



# eCare

Elaine McKinney and Murray McVicar

eCare Programme Team



SCOTTISH EXECUTIVE

eCare Programme - A Modernising  
Government Fund Partnership



# eCare

- What is eCare?
- eCare and Children's Services
- Issues
- MGF3





# What is eCare ?

- Implementation of systems for electronic information sharing
- Rollout of standards for technology development and organisational change
- Funded by the challenge fund MGF run by 21<sup>st</sup> Government Unit in Scottish Executive. In second phase (2003/2005).
- Partnership programme between Health, Local Authorities and other agencies
- Third phase of MGF to be announced soon and eCare will focus on the protection of children





# What would this implementation resolve?

- Duplication of effort and expenditure in the various agencies
- Identification of a mechanism to drive substantial cultural change
- Substantial contribution towards resolution of practice inefficiencies
- Help prevent people slipping through the net
- Reduce individual agency risk by promoting collective responsibility



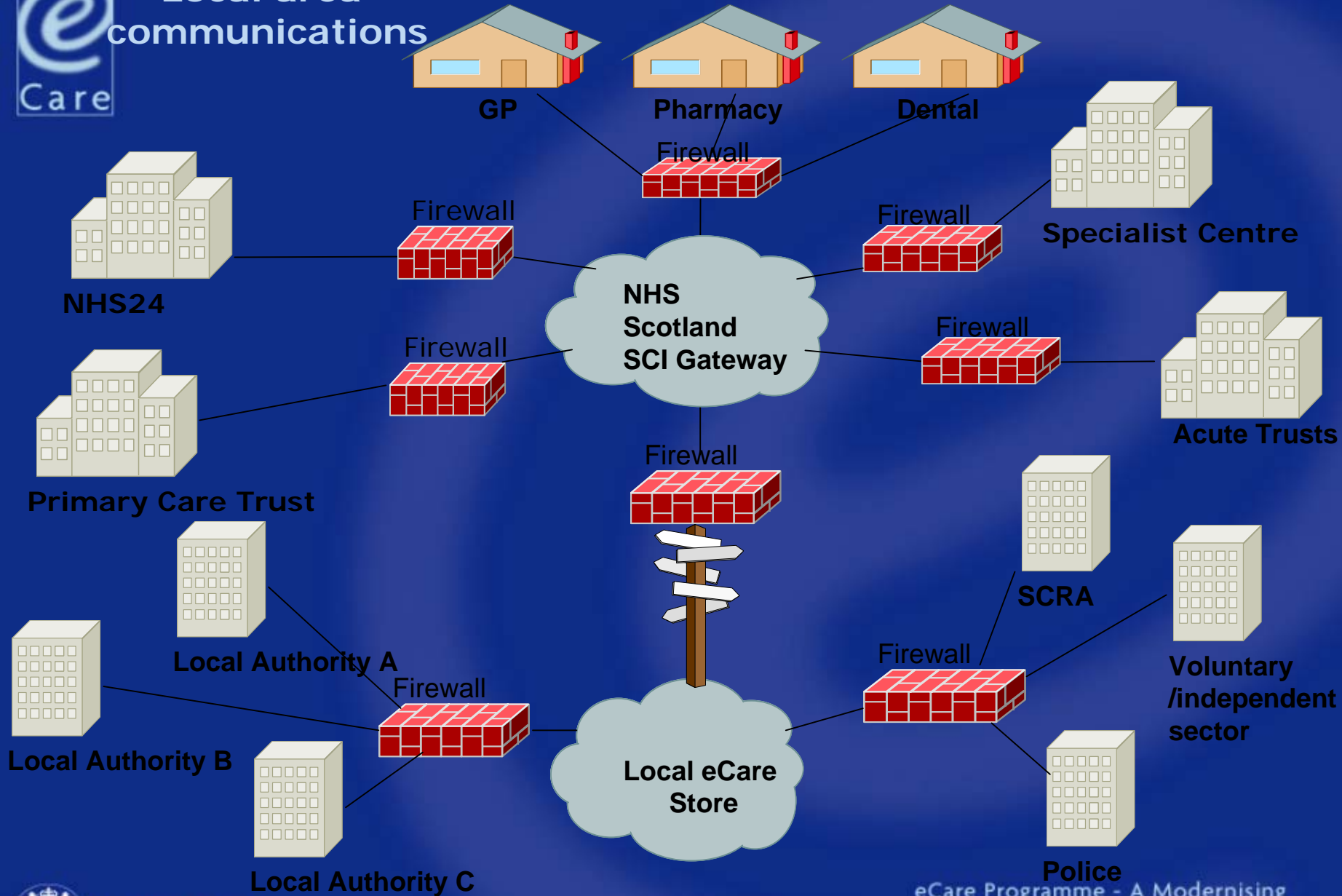


# How would it work?

- Use of existing or new eCare web application (eCART)
- Agreed data standards for exchange
- An eCare multi-agency store for all HB areas (15) and their LA etc partners
- Securely hosted off NHS net
- Sharing of explicitly consented or 'duty of care' data
- Mapping of business processes as forerunner for change
- Setting standards for these processes
- Integrating technology use into practice through training

