

# Developing Caldicott Guardians

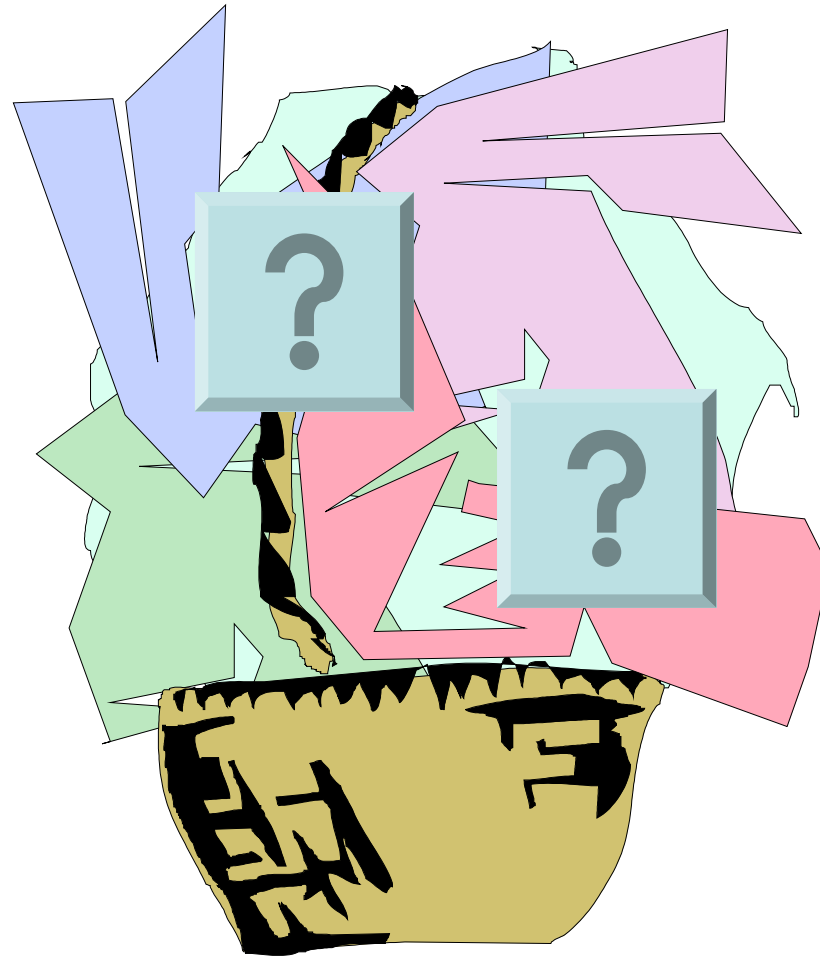
## Flow mapping

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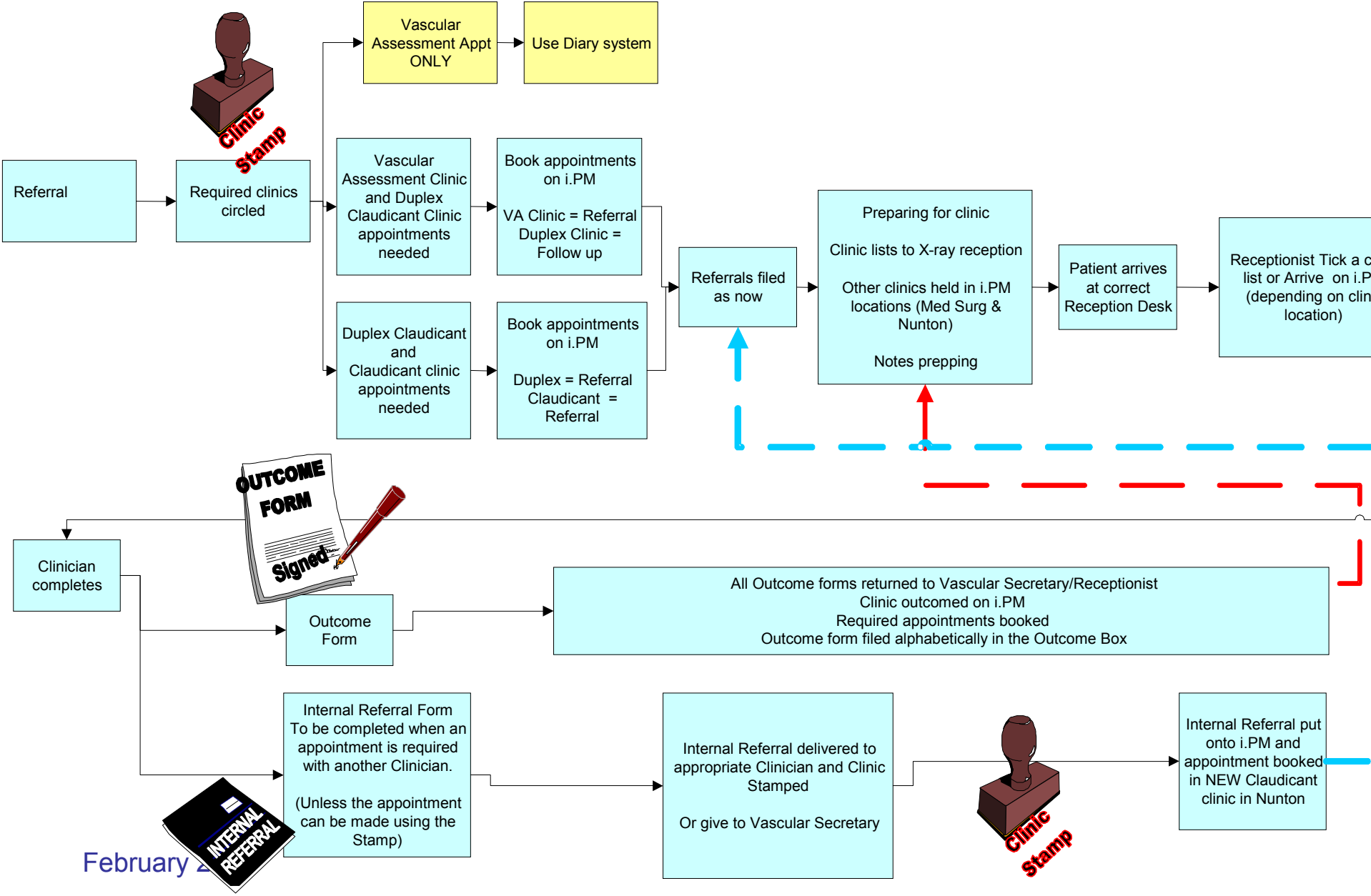
# Format of the session

- What is it?
- Why are we using it?
- How does it fit into our organisations?
- When to use it?
- Who can do it?
- Benefits
- Tools required
- Questions

