

*Strategy sets the direction
Technology makes the journey possible*

NYHDIF Conference 2017

***‘Everything You Ever Wanted To
Know About Lorenzo – But Were
Afraid To Ask’***

Martyn Smith; Director of IT & Innovation
Martyn.smith@hey.nhs.uk

Why Lorenzo?





Don Suddaby
Chemist who invented an Oil
with CRODA

Now used to treat
Adrenoleukodystrophy (ALD)

Developed to help - Lorenzo
Odone



Lorenzo: The Heart of the EPR

- Replacement for our iSOFT PatientCentre
- Genuine ‘single system’
- Clinically Centric
- More focus on ‘real-time’ structured recording of Clinical Information
- Enabler For Resource Scheduling
 - *Creating and allocating capacity (clinic / bed / theatre) at the time a decision is made*
- Clinical Handover Triggers
- Alerting of Clinical Tasks
- Customisable to aid clinical effectiveness
- Supports Paper-Light to Paper-Less Processes

Lorenzo: The Heart of the EPR

Sharing to improve clinical outcomes:

- *15 years of correspondence & tests*
- *‘Click-outs’ to Pathology; Radiology; Cardiology*
- *‘Click-out’ to Summary Care Record (showing medicine history & allergies)*
- *Available wherever we deliver a service: NLAG; York*
- *GP’s access to HEY record*
- *Our local partner Trust, Humber NHS Trust, are a mature Lorenzo user – opportunity for a shared record*

Lorenzo go-live 'Big Bang' 8th June 2015

- **Care Management** – Trust wide
 - **Emergency Care** – Trust wide
 - **Requesting** – Path & Rad, Cardiac D, Trust wide
 - **Results Reporting** – Trust wide
 - **Clinical Documents** – Trust wide
 - **TTO** – ED and Cardiology
- +
- **Replaced - TIE** (created 17 newly developed interfaces)
 - **Replaced - Data Warehouse and BI Reporting**

So, How Did it Feel?

Computer glitch delays patient appointments at Hull Royal and Castle Hill Hospital

By Hull Daily Mail | Posted: June 22, 2015

By Allison Coggan

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f Share

Email

6 COMMENTS 0 SHARES

Lorenzo makes local news



'TEETHING PROBLEMS: IT director Martyn Smith at Hull Royal Infirmary. Picture: Kate Woolhouse

Comments (6)

PATIENTS trying to book hospital appointments at Hull Royal Infirmary and Castle Hill Hospital are facing delays because a new computer system keeps crashing.



Patients given just hours warning to attend hospital after problems plague new IT system

By **Hull Daily Mail** | Posted: December 31, 2015

By Allison Coggan

Share

Tweet

Share

Email

0 COMMENTS 0 SHARES

And again



APPOINTMENT PROBLEMS: Problems transferring patient records to a new IT system called Lorenzo have left patients in Hull with little warning about appointments

NHS staff 'struggling' with new Lorenzo IT system detailing patients' history

By **Hull Daily Mail** | Posted: January 06, 2016

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[12 COMMENTS](#) [12 SHARES](#)

And again



'COMPLEX DEPLOYMENT': Martyn Smith, right, Hull and East Yorkshire Hospitals NHS Trust's director of IT and innovation, with Dr Mark Simpson at Hull Royal Infirmary at the launch of the Lorenzo system. Picture: Kate Woolhouse

