

NHS

**Yorkshire
Ambulance Service**
NHS Trust



Digital Strategy Overview



Engagement with stakeholders

Shared strategy with:

- 4 Workshops
- One to one meeting with the Exec team
- Commissioners
- Business IPBG members
- CIOs across the region
- ICT and BI's teams
- TEG three times
- A&E management group
- TMG
- F&I, Quality Committees

Our strategic digital vision



CALL 111
when it's less urgent than 999

PTS

999

“Enabling our staff to provide the best urgent and emergency care for patients by delivering innovative, resilient and clinically led digital services”

Our digital future for YAS



Challenges

- Increasing demand, Increased complexity, patient expectation, efficiency.
- The National and Regional digital agendas
- Carter review
- long term plan
- ICS's
- Brexit

Opportunities

- LHCRE
- Utilising the existing National standards
- Global Digital Exemplars (GDEs)
- Innovation fund, HSLI

We will, therefore, continue to provide strong foundations while enhancing key services

- **Strong foundations:**
- Use digital technology to enable resilient, efficient, effective, Cyber secure service and sustainable services.
- **Enhancements:**
- Embrace new digital technologies that improve patient outcomes, and enable the gateway to the wider healthcare system in the region.

Our digital roadmap is establishing opportunities and creating value for different stakeholders within the system



Our Patients

- **Easy for patients to interact with YAS** and access healthcare services online and video consultation.
- **Patients benefit** by gaining access to safer, customised, efficient care when clinicians already know their medical history and current medication.
- Paramedics **digitally collect patient details** removing repetition within the system and improving patient experiences.
- Provide services that **support frontline decision making** and get the best outcomes.
- **E- referrals** to other health care providers create a smoother patient journey.



Front line & Clinicians

- **Connected clinicians** have the ability to view primary care record and send treatment summaries.
- Full connectivity for clinicians over voice, video and data
- **Online access** to a comprehensive healthcare record at the point of care.
- **Real time awareness** of other NHS services available.
- Ability to **digitally transfer electronic patient records** to hospitals and receive patient outcomes
- Contact centre **staff working from home** or remote locations.
- **Body Cams** - to enable remote communication with clinical specialists
- **Virtual and online training**



Trust corporate staff

- **Demand Management**, and **Data analytics** highlight potential patterns and causes. Development of **predictive demand** to ensure appropriate resource levels can be anticipated to meet the Trust performance.
- **Vehicle Asset Management** proactively manage vehicles and assets.
- Use **Telematics** to improve efficiency
- **Vehicle Preparation.** checklists and integrate with medicine management and **stock control**.
- **Agile working** Improved staff experience through automation and collaboration



Working with partners

- Together with the NAA we evaluate **opportunities for cost efficient synergies**
- Working with **other Ambulance Trusts, partners**, the wider healthcare system (including **GDE, LHCREs and NRLS** utilisation),
- **We work as strategic partners in population health management**, to identify and address local priorities for care delivery.
- **Sharing data**, to support our **commissioners** in shaping the right service for the region and working with **partners**
- We will work with our **partners** to actively seek opportunities for emerging health **horizon scanning** technology to improve the patient journey and staff experience.

