



Electronic SAP solutions

David McNally

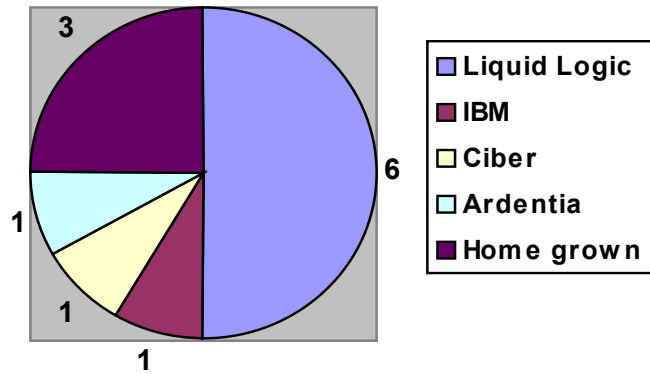


e-SAP Sub Group

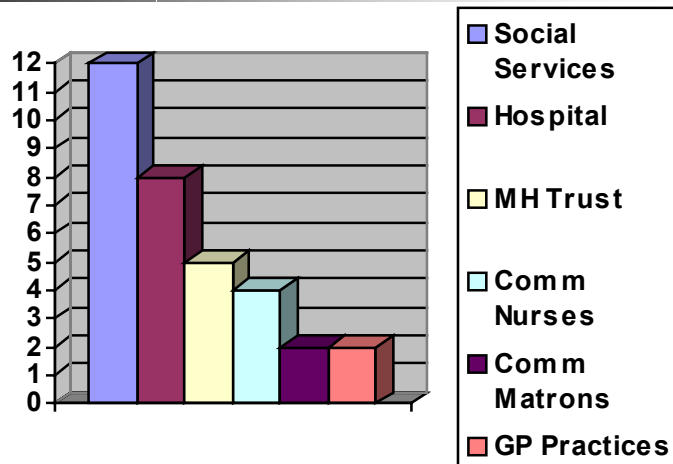
- **Membership**
 - Gillian Crosby, Jan Hoogewerf and David McNally
- **Aim**
 - To identify learning from implementation of electronic SAP solutions:
 - success factors, barriers and plans.
- **Methodology**
 - Short questionnaire sent to 15 localities.
- **Why does it matter?**
 - Implementation of integrated person-centered care constrained by the lack of shared care record or ways to easily share relevant information.

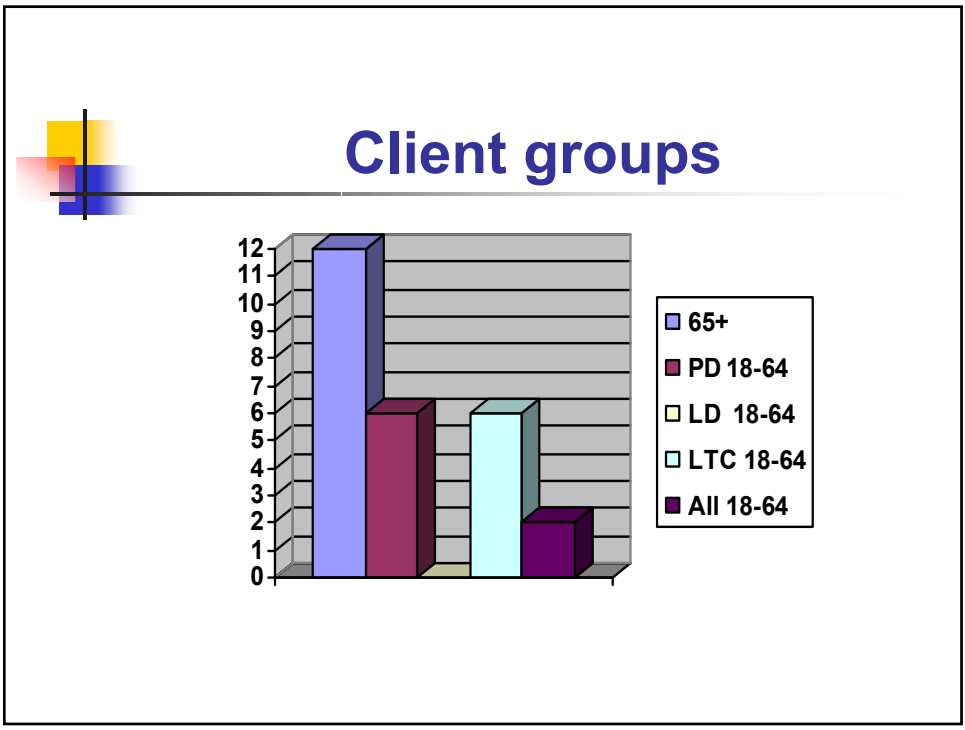
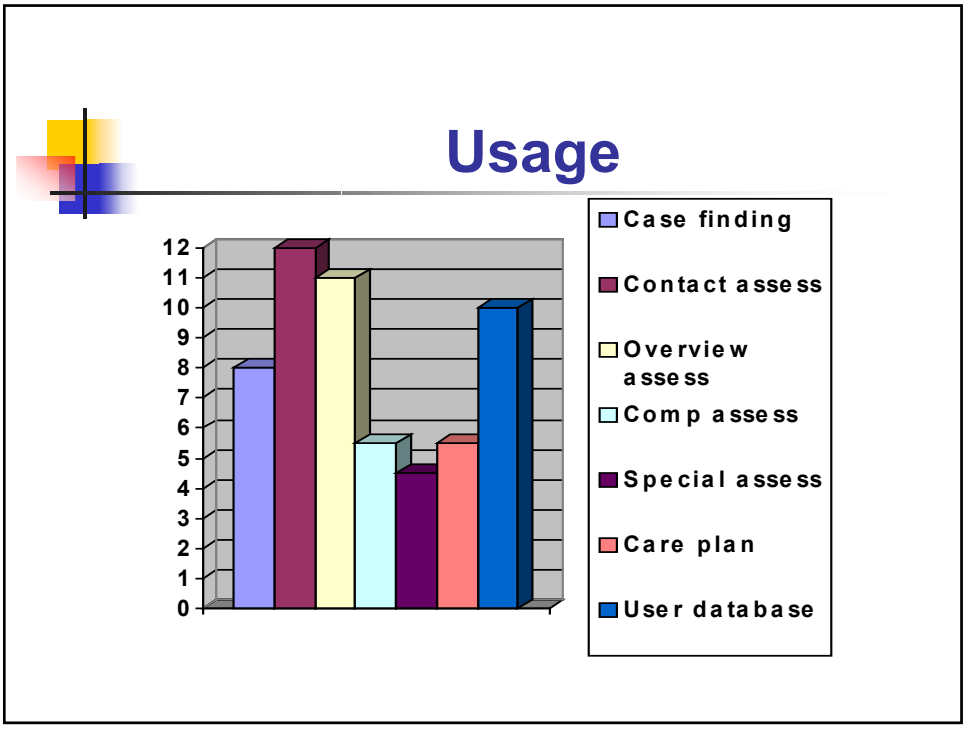