# What is it?

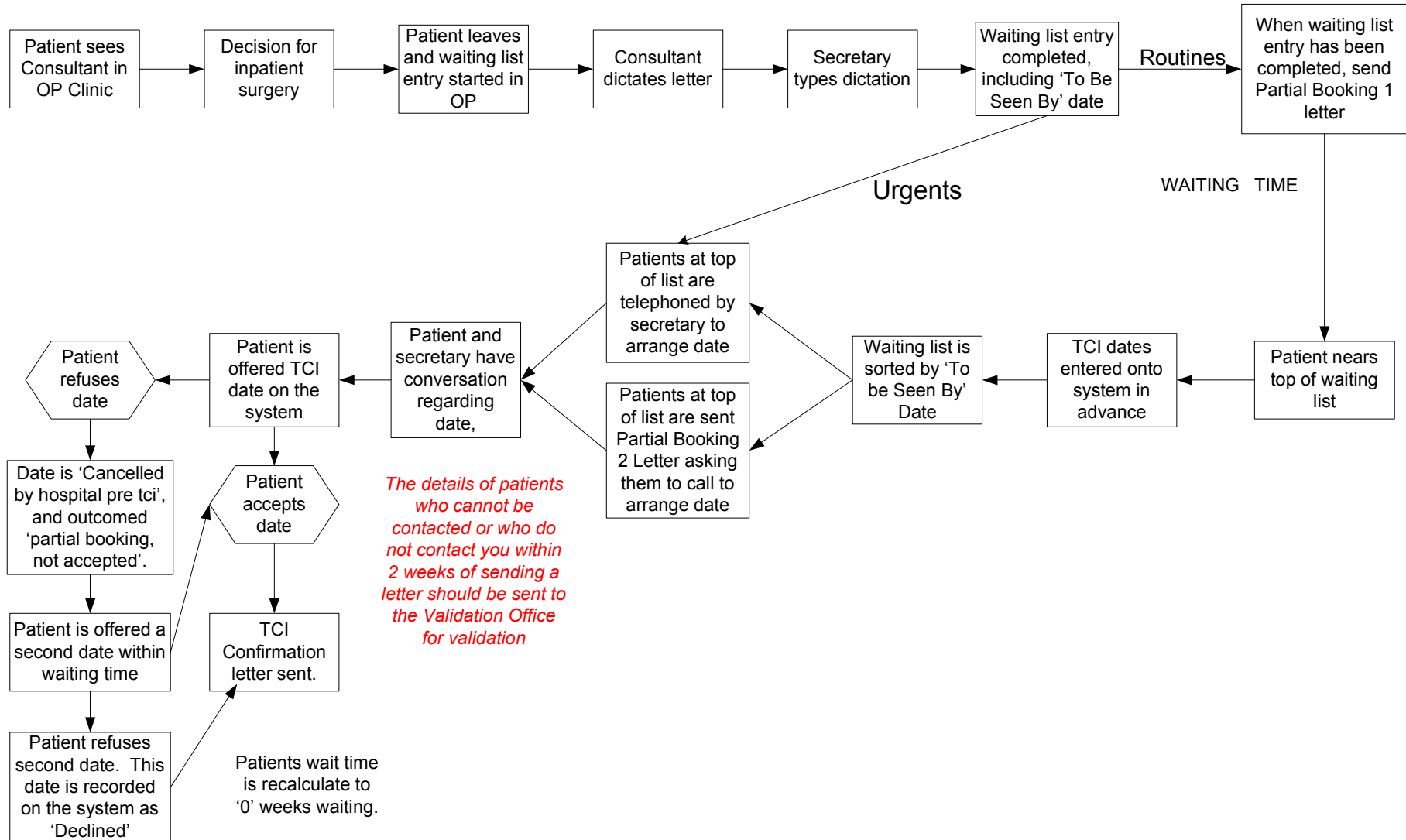


# OVERVIEW OF APPOINTMENT AND CLINIC FLOW



# Plastic Surgery Inpatient Partial Booking Process

December 2004



February 2005

Who can do it

Everyone

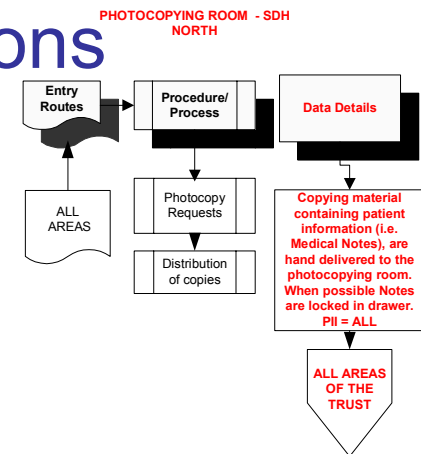
# Why are we using it

- Clarify thinking
- Good working practice
- Statutory requirement – IG Toolkit
- Choose and Book
- Financial
- Improved patient care

# Why are we using it

## Caldicott Report and Information Governance Toolkit Recommendations

Flow Mapped



Reviewed



Rolling review established



# When to use it

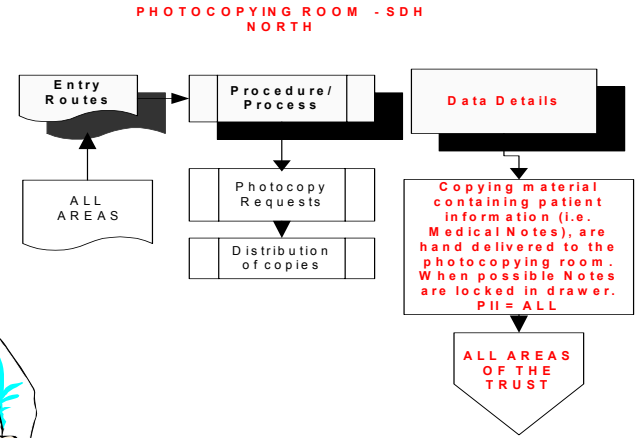
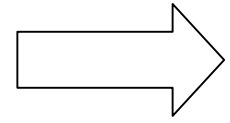
- Whenever you feel the need
- When you have to do something new or different
- When introducing a new statutory requirement
- When opening/merging departments
  - Planning
  - Discover all the components