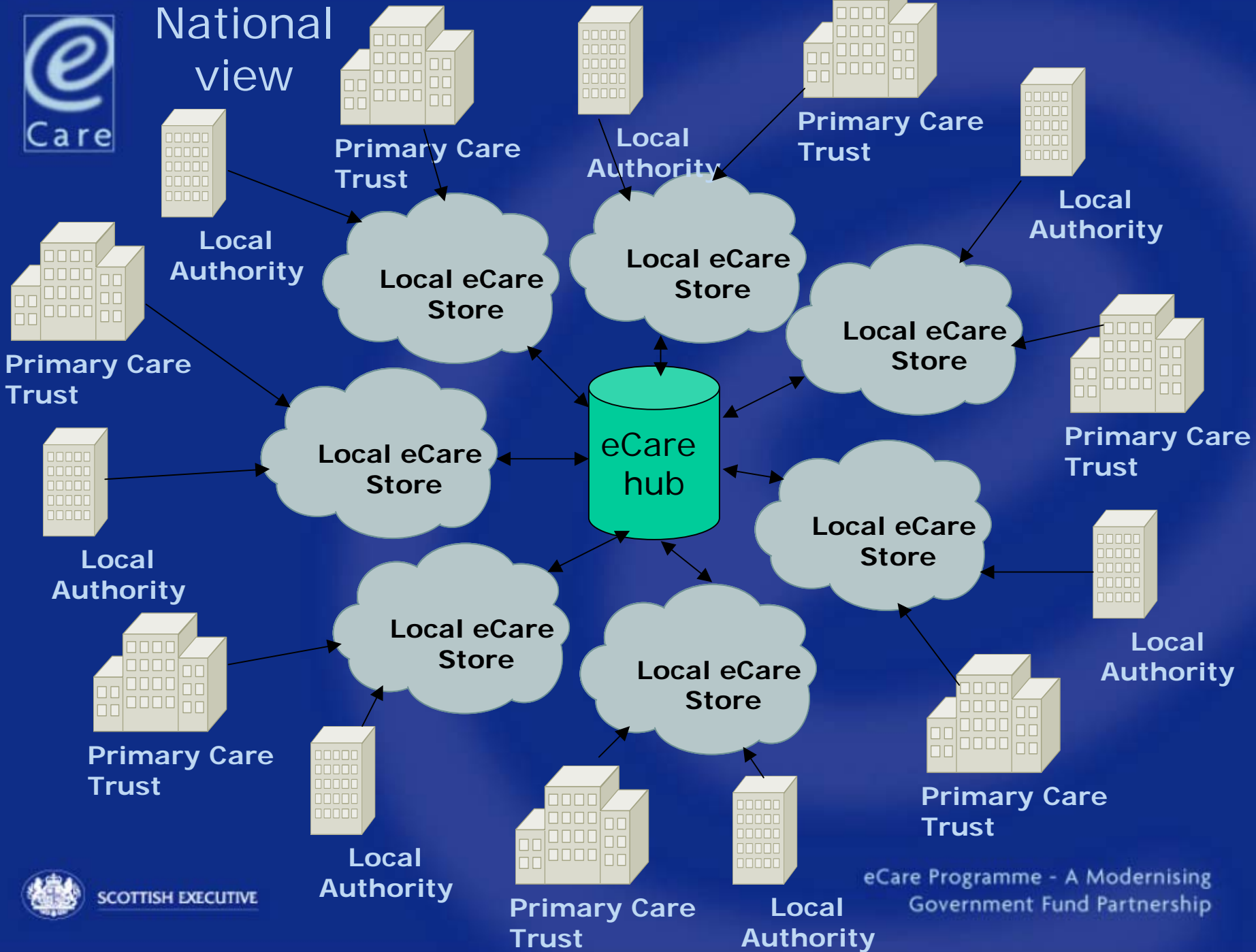


# Local area communications





# National view





# What are the anticipated outcomes?

- Modernisation of local practice and the savings that brings in time and resource
- Enabling practitioners through technology
- Standards set for cultural change, data exchange and technology
- Resolution to the grey area of information exchange between agencies
- Fewer tragic cases