Systems



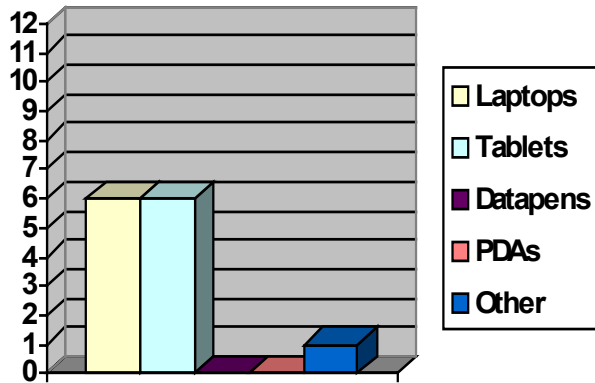
Users



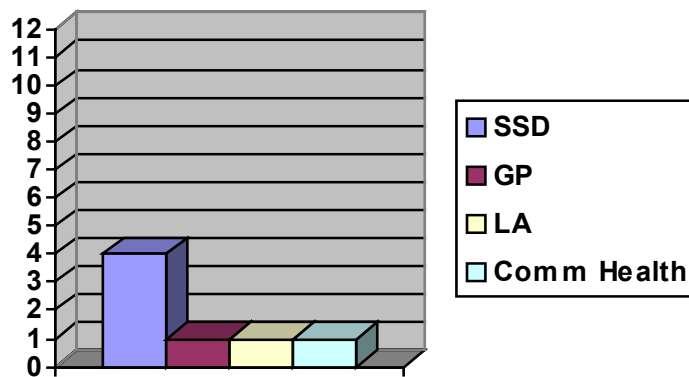




Mobile working



Interfaces





Problems and Barriers (1)

- **Strategic solutions – no clarity**
 - Support for variety of assessment tools?
 - Interface with social care systems?
 - Timescales?
- **Costs**
 - Hardware
 - Social care connections
- **Engagement/commitment**
 - Exec level – lack of understanding and commitment
 - GPs – limited involvement



Problems and Barriers (2)

- **Practice**
 - Change for staff moving from paper-based to electronic recording - lack of basic computer skills
 - Improved assessment practice leads to increased level of recording.
- **Double entry**
 - SAP system separate from agency systems
 - SAP electronic but profession separate (paper)
- **Benefits not obvious**
 - Perception that IT is an end in itself - solutions not led by clinical benefits.



Success factors

- **Process mapping**
- **CE/Director level buy in**
- **Training – multidisciplinary, practice, ‘handholding’**
- **SAP core process for specialist practitioners - not an add on**
- **Long Term Conditions use of SAP**



Benefits and dis-benefits

- **Benefits**
 - Improved information sharing:
 - Access existing information;
 - Reduce duplication
 - E-SAP solutions drive improved practice:
 - Better quality assessments;
 - Improved co-ordination;
 - Standardised referral processes
- **Dis-benefits**
 - Short term - takes time to adjust to IT
 - Better quality assessments take longer



Future Plans

- **Wider and deeper implementation**
 - Extension of e-SAP variously to:
 - GPs, Hospitals, SSDs, LTC, Housing, Voluntary sector
 - More users

- **Discussions with LSPs about migration or integration with NHS CRS?**
 - Some discussions but no clarity.



Conclusions and Next Steps

- **Conclusions (tentative)**
 - Many constraints still apply
 - More to find out
 - Opportunity to share & act on valuable learning

- **Next steps**
 - Capture more learning
 - Workshop this afternoon
 - Connecting for Health SAP Implementation Project