Where are we now

521 days since go live

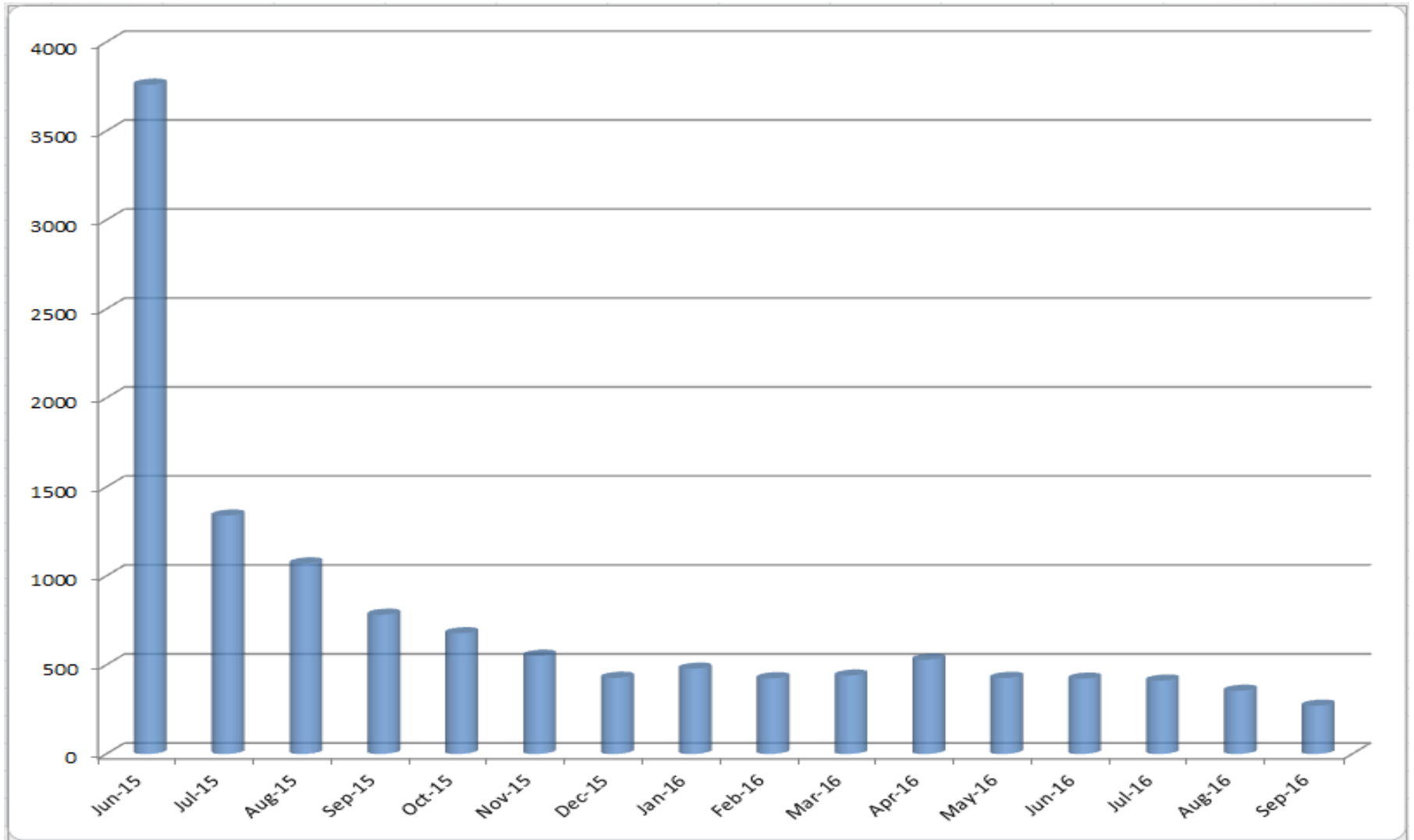
- **10,731 Total Users**
- **5,392 Users logged on in Sept generating 186,756 total logins**
- **1,168 Average Monthly Concurrent Users**

Role	Number of Sessions
Hospital Doctor	43315
Clerical Access Role	34178
Staff Nurse	28701
Clerical Worker	21081
Consultant	10570

Where are we now 521 days since go live

- **Admissions** - 200,000
- **ED Attendances** – 190,000
- **OP appointments** – 1,000,000
- **Orders** - 375,000 Radiology
- **Orders** – 1,450,000 Pathology
- **Immediate Discharge Summaries** - 400,000
- **SCR** - Hits Up from 500 to >2500 per week
- **RTT** – 70,000 now down to 49,000

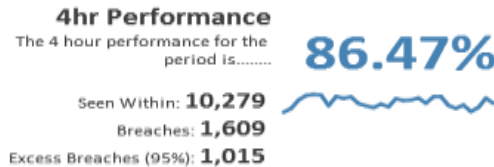
User Calls logged (local)



