Sharing Digital Innovations in Mental Health

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@docrobwaller
Digital First
How to embed digital change

DR ROB WALLER
DIGITAL MENTAL HEALTH LEAD, NHS LOTHIAN
GOALS OF DIGITALIZATION

1. Improvement of the product
2. Automation of the processes
3. Simplification of communication
Nothing new under the sun...
Your challenges!

- Share the Vision
- Find the Money
- Convince Stakeholders
- Build the Team
Your challenges!

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The Vision

“A computer on every desk and in every home.”
Bill Gates, 1980
Gartner Hype Cycle

- Peak of Inflated Expectations
- Plateau of Productivity
- Slope of Enlightenment
- Trough of Disillusionment
- Technology Trigger
DIGITAL MATURITY

- NODDING
- ADDING
- VIEWING
- USING
- LEARNING
Your challenges!

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This is not cheap – target: 4% of Budget on ‘digital’

Current spend c1-1.5%
Predicted hardware refresh cost for DMH: £1m
IMPROVEMENTS FROM TRAK
MAKING IT EASIER TO DO THE RIGHT THING [Bromiley]

01
SAFE

02
EFFICIENT

03
EFFECTIVE
Cognitive Overload

What is a ‘good enough look’ at our EHR?

We have created a ‘Dark Record’ that is free text, hard to search and getting bigger...

Hashim Raza, Chair of RCPsych Informatics Committee

Biomedical Informatics: Changing What Physicians Need to Know and How They Learn
Adapted by Dimitri Face, Intersystems
STEPS TO DIGITISATION
NHS LOTHIAN DIGITAL MENTAL HEALTH

1. Get the right hardware
2. Use current systems well
3. Flexible working
4. Develop the system
5. Digital first
Clinician attitudes to IT...
Good Communication

Relevant and Interesting Forums

In their language
What can your team do to reduce your digital footprint?

Which is most green?
- digital vs paper
- device vs desktop
- cloud vs server
- remote vs commute
Your challenges!

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NHS Lothian Digital Mental Health Strategy

- Accessible
- Patient Centred
- Interoperable
- Tailored
- Data Driven
- Efficient
NHS Grampian
Digital Transformation Strategy

Core Team
Who do you need working on this day to day

Clinical Lead / Director
- A visible senior clinician with time in job plan and a seat at senior management meetings [Consultant Level, 0.5WTE]

Programme Manager
- Senior-level manager to drive and keep on track, fund and bid [Band 8A, 1.0WTE]

Development Manager
- Train and develop staff, increase digital maturity, grow superusers [Band 6, 1.0WTE]

Systems Analyst
- Translate what clinicians want into a digital build, focus on steps and processes [Band 6, 1.0WTE]

DMH Board
- Representative clinicians from all areas
- Senior rep from eHealth

Superusers
- One in each team/ward, retains skills within team [band 5/6, 0.1 WTE]
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