MyPathway: digital co-production of patient journeys within the Sheffield integrated MSK service

Dr James Maxwell
Rheumatologist and Project Lead
Outline

• Describe the deployment of MyPathway into a complex elective MSK service in Sheffield
  – MSK Sheffield – service transformation through collaborative commissioning
  – MyPathway – communication, PROMs, self management
• What we have done
• Immediate benefits
• Longer term aims
• Reflection & Learning
MSK Sheffield

- 47,000 new patient referrals / year
- >350 clinicians

- Community Physiotherapy (Physioworks) including podiatry
- Elective Orthopaedics
  - Sheffield Teaching Hospitals (STH) & 5 Independent Sector Providers
  - Hand unit, including plastic surgery
- Tertiary Rheumatology Service – STH
- Chronic Pain Service
MSK Previously

- Services operating in isolation – 4 different directorates
- Little clinical triage
- Few standardised referral pathways
- Marked variation in GP referrals
- Cross referral between specialties discouraged
- Competing independent sector providers
- Choice confusing for patients
The beginning - recommissioning

• CCG asked for an outcomes based, integrated MSK service
• ‘Block Contract’
• STH response
  – Co-designed model – patients & clinicians
  – Single point of access model with aligned services
  – Electronic referral with senior clinician triage of all referrals
  – STH as ‘Prime Provider’
  – Measuring and reporting on patient outcomes from all aspects of the service
Outcomes Data - The Challenge...

• To collect and report clinically meaningful Patient Reported Outcome Measures (PROMS) across multiple treatment pathways for 47,000 MSK pts
  – (without the process being dependent on clinicians!)
• IT solution initially, with parallel non IT process later for those unable to engage
• Designed initial specification with our patients
• European tender 35 initial bidders – total 18 months
• Contract signed Dec 2016
• Web based platform and App — phones, tablets & PCs
• Communication portal, linking patients to their MSK care
  — Displays and facilitates booking of appointments
  — Asks patients to complete PROMs and PREMs at relevant points in their care: ‘right question to the right patient at the right time’
  — Provides patients with access to generic and pathway specific ‘resources’ – maps, leaflets, videos of physio exercises etc
• Overall strategy to encourage uptake and usage by making MyPathway an essential part of patient care.
IT Architecture

- Lorenzo used in acute organisation
- SystmOne in community Physiotherapy Service
- Variety of IT systems in independent sector – provide non contemporaneous data feedback to Lorenzo
  
- Lorenzo integrated via API – live HL7 messaging
- SystemOne – via daily ‘data dump’
- Plans to integrate with independent sector systems
How Does the System Work? – “Onboarding”

- Patient is referred to MSK by GP
- Patient is invited to register for their MyPathway account – via mobile phone or email (currently we know 1 or both for 90% patients)
- Referral triaged – triage code determines which services can meet patient needs
- MyPathway prompts patient to book appointment in eRS – offered choice of provider, time, location
- Timeline updates with appointment date and details
Invitation to use the MyPathway app

Sheffield Teaching Hospitals
to J.maxwell
Yesterday View details

Dear MR Ebs-Donotuse XXTESTPATIENTAATQ-TESTPATIENT,

Your GP referred you on 12th July 2017 to start the next stage of your care. To book your first appointment, see information to help you and link with our service please register for MyPathway. You can use MyPathway on a computer, a tablet or a smartphone. We hope you find this to be a really valuable addition to your care.

Please click here to get started.

If you do not wish to register for MyPathway, don't worry, you will still receive a letter from Sheffield Teaching Hospitals asking you to book your appointment but this will take up to 10 days.

Thank you,

Sheffield Teaching Hospitals
To book your first appointment, see information to help you and link with our service, please register for MyPathway:

Email

J.maxwell@sheffield.ac.uk

Set password

Your password must be at least 8 characters in length and not match your email address

For security, please confirm your date-of-birth

Day ▼ Month ▼ Year ▼

Consent Information

This app:

• securely links to the Sheffield Teaching Hospitals computer systems (and those of other healthcare providers) to access your information;
Patients receive a Welcome message including a video on how to use it.

Welcome to MyPathway.
For patients of Sheffield Teaching Hospitals.

What is MyPathway?
MyPathway gives you a summary of your care shown on a timeline.

You can see your appointments, information to help you manage your condition and questionnaires for you to complete that will help your clinician and you to track and manage your progress.

Select each of the boxes on your timeline to see more information.

We will notify you when you need to book an appointment, or provide information.
Referral Received
Your information sent to us by your GP is being reviewed by a senior clinician to decide who you should see first. We will contact you within 10 days

Booking
You can now book your first appointment. This will take you to the NHS e-Referral booking service.
Booking

Please book your appointment as soon as possible. You will receive a reminder letter if you haven’t done this.

If you do not book your appointment you will be referred back to your GP and your treatment will be delayed.

Your UBRN: 000294171165
Password: marbles cook

You will need your UBRN number and password to book. You may want to write it down.

