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DELIVERING HIGH QUALITY RELEVANT DECISION SUPPORT
IN THE CLINICAL WORKFLOW

"Safe care now requires a degree of individualization that is becoming unimaginable without computerized decision support"

— Bates and Gawande. Improving Safety with Information Technology. N Engl J Med 2003; 348:2526-2534. DOI: 10.1056/NEJMsa020847

"We see our work with Care IS and their Valida suite as a core part of our digital transformation, in line with CCG priorities and strategy."

— Paul Davison, Interim Director of Transformation & Strategy, North East Essex Clinical Commissioning Group, NHS.

Valida's suite of services includes:

Valida Referrals – to guide complete and correct referrals, send forms to the right place with all appropriate patient information attached, and full read and write back functionality into the patient record.

Valida Care Navigator – triage by trained non-clinical staff for common complaints/ requests for appointments, ensures patients get right care from right provider including family, with full write back to clinical record.

Valida My Care Choice Register – to manage care choices and consent, and share the most up-to-date patient requirements and wishes with all care partners.

Valida Decision Support Modules – supports general practice in the management of acute (TIA/Stroke assessment and management) and long term conditions (Chronic kidney disease, diabetes and cardiovascular disease) by applying a layered approach to care.

www.care-is.co.uk

The Challenges for healthcare

Primary Care

- Primary care patient demand increasing
- Primary care workforce challenge, especially in general practice
- Need for increased decision support tools to direct patients to correct services, right first time

Primary/Secondary Care

- Lack of consistency and significant variation in quality of referrals
- Ever-changing pathways, referral processes and criteria
- Improved process needed for Clinical Priorities Policy
- Making best use of scarce resources, reducing duplication of time and processes
- Need for tools to save time and increase efficiency within primary care and secondary care

Valida is the solution.

- Valida can support demand management in primary care and other healthcare settings
- Valida integrates with the GP patient management systems of choice, with the ability to read from and write information back to the patient electronic health record
- Valida is consistent with locally adapted NICE guidance and clinical priorities policies, with changes and updates made fluently and quickly across the CCG and NHS
- Valida offersa consistent approach to care
- Valida is easily installed on the desktop, scalable across practices, federations, CCGs and accountable healthcare organisations
- Valida offers integration with the national NHS eReferral Service

What is Valida?

Valida is an in-consultation solution for non-clinical triage, clinical referral, decision support and shared care records. Designed by general practitioners and practice nurses. It is based on over 15 years of experience in New Zealand and Australia. The philosophy underlying the system is that it integrates seamlessly into your patient management system, is intuitive, localised, and improve clinical outcomes.

The system has been developed and has been in widespread use since 2005 in New Zealand and is now implemented in 98% of General Practices. Valida clinical content is based on NICE guidelines. Implementation of Valida has been shown to:

- improve healthcare professional concordance with best practice guidance;
- improve patient care;
- improve clinical outcomes; and
- reduce costs.

Valida consists of a suite of applications designed to support health professionals in providing the best care for their patients. The suite of products manages patient demand through non-clinical triage, referral to secondary care via the suite of SMART referral forms and provides a single health record for care choices across the healthcare system.

The Valida way

Valida, *smarter together*, is the Care IS way. We work hard to form lasting relationships and partnerships with our clients, and work with you to deliver the best solutions to fit your needs. Care IS and our partner BPAC Clinical Solutions currently provide general practice software in the United Kingdom, Australia and New Zealand.

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Valida's record of success

Valida was Launched in New Zealand (population 4.5m) in 2005, and has an impressive set of achievements:

- Used in 98% of practices
- Integrated into the standard workflow
- In the current year to date is has been used 95 million times by general practice
- Allows GP to assess and manage care offering specialized advice and management in areas such as chronic kidney disease, atrial fibrillation, assessment and management of TIA/Stroke risk all from the patient management system
- It also provides management support via referral for:
  - Treatment, i.e. prescribing,
  - Testing, i.e. laboratory and radiology
  - Opinion, i.e. referral to secondary or community services i.e. SMART Referrals.

