "value" in healthcare.



William Smart
Director of IM&T

Royal Free London NHS Foundation Trust

- One of the largest NHS Trusts in England operating from three large sites in North London, employs 10,000 staff and delivers care to over 1.6 million patients a year.
- Will is also the Executive lead for the Trust's modernisation of its non-clinical support services.



Dr. Mike Fisher, CCIO

Royal Liverpool and Broadgreen University Hospitals NHS Trust

Also speaker

- One of largest and busiest hospital trusts in the North of England, with an annual budget of £400 million+
- A consultant cardiologist who has a background in IT, having worked as a programmer and also having run his own small IT software firm. Is the CCIO for the Royal Liverpool trust



Peter O'Hagan,
Non-Executive Director and Vice Chair

North Staffordshire Combined Healthcare Trust

- Peter is the lead non-executive for Technology as the trust journeys to becoming "digital by choice".
- As an acclaimed Imagineer Peter has a reputation for not only horizon scanning but also for recognizing the potential of innovative established solutions across a range of sectors.

Gareth Bulpin, Head of Technical Development Network and Support

Also a speaker
Cardiff University and Vale Hospitals

- Cardiff and Vale University Health Board is one of the largest NHS organisations in Wales.
- They employ approximately 14,500 staff and provide health services to a population of around 472,400 people living in Cardiff and the Vale of Glamorgan.

Interested in joining this executive line up?

[Email](#)

Hear what last year's attendees thought!

"The Exchange was extremely interesting and useful. It's hard to get a view across the industry (suppliers, customers, commissioners and standards folk) of what is happening across the breadth of the NHS and this helps to formalise trends and promote awareness of barriers and enablers" **HSCIC**

Please note: this agenda is provisional and will be subject to change

**6th Annual
Healthcare IT Exchange
Wednesday 2 December 2015 – Day One**

07:50 – 09:00	Registration and Refreshments
08:00 – 08:55	Breakfast Briefing How does it work? The early morning breakfast briefing will kick-start the day with opportunities for learning, sharing of ideas, lively debate and networking. Breakfast is served at 8:00am with presentations by one or more guest speakers, the presentation will then be followed by an interactive session between panellists and the audience. Procure for the Future with BS 10008 Compliant Systems for Health and Social Care Elisabeth Belisle, Managing Director, Papershrink and ScanDox Sarah Cerbone, Sales and Marketing Director, Papershrink and Scandox
09:00 – 09:05	Welcome Remarks from IQPC and Chair's Opening Remarks Steve Murray, Healthcare Team Lead, AirWatch by VMware
Beyond the 2020 Vision – Advanced Personalised Healthcare	
9:05 – 9:30	Keynote Address - Personalised Integrative Healthcare - a European Perspective on the Implications of a Personalised Healthcare Ecosystem • What is Value Based Healthcare? Analysing the implications of value driven healthcare vs volume driven healthcare • How close are we to global standardised and transparent outcome measurement? • Patient-centric healthcare – what does it really mean? • Uncovering insights into Erasmus MC – examining concepts of 'value based health care' giving patients a voice in the 'customer journey' at work • Analysing the principles of data collection, with a difference • Forecasting progress in advanced personalised medicine for 2016 and beyond whilst highlighting opportunities Jan A Hazelzet, CMIO / Vice-Director Strategy & Policy, SB&V, Erasmus MC
Interoperability – Strategy, Tools and Information Governance	
09:30 – 10:20	Mix Format Quick Fire Presentations & Panel Discussion - 360° View on Interoperability and Information Governance Who Owns the Data in a Patient Centric Healthcare System? Examining Risks and Benefits of a Cohesive Open Pool of Information • Uncover insights into the national interoperability strategy from the Head of Enterprise Architecture • The patients? Do they want the responsibility? Keeping the patient at the heart of any new developments – how to secure collaboration • Assessing the challenges in empowering patients by enabling access to data and developing communication channels • The trusts? At a moment in time or on a continuous basis? Highlighting the importance of accessing data to effectively manage patient flow • How to join up the health services efficiently by adhering to set standards to transfer the data to provide visibility across the health and care services • The GP? – examining the benefits of a continuous main record • Navigating information governance challenges by understanding data protection accountability of the different healthcare providers • Are personal records the solution? Panel Members: Inderjit Singh, Head of Enterprise Architecture, NHS England Phil Koczan, Chief Clinical Information Officer, North East London NHS Foundation Trust Simon Marsh, Group CIO, Nuffield Health Charles Yeomanson, Director of ICT, The Hillingdon Hospitals NHS Foundation Trust Dr Tony Shannon, Director, Ripple Community Programme Director, Frectal