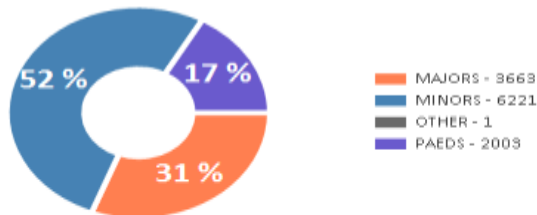
Real Business Intelligence

Emergency Dept Summary Overview

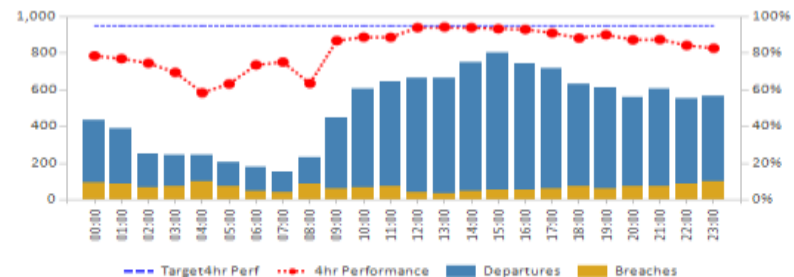
Based on period: 31-Aug-16 to 28-Sep-16; Department Type: Type 01(HRI), Type 03 (ERCH); Stream; MAJORS, MINORS, OTHER, PAEDS



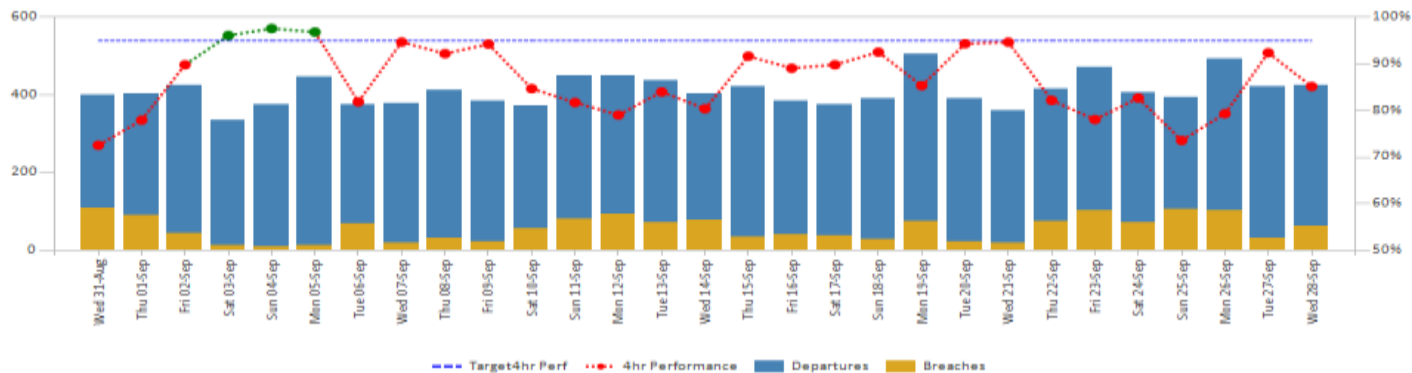
Stream Breakdown



Departures by Hour



Departures by Day



Lorenzo-GP Portal

The screenshot shows a web browser window with the URL <https://portal.hey.nhs.uk/GPPortal/Patient/1r>. The page has a navigation bar with links for Home, Lists, Patient Search, and New Hall Surgery. A Logout button is in the top right. The main content area is titled "Patient Information" and contains input fields for NHS No., HEY No., Surname, Forename, DateOfBirth, Gender, and Postcode. Below this is a tabbed interface with tabs for ED, IP, IP WL, OP, OP WL, R&R, and Correspondence. The "Correspondence" tab is active, showing a table of admissions. The table has columns for Admit Date, Hospital, Last Ward Name, Consultant, Specialty, Admit Source, Admit Type, Discharge Date, Discharge Method, Discharge Destination, WL Date, WL Name, and Operation/Procedure. There are 4 entries in the table. A search bar and a "Show 10 entries" dropdown are at the top of the table. The footer of the page shows the Hull and East Yorkshire Hospitals NHS Trust logo.