# Children's Services

- National project brought together individual agencies who made bids to MGF2.
- Glasgow (City Council, NHS Glasgow, SCRA)
- Aberdeen (Aberdeen City Council, NHS Grampian, with Moray and Aberdeenshire as 'learning partners')
- Lanarkshire (NLC, SLC, NHS Lanarkshire)
- Dumfries and Galloway





# Integrated Children's Service Record (*Aberdeen*)

- Define and develop the structures and standards for an integrated children's services record for Scotland's children
- Integrating health, social work and education
- Data shared by eCare Store
- Pilot on children with disability/complex needs
- Organisational development and business process





# ICSR

- Led by operational group
- eCare Sessions with Operational personnel ongoing
- Definition for Children with Disabilities being worked upon
- Embedded into work of Strategic Implementation Group for Children's Assessment
- Technical PID being developed
- Technical evaluation pilot underway as part of careFirst Network Consortium
- Local Technical Baseline being completed
- Technical Needs Assessment underway





# Personal Care Record (*Glasgow*)

- Personal care record for access by child or parent
- Linked to the ICSR
- Web-enabled access
- Link to Smartcards
- Electronic communication between child/parent and practitioners
- Children with disability





# PCR

- Functional specification agreed
- Technical architecture specified
- Focus groups with young people
- Ensure compatibility with ICSR
- Consider security and confidentiality issues
- Production of test site by summer 2004





# Single Assessment Framework (*Glasgow*)

- Comprehensive multi-agency, multi-discipline framework providing basis for assessing children
- Building upon Glasgow Assessment Framework
- 3 pilot groups
  - Child Protection Register
  - Looked after children
  - Children with disability





# SAF

- Agreed a multi-agency approach
- Drafted data-sharing protocol
- Agreed draft core data
- Agree assessment data
- Technical matching of test data
- Testing of messaging rules





# Dumfries and Galloway

- Implement Glasgow Assessment Framework in pilot site
- Health, Social Work, Education, SCRA
- Explore what technology will be necessary to required to fully implement across all Children's Services
- Business requirements to drive technical developments
- Information-sharing protocols
- Training/Hearts and Minds





# Child Protection Framework (*Lanarkshire*)

- To adapt and extend the current use of the eCare store to share information on older people to share information on children, initially those with child protection issues
- NHS, Social Work, Education (also SCRA and Police)
- Agree datasets
- Agree protocols
- Organisational change supported by Changing Children's Services Fund





# Issues

- Big and complex projects
- Consent and Confidentiality
- Information Sharing Protocols
- Risk assessment
- Organisational Development





# Project Management

- Complicated, new, groundbreaking activities
- Keeping to time and budget constraints.
- The need for a rigorous project management approach.
- PRINCE2 principles
- Project Boards
- Sub-boards for technical and operational issues
- Appropriate representation from all partners
- Report to national sub-programme board (8-weekly)
- Overall Programme Board





# Consent and Confidentiality

- Explore these issues underpinning the above work.
- Striking the balance between the need to share information and the need to respect citizen's privacy
- Complicated issues
- eCare based on explicit consent
- Information sharing protocols





# Evaluation of information sharing protocols

- Recognition of inconsistent development of protocols and requirement for assistance
- Evaluation of content and quality
- Protocols and associated documents
- Work to be undertaken by clinical lead and data protection input
- Feedback on good practice
- Identification of areas for improvement
- Gold standard





# Development work

- Research team (led by Edinburgh University)
- Information flows between organisations regarding children at risk
- Identifies the risks and choices that exist around the sharing of personal data
- Review literature and inquiry reports
- Inform local projects
- Inform national policy development
- Report summer 2004





# Organisational Development

- Communication
- Collaborative working
- Culture change
- Changing the way we work
- Shared learning and development
- Shared vision and values
- Leadership
- Partnership and team working
- Developing strategy and planning new services
- Introducing new technology and systems
- Training and skills development





# OD Project Objectives

- Provide OD support and guidance to local eCare projects
- Identify the common OD requirements of the local projects
- Collaboratively develop OD solutions - where required
- Promote a common vision, consistency of approach and where possible standardisation
- Facilitate information sharing across all eCare projects





# MGF3

- Bid process
- eCare Consortium
- MGF2 to MGF3
- Bid notes
- Examples





# Contact details

[www.ecare-scotland.gov.uk](http://www.ecare-scotland.gov.uk)

[elaine.mckinney@scotland.gsi.gov.uk](mailto:elaine.mckinney@scotland.gsi.gov.uk)

Tel: 0131-244-2085

[murray.mcvicar@scotland.gsi.gov.uk](mailto:murray.mcvicar@scotland.gsi.gov.uk)

Tel: 0131-244-2095