10:25 – 10:55	One-to-One Business Meetings	BrainWeave 1 End to End System Interoperability - How to Successfully Empower the Patient by Bringing Together Information and Healthcare at Trust and National level • Successfully managing access to secondary care systems by designing around user access points • How to effectively integrate disparate systems and technologies by merging different paths into one interface – addressing the role of middleware • Evaluating local success stories – can the model be replicated at national level? • Towards integrated care: is this really an IT integration process? Understanding why flexibility is key and how to avoid making costly mistakes
11:00 – 11:30	One-to-One Business Meetings	
	TRACK A	TRACK B
	Workshop: <i>How does it work?</i> Invited solution providers and advisers will speak alongside one of their clients to present a practical session with lessons you can take back and apply in your own department.	
	Workshop 1 Implementing an Electronic Prescribing and Medicine Administrative System (Epma) to Improve the Management, Legibility and Safety of Medicines • Mitigating the paper risks of missing or losing prescription to improve patient care and minimise errors • Increasing the quality and timeliness of discharge summaries • Electrifying the patient journey whilst integrating access to clinical information to improve patient care	Workshop 2 Reserved for Bridge Head Software Investigating Challenges and Opportunities Surrounding Record Interoperability and Transient Information • Step 1: “electrifying paper” – analysing tools and methodologies • Step 2 – providing access and view points – how much information is required by care provider at the point of care? • Step 3: minimising complexity by ensuring relevant and good quality output
12:20 – 12:50	One-to-One Business Meetings	BrainWeave 2 A Consultative Approach - Leading the Transformation that the Use of Advanced Health IT can Bring to Value and Quality in Healthcare Systems • How to create a clinically appropriate information culture - providing more efficient and safer care to patients • Is integration an IT project? Understanding change management
12:55 – 13:25	One-to-One Business Meetings	
13:25 – 14:30	Networking Lunch Break	

14:30 – 15:00	Case Study Review Creating and Delivering a Future Ready, EPR Strategy - Partner, Strategy and Methodology - Defining the strategy based on organisational requirements and affordability - Structuring the programme and building the team - Bringing the organisation with you - What we've learnt so far - What the future holds? Danny Roberts, Chief Technology Officer, South Warwickshire NHS Foundation Trust Ripple Community Programme: Towards an Open Health & Care Platform 21st Century Healthcare is under pressure: Health IT industry could do better. - Interoperability, Open Standards and Open Source are discussed as a way forward - The Ripple OSI initiative is working towards such a platform Tony Shannon, Director, Ripple Community Programme Director, Frectal		Presentation "No Decision About Me Without Me" Discovering the Benefits of the Patient Portal - Tracking and monitoring improvements in long term chronic conditions – investigating impact-ability - An improved patient experience? Analysing feedback - Discussing implementation challenges and examining lessons learned - What does Nirvana look like for the patient portal? - Insights into the super – scheduler: what integration can enable Daniel Ray, CIO, University Hospitals Birmingham NHS Foundation Trust
15:00 – 15:30	One-to-One Business Meetings		BrainWeave 3 Cloud Implementation, Data and Security – Who Owns the Data and What are the Risks of Failing to Share Information? - How to effectively manage the governance challenges by applying patient central thinking - Adaptability – how to successfully adapt systems ready for virtualization - Plan your future IT investments in cloud ready technology - examining cloud technology as an enabler of mobility and integration of information - Security – What measure can you take to prevent a data breach - Short case study review – private health organization and trust challenges in moving to the cloud
15:35 – 16:05	One-to-One Business Meetings		
16:10 – 16.40	One-to-One Business Meetings & Networking Break		
16:45 – 17:20	Roundtable Discussions: <i>How does it work?</i> Designed to enhance the level of collaborative, strategic discussion, these interactive roundtables allow you to break off into small groups where you will be able to benchmark, debate and discuss best practice with your peers. You can choose one roundtable discussion on a topic that is of priority to you.		
	(1) Implementation is Hell! How to Effectively Manage the System and Engagement Challenges Whilst Minimizing Costs on a Large IT Project	(2) Apps – How to Make Complex Systems User Friendly and Offer Access to Patients by Understanding What Makes Apps Redundant and Assessing What is Stopping Innovation in Healthcare Apps	(3) Internet Of Things and Healthcare, Telemedicine Or E-Medicine – Discussing Infrastructure Implications
	(4) What the Patients Need in a Patient Portal – Discussing Usability and ROI	(5) NHS Payment System – An Opportunity for Innovation	(6) Data and Opportunities for Commercialisation – Data Collection and Standardisation Matters <i>Have you got a topic idea?</i> click