Home Lists Patient Search New Hall Surgery

Patient Information

NHS No : HEY No : Surname : Forename :
DateOfBirth : Gender : Postcode :

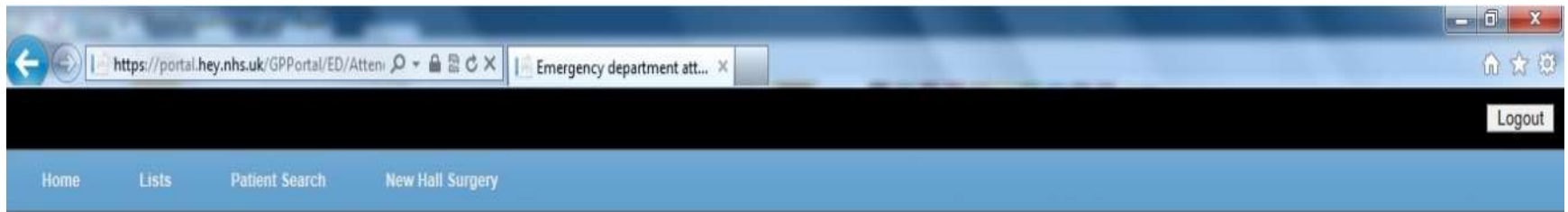
ED IP IP WL OP OP WL R&R Correspondence

Show 10 entries Search:

Admit Date	Hospital	Last Ward Name	Consultant	Specialty	Admit Source	Admit Type	Discharge Date	Discharge Method	Discharge Destination	WL Date	WL Name	Operation/Procedure
13/10/2013 11:30	HULL ROYAL INFIRMARY	HAAU	MR Jaymin Morjaria	THORACIC MEDICINE	Usual place of residence	Emergency - Bed Bureau						
25/06/2013 13:25	HULL ROYAL INFIRMARY	HAAU	DR Edward Middleton	GENERAL MEDICINE	Usual place of residence	Emergency - Bed Bureau						
13/06/2014 14:20	HULL ROYAL INFIRMARY	HAAU	DR Locum	GENERAL MEDICINE	Usual place of residence	Emergency - Bed Bureau						
17/06/2014 13:45	HULL ROYAL INFIRMARY	HAAU	DR Vijay Anand	GENERAL MEDICINE	Usual place of residence	Emergency - Bed Bureau						

Showing 1 to 4 of 4 entries

Lorenzo-GP Portal



Emergency department attendances

Last 24 Hours | Last 4 Days | Last 7 Days

Show entries Search:

NHS No	HEY No	Forename	Surname	Gender	DOB	Attendance Date	Presenting Complaint	Discharge Date	Discharge Destination
				M	31/10/1972	04/10/2016 10:05		04/10/2016 10:44	This Hospital
				M	26/03/1981	03/10/2016 18:51	Soft tissue injury	03/10/2016 19:28	Usual place of residence
				F	17/02/1994	04/10/2016 11:05		04/10/2016 12:42	Usual place of residence
				F	29/08/1955	03/10/2016 16:37	Soft tissue injury	03/10/2016 17:03	Usual place of residence
				M	06/10/1959	04/10/2016 10:24			
				F	07/06/1997	04/10/2016 13:34			
				F	26/09/1926	03/10/2016 19:51	Swallowed foreign body	03/10/2016 22:56	Usual place of residence
				M	20/06/2001	04/10/2016 09:14	Foot pain	04/10/2016 10:36	Usual place of residence

Showing 1 to 8 of 8 entries

The People

- **Biggest clinical engagement ever in HEY**
- **6,500 staff trained before Go-Live**
- **Fundamentally different way of working**
- **More complex processes take more time**
- **Greater data collection overhead**
- **Lot for our staff to learn**





Don't look at me. I just met him

i'm Lorenzo

i'm not with him

Lorenzo? Never heard of it

i didn't sign up for this

is it Lunch time yet?

Of course we are right behind you ...



ITS JUST A NEW BIT OF I.T. ISN'T IT?

I MEAN, HOW COMPLICATED CAN IT BE?

Warning



Windows has detected that you are trying to use a PAS that is not compatible with 2016.

If you would like to close this antiquated system and open the super cool super new Lorenzo EPR click yes.

If you would like to carry on living in the past, click no and you will carry as if nothing ever happend.

Yes

No



**YOU CAN'T
MAKE ME USE
LORENZO!**

**i'M NOT
READY TO
LET GO OF
CLINICOM**

DATA... WHY DO I NEED
TO INPUT MORE DATA?