# How does it fit in

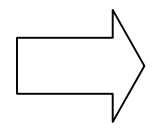
- Process mapping
  - Do we do the same thing several times
  - Are the end users benefiting
- Discover Information flows
  - Where are the gaps
  - What are we doing
  - Why are we doing it
  - Is the information secure

# PLANNING – What happens now?

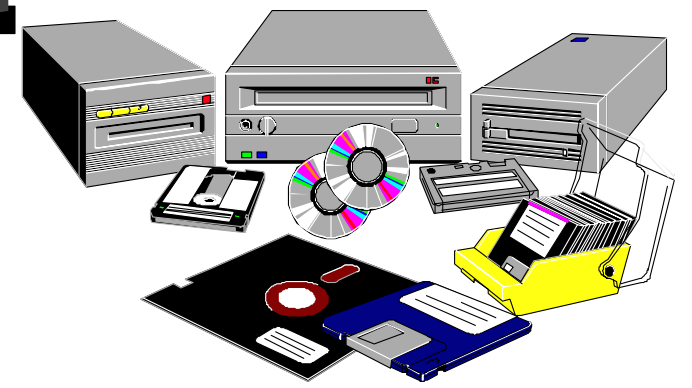
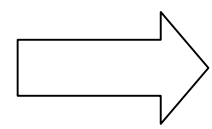
Existing Processes



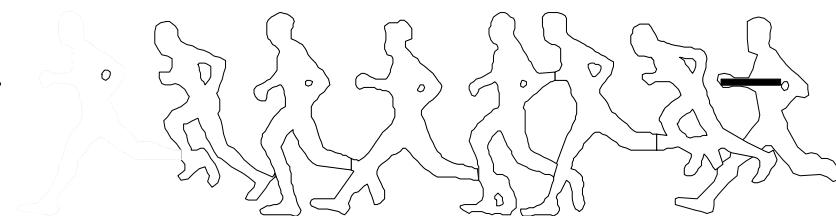
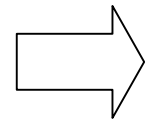
Staff responsibilities



Electronic equipment



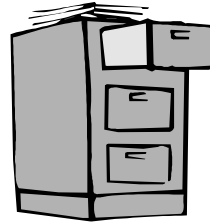
Training requirements



# VALUE ADDED

## Immediate Improvement Plans

Process redesign



Patient At Risk Team



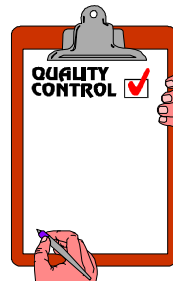
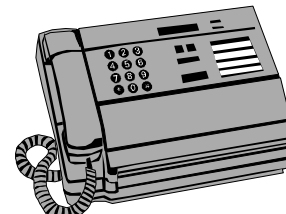
Case Note Tracking



Improving Medical Notes



Immediate Action Plans



## COMMON RISKS

ELECTRONIC

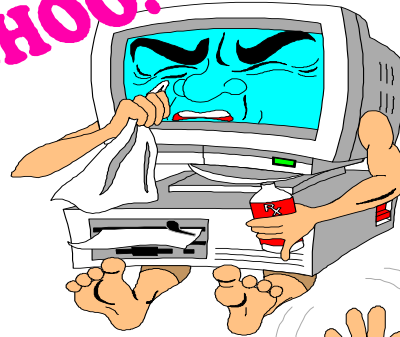


Not networked

Unreliable

Unsafe havens

AH -  
CHOO!