17:20 – 17:50	Presentation - The Future is Bright for NHS Informatics – Innovation in the Midst of Austerity - Background of significant change in the NHS - Austerity - Structural change – 5YFV, Vanguards, Dalton Review - Focus on quality and productivity - Increasing demand/hype around digital services - Opportunity for informatics to deliver real, tangible and lasting change William Smart, Director of IM&T, Royal Free London NHS Foundation Trust	Presentation – The Nuffield Health Integration Story – Uncovering the Strategic Roadmap on Internal Site Integration and with NHS - How do you integrate over 30 hospitals effectively and successfully? Discussing strategy and tools by examining lessons learned and success stories - Analysing interoperability stumbling blocks with NHS – analysing opportunities - A nationally scalable model? Simon Marsh, Group CIO, Nuffield Health
17:50 – 17:55	Chair's Closing Remarks	
18:00 – 19:00	Networking Drinks Reception	

6th Annual Healthcare IT Exchange
Thursday 3 December 2015
Day Two

Integration and Mobility – Why You Can't Have One Without the Other

08:00 – 08:55	Breakfast Briefing – Session Reserved for Docman Working Group: How Would You Run Virtual Services Outside Working Hours? - The role of smart technology: uncovering innovative ideas Scalability – design for scale - Addressing the methodology of process management development Gareth Bulpin, Head of Technical Development Network and Support, Cardiff University and Vale Hospitals	
08:55 – 09:05	Chair's Opening Remarks Silvia Piai, Senior Research Manager, IDC Health Insights - EMEA	
09.05 – 09.30	Case Study Investigating Mobilisation Applications, Benefits and Challenges When Mobile Working Means Different Things to Different People... Northern Ireland Pilot Case Study - How do you manage mobility in a coastal, not well connected but in health and care integrated region? - Encouraging adoption and managing resistance by analysing requirements in terms of access and hardware needs – who works where and what they do - Identifying best compromise solution in terms of cost and management when it comes to selecting operating systems and hardware - Investigating the opportunities a truly mobile workforce can bring to the patient and the health and care organisations - Surprise findings Stephen Beattie, Head of ICT, Northern Health and Social Care Trust	Honesty Clinic How Not To Do It! - An opportunity to share stories and lessons learned from IT projects that will help others overcome their own disasters - A group discussion on any deployments that went wrong – attempt at clinical engagement that did not work – systems that never got used or were completely irrelevant to the working flow Mike Fisher, CCIO, Royal Liverpool and Broadgreen University Hospitals NHS Trust