I'VE GOT
DATA



**When you said we need to change,
surely you didn't mean me**



Where next?

Lorenzo: The Heart of the EPR

LORENZO CARE RECORD

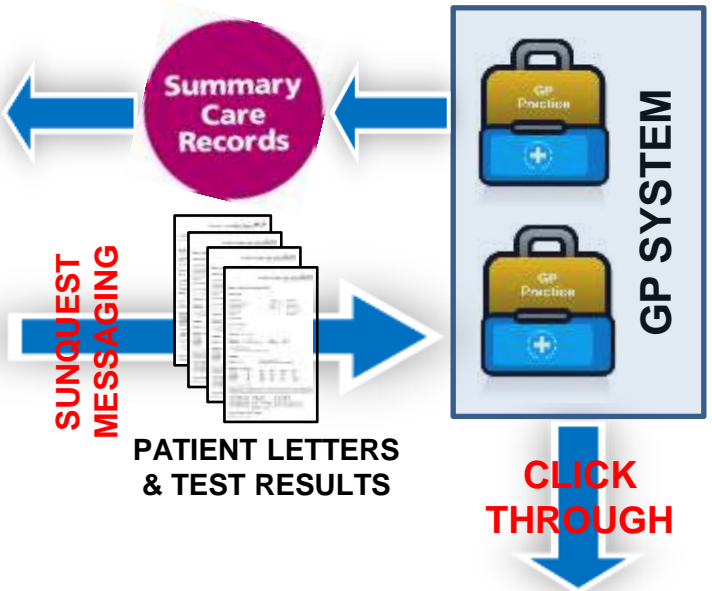


BUSINESS INTELLIGENCE SYSTEM

OPERATIONAL

CLINICAL

**DAILY GP
PATIENT
UPDATES**



Phase 2

- **Lorenzo Roadmap**
- **Technical Optimisation Programme**
- **IPPMA – GL 24th April**
- **Advanced Bed Management – GL 15th May**
- **Static Care Plans – GL 15th May**
- **Lorenzo Theatres - TBC**

Lorenzo Optimisation

- **Paperless IDS's**
- **GP Lorenzo Portal**
- **Extend use of e-Forms (CDC Forms; Clinical Noting; Clinical Charting; Clinical Indicators)**
- **Extend Electronic Requests and Results (GI Physiology; Urology; Lung Function; Endoscopy; Cardiology)**
- **“Paper-Lite” exemplars: Cardiology; Breast; Emergency Department; Oncology**
- **Extend Electronic “To Take Out”**
- **Extend Portal:**
 - **other organisations / other information**
 - **internal ‘Lorenzo Lite’ viewer**



Recipe for Success

You have to have a Vision & drive it



WHY?



**“What if we don’t change at all...
and something magical just happens?”**

A man with glasses and a cigarette in his mouth stands on the deck of a boat. He is wearing a black turtleneck and a light-colored jacket. The background shows the boat's structure and the sea under an overcast sky. The text "YOU'RE GONNA NEED A BIGGER SUPPORT TEAM" is overlaid in white, bold, sans-serif font on the left side of the image.