Digital Strategic projects



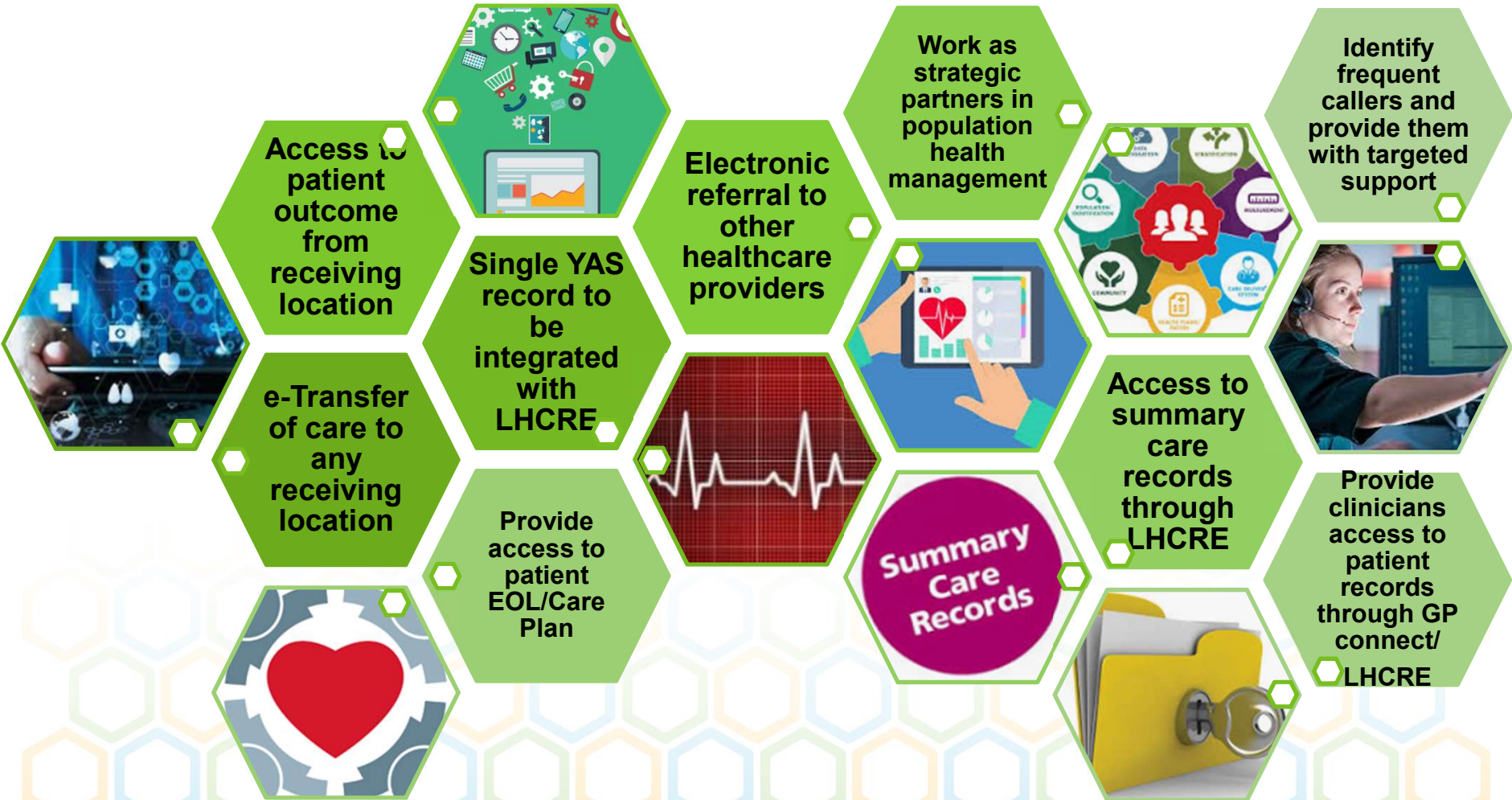
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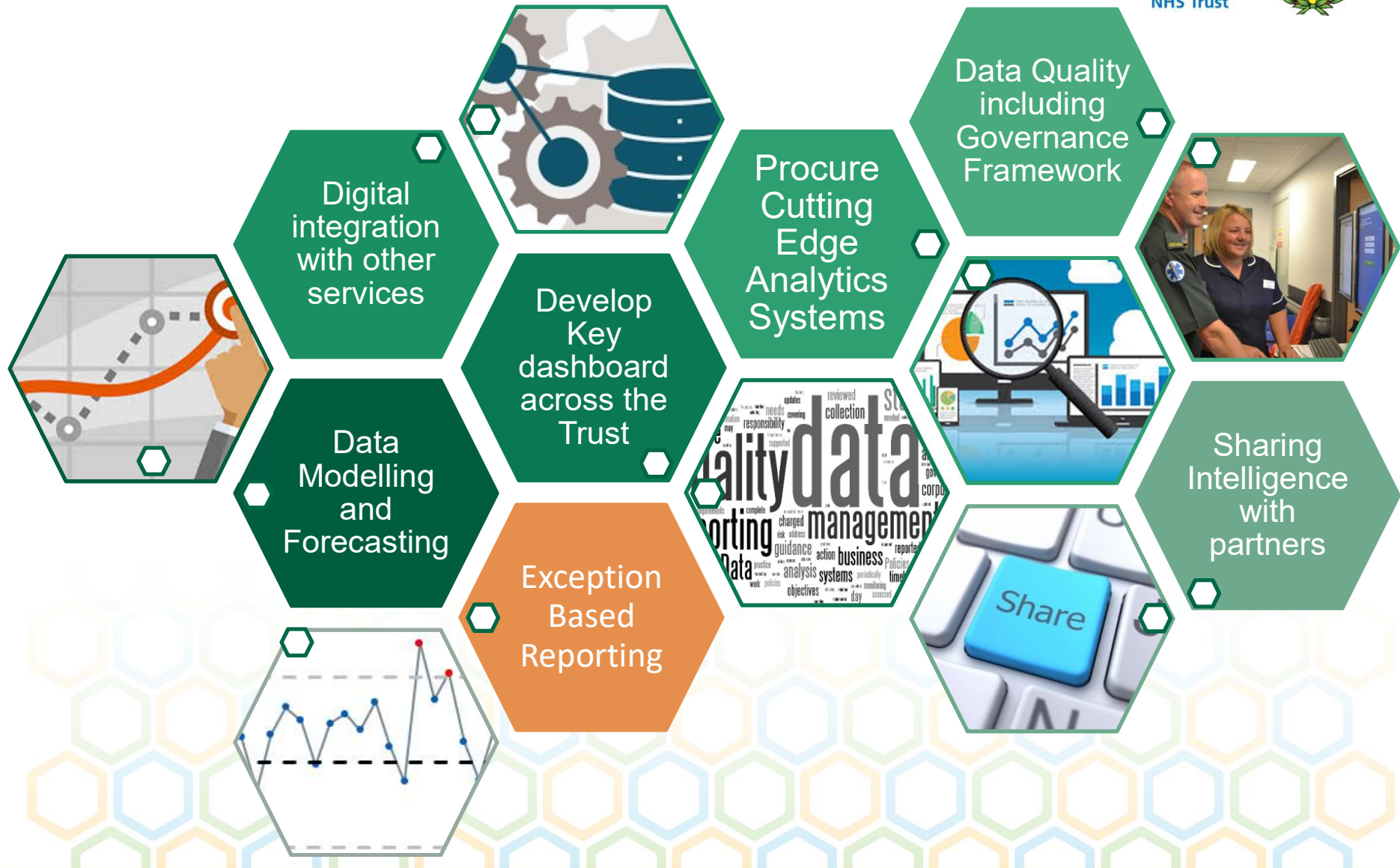
ePR



Local Health Care Record LCHRE



Data Analytic



Digital integration with other services

Develop Key dashboard across the Trust

Data Quality including Governance Framework

Procure Cutting Edge Analytics Systems

Data Modelling and Forecasting

Exception Based Reporting

Sharing Intelligence with partners

Share

Agile – Automation – Paper light



Integrated CAD/111/PTS



IUC:
Direct booking
E-prescribing
CP-IS
Local CAS



Integrated CAD
999/PTS
dispatch/clinical
triage system

Call handovers
– flexibility /
resilience in
queuing and
routing of calls



**Clinical
Advisory
Service**
(integrated 111
and EOC)

Implement HCP
module for 999



**Roll out of
Telematics for
999**

**Senior clinical
module (DOS,
e-referral,
direct booking)**
EOC