PAPER SYSTEMS

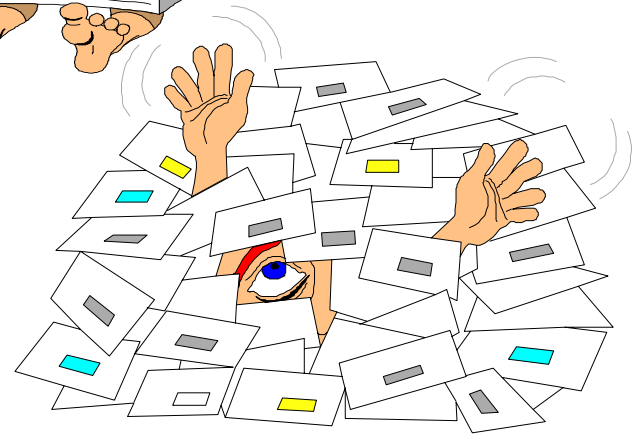


Duplication

Insecure

Split records

Medical Notes



VERBAL SYSTEMS

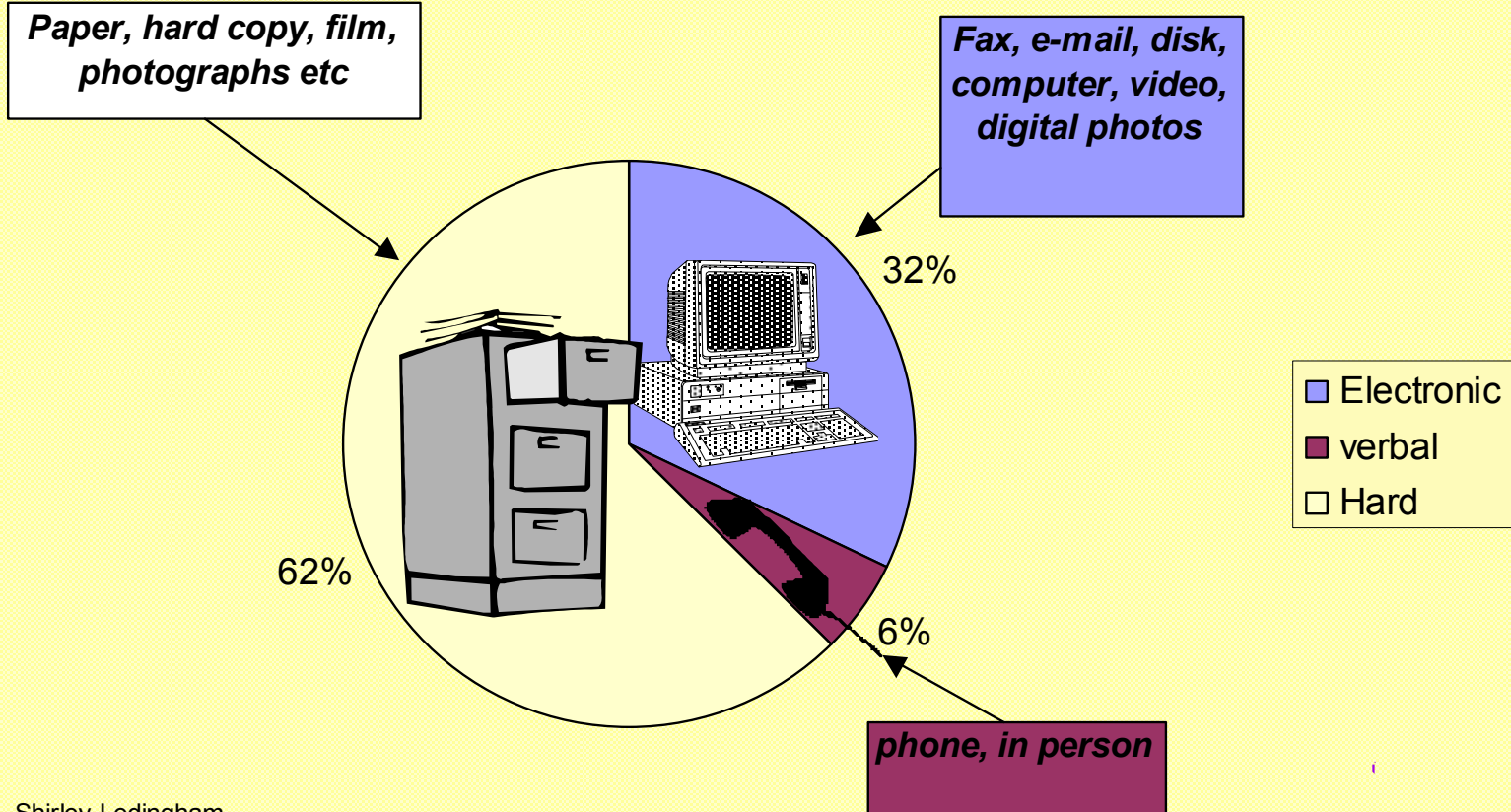


Telephone



# COMMON RISKS

FLOW MAPPING OF PATIENT IDENTIFIABLE INFORMATION  
Analysis of identified RISKS by data source  
as at January 2003



