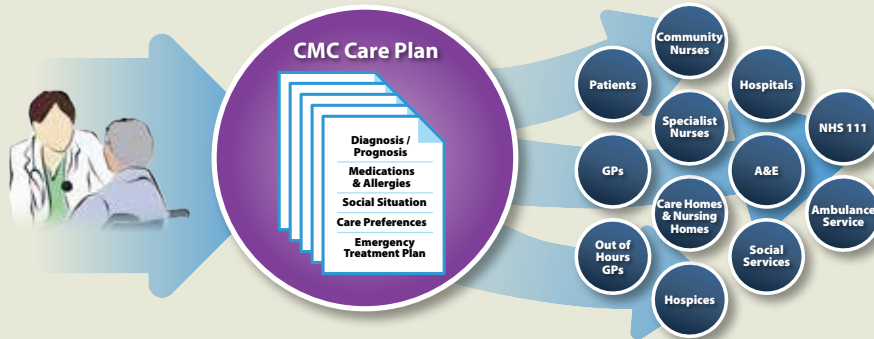




Coordinate My Care

NHS Clinical Service Revolutionises Delivery of Urgent Care With Help From InterSystems and J2

Coordinate My Care (CMC), an NHS clinical service hosted by The Royal Marsden NHS Foundation Trust, is driving the cultural and operational change required to integrate, coordinate, and improve urgent and palliative care for patients across London. CMC helps patients record their wishes within electronic personalised urgent care plans, and ensures that those care plans are available to all those who care for them: doctors, nurses, social care, and emergency services including the Ambulance Service, NHS 111 and the Out of Hours GP service.



CMC empowers patients by making sure their choices are communicated to primary and secondary care providers, urgent care teams, and out of hours services via care plans created in consultation with their providers and families.

CMC selected InterSystems to deliver **a new and improved system for care plan management and care coordination** across its community of over 80 healthcare organisations. In just eight months, a joint InterSystems / J2 team completed Phase 1 of the project, which included:

- A centralised clinical data repository and document repository in HealthShare
- Robust support for care plan management via HealthShare Care Community
- Patient identity management leveraging HealthShare Patient Index
- A detailed, searchable clinician registry using HealthShare Provider Directory
- Access control via NHS Smartcards
- A “flagging service” that electronically notifies urgent care teams of the presence of care plans
- Integration with the NHS Personal Demographics Service via Spine Mini Services
- ETL processes to support warehousing and analysis of transactional data
- Online e-learning training modules for all provider-facing application features



“J2 and InterSystems have demonstrated full engagement and commitment to CMC, along with a real recognition that the work being done is to underpin a very important clinical service with far reaching patient and societal outcomes.”

—Julia Riley MRCGP, FRCP, MD
Clinical Lead

“J2 Interactive and InterSystems helped us design and build an intuitive system that meets the needs of our users and elevates the CMC service to the next level.”

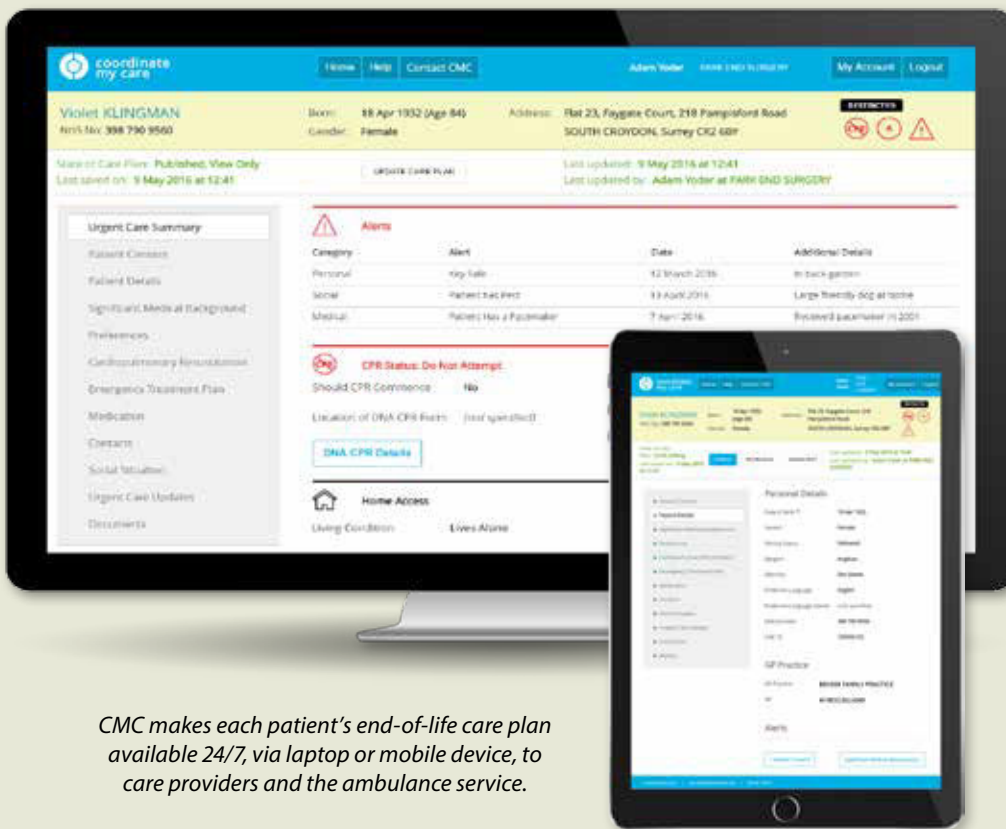
—John Middleton
General Manager

At a Glance: CMC

- Established May 2012
- More than 25,000 individualised care plans across London
- Over 4,500 clinical users representing over 80 connected healthcare organisations
- 79% of patients who have died with a CMC urgent care plan have died in their preferred setting, often their own home



J2's team in the UK played a critical role in the project delivery effort, which included HealthShare environment setup and configuration, implementation of all integration points and application functionality, and migration of legacy provider, patient, and care plan data into the new system. Moreover, J2 resources in both the US and the UK were instrumental in product testing, data validation, and the development of specialized e-learning materials for CMC end users. The result was a highly accessible and easy-to-use solution that not only supported the key workflows of several distinct user roles, but also fulfilled a complex array of information governance, privacy, consent, and security requirements.



CMC makes each patient's end-of-life care plan available 24/7, via laptop or mobile device, to care providers and the ambulance service.

Upon completion of the initial implementation phase, CMC turned immediately toward its next set of critical goals, assisted by InterSystems and J2:

- Closer integration with GP practices, allowing clinicians to seamlessly update their patients' care plans
- Deploying the HealthShare Personal Community patient portal to enable patients to access their care plans and communicate with their care teams
- Additional integration to support single sign-on between CMC and primary care systems

Fulfilling end-of-life wishes is an often overlooked detail when providing urgent care to elderly or critically ill patients. With help from J2, CMC has made it possible for families to ensure that their loved ones' wishes will be respected because their care plans are available when clinicians and care providers need them most.

"We are very fortunate to have worked with J2 Interactive on the CMC project. The J2 team consistently combines technical excellence with a determined, professional approach."

—Joe DeSantis
VP, HealthShare Platforms
InterSystems Corporation

"InterSystems needed to rapidly deliver a solution that met the needs of a broad range of CMC users. J2's expertise and dedicated partnership have been key to the CMC programme's success."

—Mark Palmer
Country General Manager,
UK and Ireland
InterSystems Corporation



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J2 is the recognised leader in customised solutions on the InterSystems platform. Give us a call to find out why.

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