**YOU'RE GONNA NEED A
BIGGER SUPPORT TEAM**

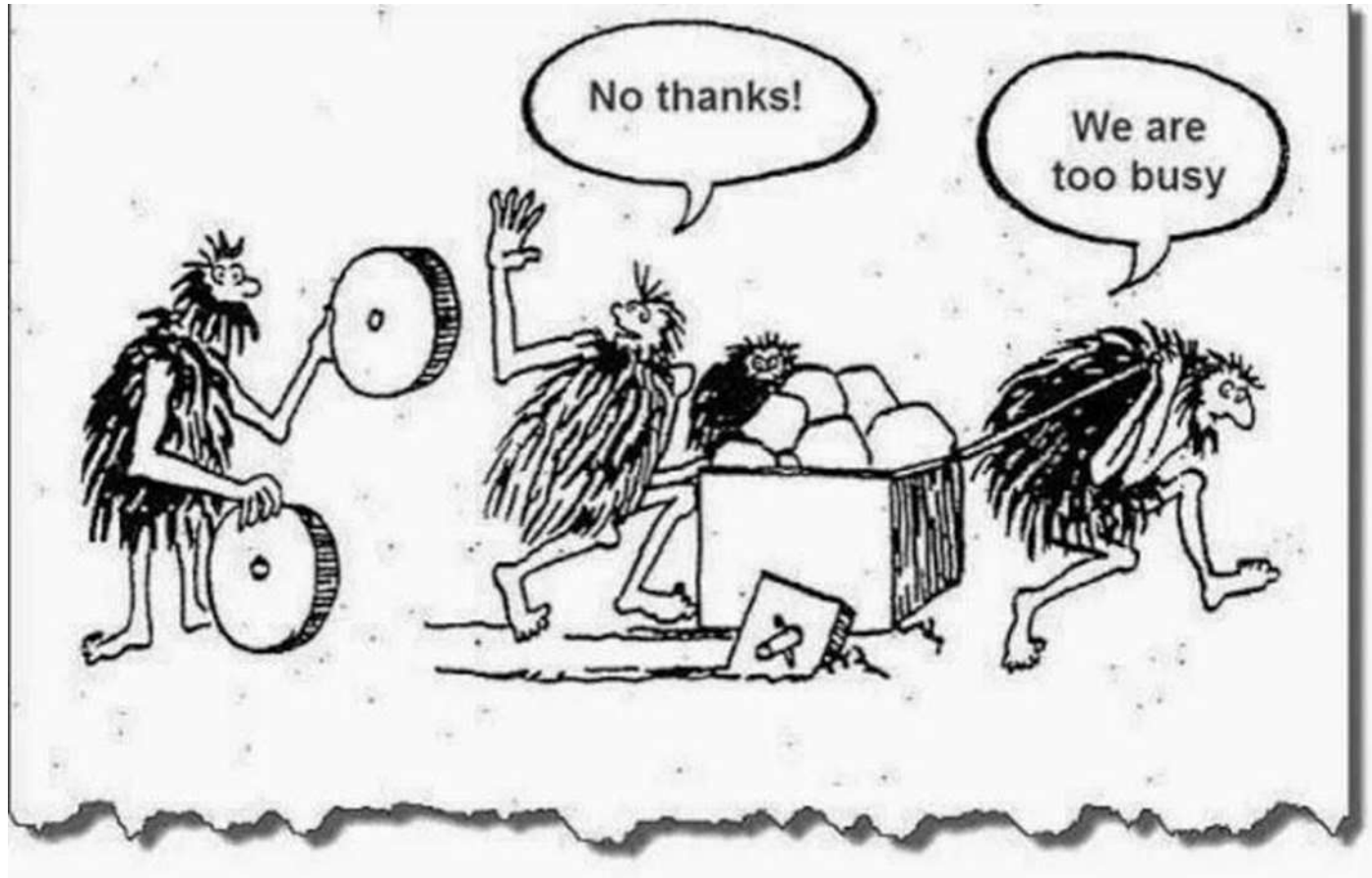
The Team is Everything



Bunker Mentality



Engagement & Mobilisation isn't easy





**KEEP
CALM**

AND

**BANG YOUR HEAD
AGAINST THE WALL**

Support from unlikely places



naysayer | January 07 2016, 8:42PM

Lorenzo has it's issues, for sure, but it is by no means the monster it is made out to be, In fact it is far better than anything HEY have had before, capable of recording more clinical data and helping to reduce clinical error. The problem is the with the ageing staff force that are still nostalgically pining for their lost love affair with paper and a creaking DOS based (keyboard input only) system. Younger staff who work for the HEY trust have no problem with Lorenzo but unfortunately the cogs and gears seem to be made up of creaking bubble perms who still use a Nokia 3310 and have refused to upgrade their 34" CRT TVs. The majority of problems with the system since it went live have been user error made by said creaking perms (we cant get the hang of it) which is strange because I would wager they don't make those mistakes when using the trusts computers to book their next holiday. Without a struggle there can be no progress (Fredrick Douglass) come on folks its 2016 lets move on, forwards preferably.

Public Enemy No 1





**Sometimes you
just have to light the fuse
and see what happens**

IF YOU BUILD IT

THEY MIGHT JUST USE IT

*Strategy sets the direction
Technology makes the journey possible*

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