09:35 – 10:05	One-to-One Business Meetings	BrainWeave 4 Healthcare Mobility at Tipping Point – How to Effectively Deploy Hardware and Provide Effective Access Routes • Reviewing the requirements of a robust strategy for the mobile device working • Saving costs by implementing an effective hardware deployment strategy through in-depth analysis of competing hardware providers to uncover best device and best compromise • Examining risks in different BYOD strategies to effectively develop your tactical response • Reviewing the Wi-Fi challenge and off line solutions that synchronize effectively • Enabling real time collaboration and access to information for your mobile workforce by transitioning and integrating your legacy systems
10:10 – 10:40	One-to-One Business Meetings	
10:45 – 11:25	Track A	Track B
	Workshop: How does it work? Invited solution providers and advisers will speak alongside one of their clients to present a practical session with lessons you can take back and apply in your own department.	
	Workshop 3 Mobility and Workflow - Investigating Opportunities and Analysing Benefits to Patient Care of Electronic Observations Using Mobile Devices • Mitigating care risks surrounding end of shift handover through the use of mobile platforms and mobile technology • Automating alert systems and providing visibility to clinical staff at the point of care • Mobile Nursing Stations – Making Time to Care	Workshop 4 Interoperability - Enabling Continuous and Improved Care in the Community by Utilizing an Information System that Follows the Patient • Examining the potential cost savings and the benefits to overall patient care • The bigger picture: an opportunity to buy clinical engagement in your trust whilst improving communication and accountability
Stumbling Blocks or Opportunities? Mobility and Interoperability Implementation		
11:30 – 11:55	Case Study: South Devon Strategy on Transitions of Care - Electronic Information Sharing Between Hospital and Community • Understanding how people work with information and examining the digital environment limits to maximise opportunities • Engage in information sharing effectively by establishing mechanism at tech level: what does it mean for each person involved in the care plan? • Shared care plan – uncovering current level of service and technology – workflows at clinical level – what can be done with that? • Identifying the gaps – what to be aware of when implementing such strategy • Examine the post op care plan – how to manage the person in the community – offer direct access • How to effectively and efficiently provide visibility for the patient and the GP Michael Green, Chief Clinical Information officer, South Devon NHS Foundation Trust	Culture Clinic The Culture Challenge - Uncover How to Overcome Objections and Secure Buy in from Clinical Groups From an Operational and Strategic Perspective • Reviewing a strategic approach to encouraging innovation - are we ready to admit failing is acceptable? • How to effectively manage the transition process by gaining engagement • Uncover the benefits of IT as the key enabler whilst acknowledging the limitations of technology to manage expectations • How IT can successfully support the clinical challenges Malcolm Gandy, Head of IT Operations, University Hospital of South Manchester

Digitisation - Analysing Data Analytics Opportunities		
12:00 – 12:30	One-to-One Business Meetings	BrainWeave 5 Analytics – Revealing Insights Into Integration and Increasing Understanding of Big Data by Reviewing Projects and Applications • Unlock the power of advanced healthcare by matching clinical symptoms and comparing treatment options in a few clicks • Big data – how to manage volumes effectively and how to maximize results – R&D, monitoring • How to successfully process millions of data points and manage the challenge of integrating legacy information systems • Understanding what doctors write – examining systems that can effectively process unstructured data • Sharing is saving – observing the benefits of collaboration across trusts by analysing the workforce requirements to contextualize
12:35 – 13:05	One-to-One Business Meetings	
13:10 – 14:05	Networking Lunch Break	
14:10 – 14:50	One-to-One Business Meetings	
A Glimpse into the Future...		
14:55 – 15:25	Presentation Analysing Mobility, Cloud and Models of Clouding Computing • Examining some of the technical and political challenges of moving into the cloud • Analysing and reviewing end to end processes across the mobility platform • Investigating the success of the HealthApp Trip Advisor • Why “the right frame of mind” from an organisation perspective is incredibly important to any successful launch and implementation project Mike Jones, Director IM&T, Performance / CIO, Northern Devon Healthcare NHS Trust	Presentation Investigating the Latest Developments in Patient Access to Records – Gaining Inspiration from Patient Online Access in the Acute Sector • How do we make better information available to patients and share it? • Highlighting key insights into an IT project in association with Prostate Cancer UK for the True NTH Programme – running virtual clinics and data sharing across a number of systems using personal records • Discussing opportunities and addressing potential identity challenges • Harnessing the power of the patient to drive the transformation of the health system and enable supported self-management • Patients as customers - why is important to change the mind set of the health community Adrian Byrne, Director of IM&T, University Hospital Southampton NHS Foundation Trust
15:25 – 15:55	Closing Panel Debate Operational Strategy – Managing Risks in Running the Best 24/7 Care Service in the World, On a Budget! • How will IT/ ICT department change to support the new ways of working? • Examining the challenges of resourcing with a shrinking budget and increased demands for capability • How to effectively manage the maintenance nightmare? – mini case studies review on maintenance projects • System cull – how to drive efficiencies in maintenance and management costs by reducing the operating systems within your trust • Running systems that have not been built with emergency planning – tips on tactical system add on • Towards standardization – discussing the process of accreditation and the information sources available to IT directors • Inspiration – non NHS operation director views and experiences on providing 24/7 support for the retail consumer Silvia Piai, Senior Research Manager, IDC Health Insights - EMEA Martin Baggaley, Medical Director of the Trust and Lead for Clinical Governance, South London and Maudsley	

16:00

Chair's Closing Remarks & End of Exchange