Click here to book your appointment

Tell Us How You Feel.
Please help us with your care by answering a few questions.
Log in

Booking reference number
For example, '000286522495'.

000294171165

Year of birth
For example, '1965'.

1991

Password
This is case sensitive and may require a space. For example, 'Word pass'.

**********

Log in

Need help logging in?
Select an appointment

Clinic RG - Northern General Hospital

**August 2017**

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<tbody>
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**September 2017**

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</tr>
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</table>
Booking reference number
0002 9417 1165

Date and time
Tuesday 5th September 2017, 10:00am

Clinic
Clinic RG - Northern General Hospital

Location
HERRIES ROAD, SHEFFIELD, S5 7AU

Referred by
SHEFFIELD TEACHING HOSPITALS NHS FOUNDATION TRUST

Information
Your appointment is booked with Rheumatology. It will take place in the Metabolic Bone Unit, Rheumatology Clinic, Sorby Wing at the Northern General Hospital. The department can be found via the Barnsley Road Entrance, turn left and follow the signs for Sorby Wing, blue sector. Please bring with you any relevant medical records you have.
13th July 2017

Tell Us How You Feel.
Please help us with your care by answering a few questions.

5th September 2017

Outpatient
Rheumatology Clinic, Metabolic
Bone Unit, Northern General
Hospital, S5 7AT
Time: 10:00
Date: 5th September 2017
PROMs

- Questionnaires can be linked to:
  - Initial Referral
  - Before or after any appointment / treatment
  - Discharge
  - Regular intervals

- Results available to clinicians and aggregate reports available for analysis.
Resources for Pathways

• Any appointment can be associated with:
  – Resources, such as leaflets, weblinks, videos
  – Messages, personalised or generic
  – PROMs, such as EQ-5D
  – PREMs, such as Friends and Family

• Each element can be timed to occur before or after the associated appointment by a number of days

• Resources can be made available automatically to patients according to their diagnosis, or clinicians can push resources to patients on an individual basis

• Each element can be sent individually to patients if needed.

• “Library” of resources, clinician favourites
What About Non Digital Patients?

- Patient pathways are created for all patients in MSK, whether they choose to engage with MyPathway or not
- So patients can join in at any stage
- For patients who don’t register – revert to paper process, administered by MyPathway
- Planning to trial use of “tablets” in clinic
- Multiple languages on platform also planned
MyPathway Dec 2016 to date...

• Staged implementation by service – Rheum, Ortho, Pain then Physio from June 2017
• Initial focus on getting communication of appointments right
  – Turned off paper for those signed up to MyPathway
  – MyPathway generates paper appt letters for those who aren’t
  – Pathway exists in the background for all patients – can join in at any time
• Collection of generic PROM (Eq5D) across all specialties
• Now moving focus to treatment pathways and disease specific PROMs, including potential for ‘virtual follow up’ via MyPathway
Currently 45% of those invited sign up and are active users.
Admin pre & post MyPathway

Average time taken from GP referral to patient booking their own appointment (days) - pre and post MyPathway

- GP referral to clinical triage: Pre MyPathway 0 days, Post MyPathway 0 days
- Clinical triage to patient invited to book: Pre MyPathway 5 days, Post MyPathway 1 day
- Patient invited to book: Pre MyPathway 7 days, Post MyPathway 4 days
- Total time from GP referral to patient booking: Pre MyPathway 12 days, Post MyPathway 5 days
Patients waiting in admin system....

No. of MSK patients in administrative booking process

- **First MSK service to move to MyPathway**
- **Last MSK service to move to MyPathway digital application**
Immediate Benefits

• Improved communication of appointments to patients – reduced DNAs
• Improved patient choice of appointments
• MyPathway has linked data from disparate sources
• Reduced admin burden – already £80K savings
• Huge reduction in postage / paper costs (£90K) so far
• Routine collection of EQ5D data across all patients referred
• Collection of Friends and Family data
• Virtual clinics – communicating with patients via MyPathway to reduce unnecessary appointments / travel etc
The Next Stage..

- Physical Activity and Work disability PROMs
- Condition specific ‘PROM’ and resource pathways – to enhance self management & clinically meaningful PROM / PREM data
  - Start to use PROMs in clinical conversations
- Linking PROM data with National Registries
- Connection of independent providers
- Hoping to roll out to rest of STH
Key learning

- Change Process
  - ‘Clinical leadership, putting what is right for the patient first’
  - Resourced properly (clinical leaders, patients and programme management time)
  - Co-designed with patients + meaningful patient engagement
  - Input from Good Things Foundation

- Cultural collaboration
  - Within STH – multiple departments, primary care, CCG and ADI

- Outcomes process
  - Takes time to establish and will need period of base-lining before useful for commissioning
Acknowledgements.....

- Jill Lomas – Programme Manager
- MSK Steering Team – Rachel Tattersall, Chris Blundell, Nick Plunkett, Ollie Hart, Charles Heatley, Simon Buckley, Sarah Withers
- STH IT and Information Governance Teams
- Sheffield CCG
- ADI