FOI 0194_2024 Response

Please provide information regarding the use of the following clinical software systems at Birmingham and Solihull Mental Health NHS Foundation Trust:

1. **EPR (Electronic Patient Record):** An Electronic Patient Record (EPR) is a digital version of a patient's paper chart. EPRs are real-time, patient-centered records that make information available instantly and securely to authorized users.

   a) System type:

   Yes – Rio

   b) Supplier name:

   The Access Group
   c) System name:

   Rio
   d) Date installed:

   March 2015
   e) Supplier contract expiration:

   May 25
   f) Is this contract annually renewed?

   No
   g) Do you currently have plans to replace this system?

   No
   Procurement framework

   SBS Framework

   Other systems it integrates with?

   No

   Total value of contract (£)

   £1,076,630.00.

   Notes - e.g. we are currently out to tender

   None

   l) Framework used:

   SBS Framework

l) If no system exists, what alternative do you use?

N/A

2. **Patient Engagement Portal: A P**atient Engagement Portal is an online platform that enables patients to interact with their healthcare providers, access their medical records, schedule appointments, and receive educational materials and support.

BSMHFT do not currently have a patient portal in operation.

However, a project is underway to implement such a system using existing technology and therefore there will not be a procurement.

3. **Patient Access System:** A Patient Access System allows patients to manage their appointments, access personal health information, and communicate with healthcare providers, enhancing their overall experience and engagement.

Please refer to the response provided for question 1 and note that Rio covers all elements associated to Clinical noting, Electronic Patient Record (EPR) Patient Administration System Patient (PAS) and care scheduling.

4. **Virtual Ward Software:** Virtual Ward Software is used to manage and monitor patients remotely, typically those with chronic conditions or those recovering from surgery, to provide continuous care and reduce hospital admissions.

BSMHFT do not currently have a virtual ward software in operation

5. **Population Health Management Software**: Population Health Management Software helps healthcare providers manage and analyze health data for a specific population to improve health outcomes, reduce costs, and enhance the patient experience.

The Trust do not have a specific system for Population Health Management Software. However Rio – our PAS and EPR is used to manage and analyse health data improve health outcomes and enhance the patient experience.

6. **Contact Centre:** Contact Centre software facilitates communication between patients and healthcare providers, managing inbound and outbound calls, emails, and other forms of communication efficiently.

BSMHFT do not currently have a Contact Centre software in operation

7. **Telecare Software:** Telecare Software provides remote care services to patients, using technology to monitor health conditions and support independent living, often for elderly or disabled individuals.

BSMHFT do not currently have a Telecare Software in operation.