Shirley Ledingham  
Project Manager - 09 01 03

# REPORTS & FLOW MAPS

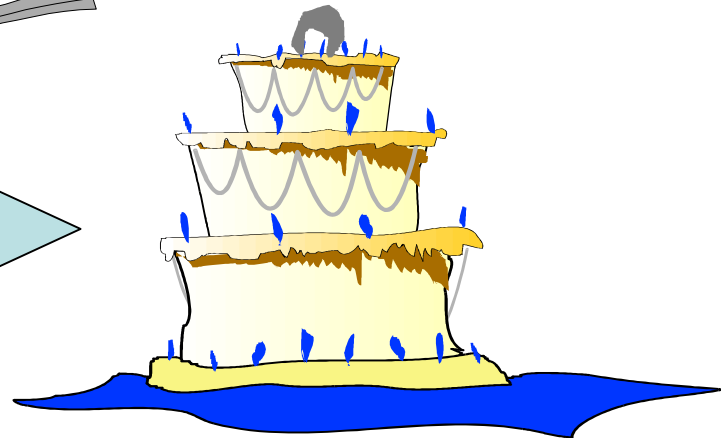
Detailed Report



Summary Report



The Flow Map



# STAKEHOLDERS

## HIGH LEVEL SUPPORT

### COMMUNICATION WITH STAFF AT ALL LEVELS

**Project Lead**

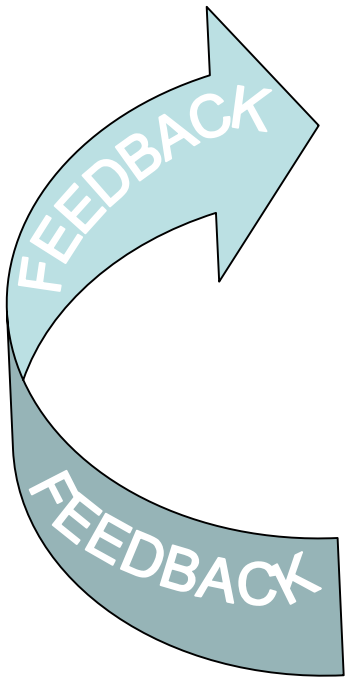
**Project Management Board**

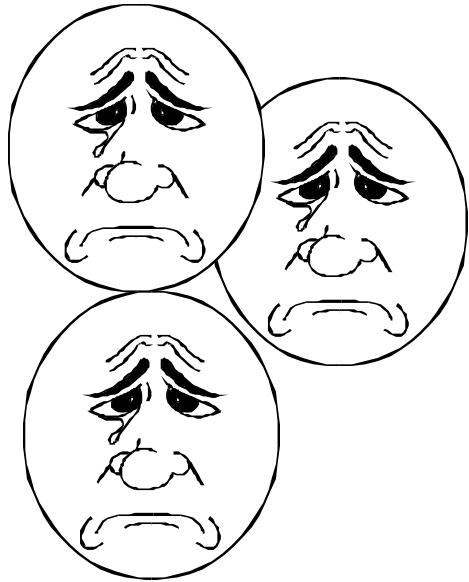
**Directorate Managers**

**Local Managers**

**Staff at all levels including  
Clinicians**

**Patients**





## **HICCUPS & HURDLES**

**Delays to sign off**

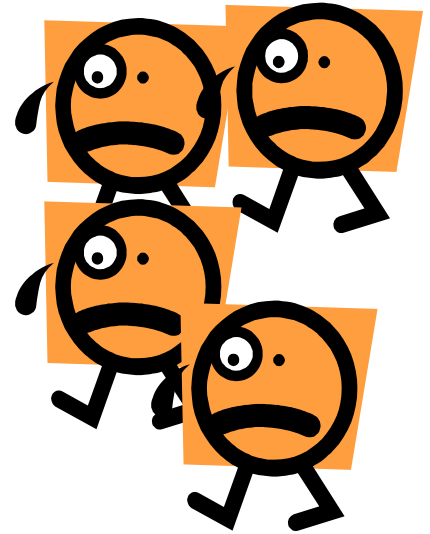
**Unknown Exit routes**

**Forgotten Exit routes**

**Getting too involved**

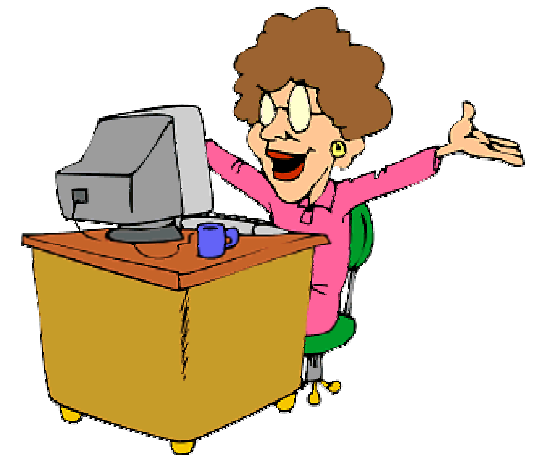
**Being sidetracked**

**Time Management**



# Tools Required

- Enthusiasm
- Motivation
- Microsoft Office and Visio
- Project management skills