In New Zealand, the following results have been seen:

- Care Navigator has led to a 29% shift in care provision in the trial practices
- Referral for colonoscopy – 55% of non Valida referrals were returned to general practice as lacking key information, but 100% of Valida Referrals complied with the information requirements
- Major joint replacement referrals: 32% reduction in referral rates, using Valida Referrals
- Chronic kidney disease – 100% appropriate referral criteria met using Valida Referrals, 82% virtual assessment, compared to 34% appropriate referral criteria met using non Valida referrals and with less than 8% virtual assessments

In Australian the use of Valida referrals has seen all criteria required for the referral being met at practice level. This has resulted in significant reduction in waiting times. Practices have also found significant improvement in productivity with estimated saving of:

- More than £4500 per year in administration for a small practice (<5000 patients)
- Over £9750 for a moderate practice (5000–10,000)
- Over £13,000 for large practices (>10,000)

In England the NHS Benefits

In its first year Valida has already started to make a difference to the NHS. In North East Essex CCG:

- Outcomes are improved with patients treated to evidence-based guidelines
- Referral gating/rules are based on CCG's CPP criteria, with risk managed in primary care
- Costs are reduced with a reduction/elimination of inappropriate referrals
- Secondary care has the supporting history and investigations to manage the patient,
- Benefits of a reduction of 10% to 15% in total number of referrals plus all referrals meet the criteria
- Care Navigator initial results from 5 practices:
  - 22,350 uses of Navigator events
  - 16,578 requests were for an appointment with the general practitioner
  - Of these requests only 42% (6998) were required to be seen by a GP
  - There were 319 home visits requested
  - And of these only 18% (55) were actually needed
  - The rest of the requests were dealt with by self care of call back/seen by other members of the practice staff.

How does Valida Work?

The Valida suite is integrated, web-based software as a service (SaaS), or software as a medical device (SaaMD). It reads the patient record in real time, passing the data through a rules engine to provide patient and time specific management advice to healthcare professionals.

Valida is integrated into the following on the clinician desktop:

- EMIS
- TPP SystmOne

And work is underway for integration soon with

- Microtest
- INPS Vision
- eReferrals Service from NHS Digital

Who are Care IS Ltd?

www.care-is.co.uk

Care IS Ltd is a UK provider of clinically commissioned information solutions, created by clinicians and built by IT experts. We are partners of BPAC Clinical Solutions **www.bpacsolutions.co.nz**, a New Zealand-based not-for-profit organisation with many years of experience in clinical decision support and eReferrals in Australia and New Zealand. Our team of experts includes practising clinicians and IT specialists in the UK and New Zealand, and managers experienced in delivering point-of-care digital knowledge products worldwide.

Care IS exists to:
- Improve quality of patient care
- Improve efficiency and reduce workload in general practice
- Reduce cost and save time
- Work shoulder to shoulder together with the NHS to make use of the latest technology in pursuit of better patient care.

How Care IS work's with you

Our aim is to work alongside you, to deliver solutions to the problems that cause delay in patient care, costs time and money by using scarce health resources inappropriately. We improve compliance with clinical guidance and subsequent improvement in patient care. Based on im-provements in the quality of clinical care and cost reductions, projections show that when used with only five key clinical pathways there is a return in year one of between 140% and 500%*. Additional pathways are provided that simply increase the return on investment.

Costs of admin support are reduced when using Valida Referrals and Care Navigator, not only through reducing the effort required to make referrals, but also by ensuring that all clinical criteria relating to each referral are met at the time of referral.

Time is saved in general practice by Valida Care Navigator, because it makes sure each GP appointment is appropriate, and that patients are triaged to the most appropriate provider to meet there needs. This might include recommending self-care by the patient themselves or their family, seeking advice from the pharmacy, or an appointment with another professional. It might also mean escalating urgent cases without waiting for a GP appointment.

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* Ranta, A., Dovey, S., Weatherall, M., O'Dea, D., Gommans, J. and Tilyard, M. (2015). Cluster randomized controlled trial of TIA electronic decision support in primary care. Neurology, 84(15), pp.1545-1551.

Call us now to discuss your clinical descision support needs:

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