# St Andrew's Hospital launches integration between Personify Care and InterSystems

Introducing digital pathways to streamline workflows and enhance the patient experience.

The benefits of integrating digital health solutions are far-reaching and include greater workflow efficiencies for staff, improved data integrity and better patient experience.

For St Andrew's Hospital, the introduction of Personify Care digital patient pathways and subsequent integration with their existing clinical information system was aligned with their organisational priorities of reducing the manual administrative burden on their clinical and admission teams.

The driving purpose behind this was to improve their patient experience, enhance their admission process and identify early clinical or administrative issues that might impact a patient's admission. Ultimately, the focus was on allowing staff to spend the majority of their time providing high-quality care to patients.

Improve Patient Experience	+	Enhance Admission Process	+	Early Identification of Risks
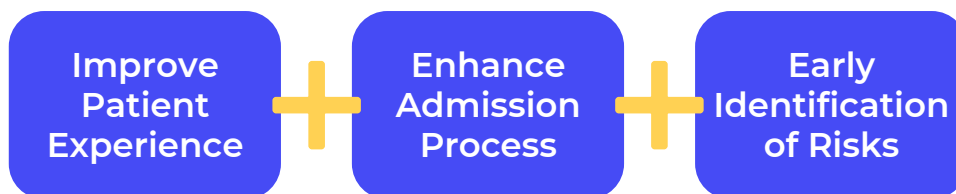
Engaging DWS to coordinate the integration between Personify Care and InterSystems TrakCare.

With the introduction of digital patient pathways at St Andrew's, the next step in the rollout of Personify Care was to integrate it with their clinical information system, InterSystems TrakCare – to ensure that the patient record remained the "source of truth" within the organisation and Personify Care continued to be used as a secure channel of communication with patients along their pre-admission and post-discharge patient journey.

"The flexible APIs and proactive technical support provided by Personify Care enabled us to deliver an integration solution that met the needs of St Andrew's staff and met the strategic objectives of the organisation."

JASON DREIMANIS
GENERAL MANAGER,
DWS

InterSystems IRIS for Health was used as the centralised integration platform, and DWS was engaged as the local implementation partner to augment St Andrew's resources to manage the integration process.

The integration project was broken up into two stages with DWS and Personify Care working in tandem on the technical implementation, under the leadership of Eleanor Royle, Data Strategy and Analytics Consultant at St Andrew's. "We do the user acceptance testing, we work out the workflows within the admissions area, finance area and pre-admission area – make sure that it all comes together and then they put it through for us", says Eleanor.

STAGE 1

The first stage was to open the flow of information from InterSystems TrakCare to Personify Care via the Personify Care RESTful API. This ensures the patient admission and discharge dates are in sync, so that if an admission date is changed in InterSystems TrakCare, the items in the Personify Care patient pathway are automatically rescheduled for the patient, providing a consistent patient experience.

STAGE 2

The second stage will enable the patient information being collected from Personify Care to flow into InterSystems TrakCare. This will further reduce administrative burden for admission teams, by removing a data entry step in their workflow – to upload clinical and demographic data into the patient's record.

A key priority for the integration solution is to ensure that data integrity is maintained, as data flows from patients into the patient record. This was further supported by developing rules to cross match the data and to alert when there is a potential discrepancy.

"We have been very satisfied with that process", says Eleanor, "Our integration project is on track and on budget based on our original scope of work."
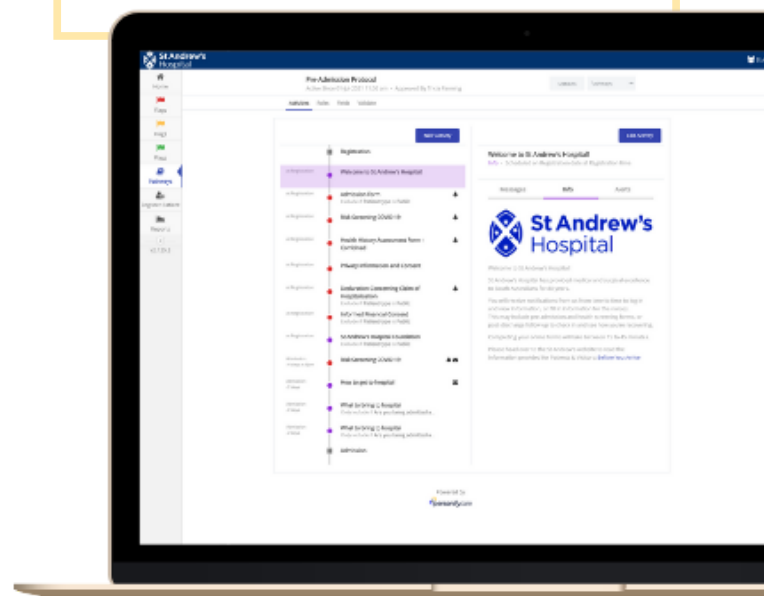
Personify Care provides two primary integration options.
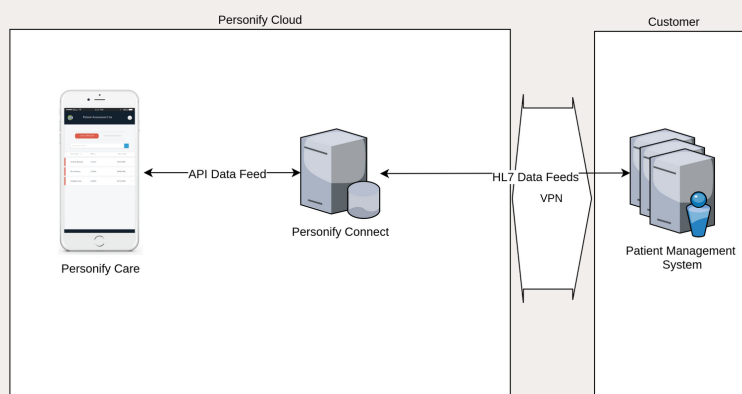
1. Personify Connect Lite API:

This is a RESTful API that is licenced to healthcare organisations that have an internal technology development capability and are intending to develop and maintain their own integrations with their existing patient management systems.

This API supports a range of functionality including:
- Automating the process of inviting and assigning a patient to a specific pathway
- Updating admission & discharge dates (from a PAS) to automatically reschedule pathway notifications or activities sent to a particular patient
- Extracting data collected from patients either in raw format (e.g. json or HL7) or as documents (e.g. pdf) to be stored as part of the patient record.

2. Personify Connect Managed Service

This is a managed integration service, using the Personify Connect module and is typically provided where the customer elects to outsource the implementation and maintenance of their integration. The Personify Connect module provides an integration point between the Personify Care platform and patient management systems (if required in the future).

Personify Cloud

Personify Care — API Data Feed — Personify Connect — HL7 Data Feeds VPN — Patient Management System

Customer

Personify Connect has support for processing HL7 ADT feeds and has been deployed to exchange data with patient management systems. Personify Connect is deployed on cloud infrastructure and typically connected remotely to the ADT feeds domains via a VPN tunnel.

A ground breaking pre-admission and post-discharge patient experience.

Since introducing Personify Care 5 years ago, St Andrew's has utilised digital pathways to provide patients with patient education, screen clinical risks pre-admission, capture informed financial consent with digital signatures, conduct

COVID screening and provide post-discharge follow-up and support. Converting clinical and administrative protocols into a simple patient experience keeps patients connected and informed across the continuum of their care and better prepares them for their admission by providing timely information before and after their admission.

"We've achieved an 80% uptake within the patient cohort who have been offered access to digital pathways and overall, we are looking at ways to capture our entire patient population"

ELEANOR ROYLE
DATA STRATEGY & ANALYTICS
CONSULTANT, ST ANDREW'S HOSPITAL

St Andrew's Hospital
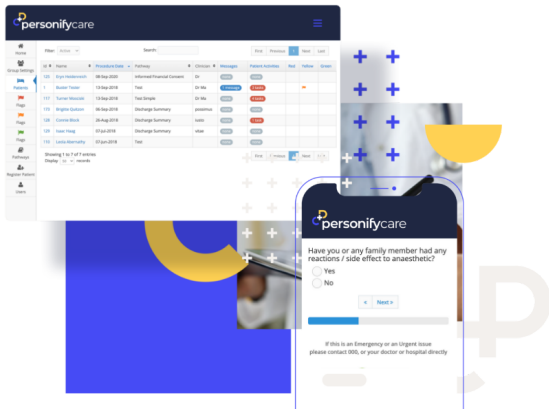
Within the patient cohort who have been offered access to digital pathways they have achieved an 80% uptake rate. Patients are automatically flagged as high, medium or low risk, which enables their clinical staff to do a comprehensive pre-admission assessment of their patients prior to them coming into surgery.

"This is ground breaking for us and our patients", says Eleanor. "By going digital, if patients are returning, then their answers are already there for them to review, they don't have to tell you something they've already told you before. It's important for the patient experience that as a hospital you begin to offer these options that a lot of them are now expecting."

The next phase of the integration is the flow of patient health history information to be optimised between Personify Care and InterSystems TrakCare, taking data entry out of the admission and pre-admission staff workflow and ensuring the integrity of data between the systems.

It's all about adding value.

The challenge for health organisations in "going digital" is how to ensure that it simultaneously provides a better patient experience, makes life easier for staff and drives efficiencies for the organisation. Just introducing technology doesn't solve anything if patients don't adopt it at a high rate and it's easy enough for staff to use without disrupting their existing workflow.

"St Andrew's will be expanding its use of Personify Care pathways and its integrations with InterSystems. As we continue to provide digital solutions in support of our patients and staff, we will be looking for new opportunities to work with Personify Care. We see them as one of our key partners going forward."

STEPHEN WALKER
CEO, ST ANDREW'S HOSPITAL

St Andrew's
Hospital

"Our doctors and nurses very rarely used computers at all", reflects Eleanor. "St Andrew's organisation wide strategic priorities are to move down the path of removing manual processes and replacing them with digital processes as the business need and opportunity arises. To get the admission information into an electronic format improves the efficiencies of the hospital and moves us down the path of getting rid of manual processes which are subject to error and time and resource intensive. This business need has already arisen so that is why it's being addressed now – because Personify Care gives us the opportunity to address it."