- Buy in from the top



# Benefits 1

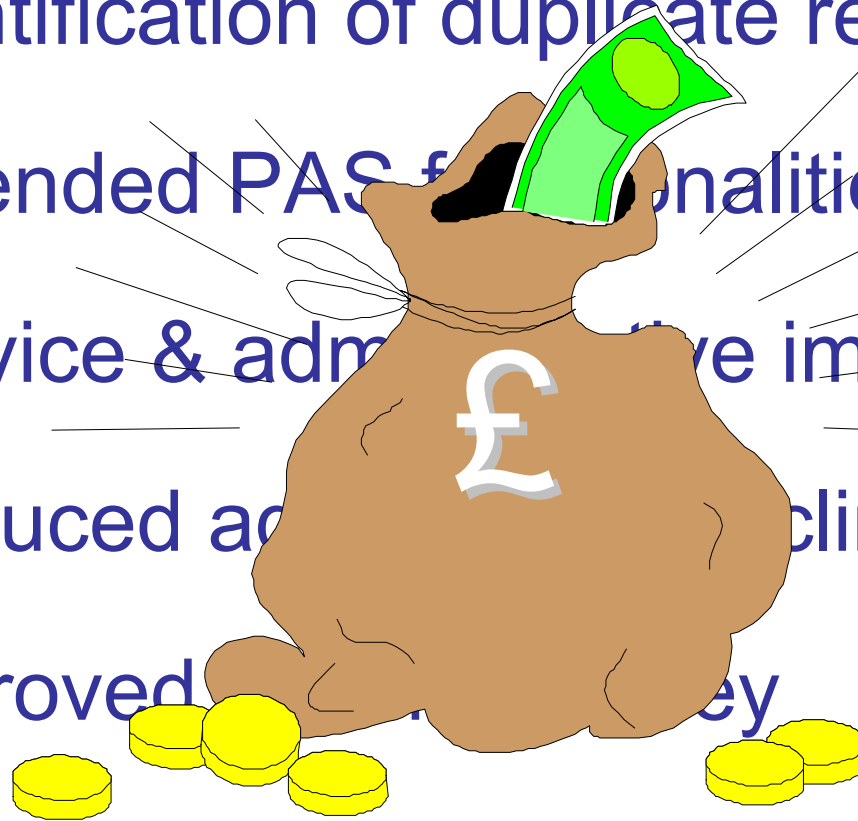


- Improved communication and access
- Correct medical records
- Information handled safely
- Identification of clinician activity
- Changes in practice



# Benefits 2

- Identification of duplicate records
- Extended PAS functionalities
- Service & administrative improvements
- Reduced administrative burden on clinical staff
- Improved patient safety



# ANY QUESTIONS?



# References

- [www.dh.gov.uk](http://www.dh.gov.uk)
  - Protecting and Using Patient Information – A manual for Caldicott Guardians
- [www.nhsia.nhs.uk/infogov/igt](http://www.nhsia.nhs.uk/infogov/igt)
  - Information Governance Toolkit
- [www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)
  - Guide to Data Protection auditing
- Salisbury Health Care NHS Trust staff