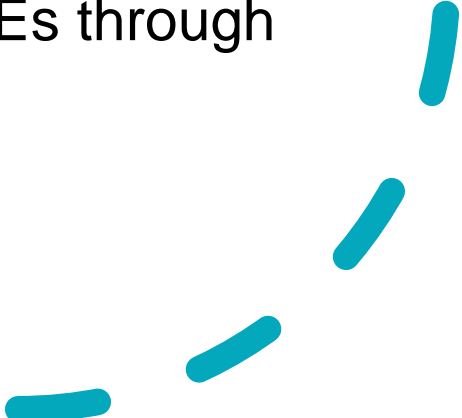# Digital readiness workshop

Tony Woods, Director of Operations and Digital

Innovation Agency

**Bridging
the Gap**

Today's Session

- Understand what we mean by being Digitally Ready
- National Framework
- Local application and the reality
- Share my (and others) insights and experience
- Support available to you

My Background and Experience

- Joined NHS in 1988 on a YTS Scheme;

- Predominantly in information roles and last 10 years in commissioning and strategy;

- Head of IT at Liverpool PCT and then responsible for the Digital and Community Transformation Programmes for Healthy Liverpool Programme;

- Liverpool highly proactive in adoption of telehealth, development and engagement of SMEs through More Independent (Mi) Programme;

- Joined Innovation Agency in 2020.

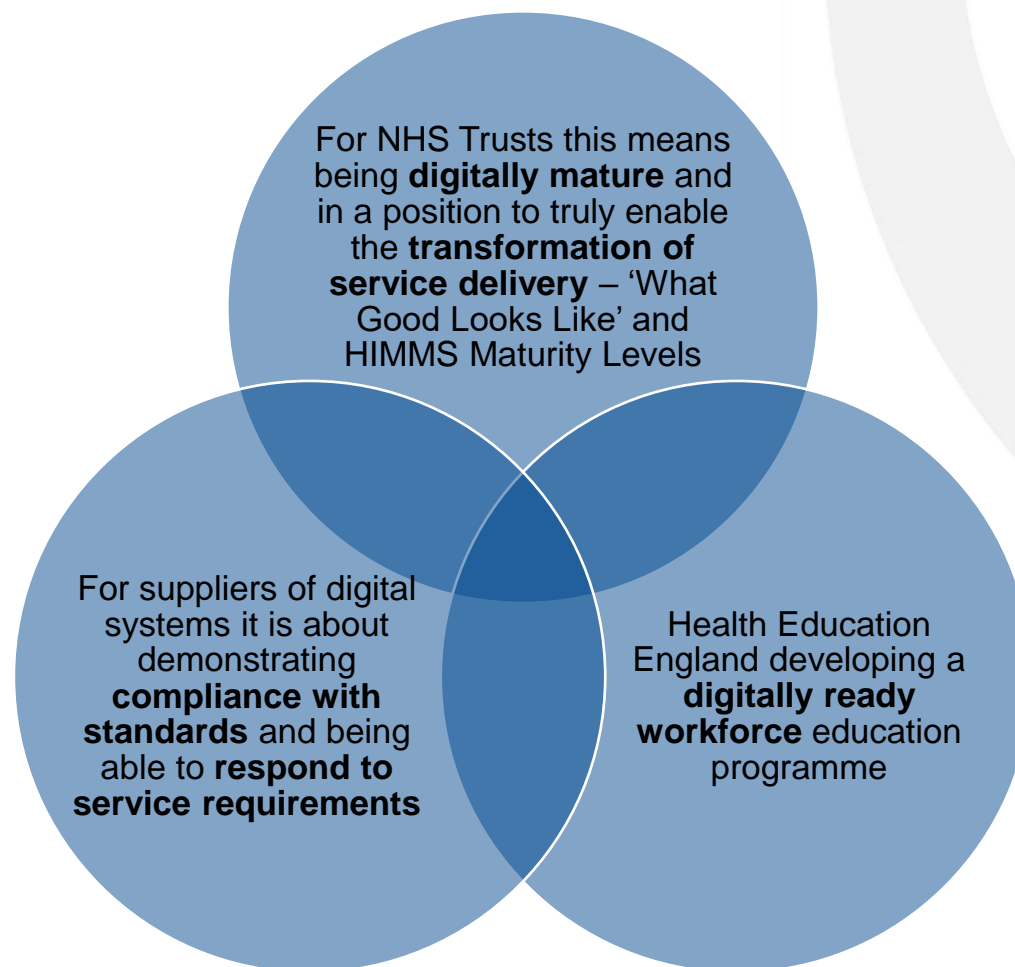MS-DOS version 1.25
Copyright 1981,82 Microsoft, Inc.

The CDP Personal Computer DOS
Version 2.11 (C)Copyright Columbia Data Products, Inc. 1982, 1983
Current date is Tue 1-01-1980
Enter new date:
Current time is 0:00:06.15
Enter new time:

A:_

Being Digitally Ready

For NHS Trusts this means being **digitally mature** and in a position to truly enable the **transformation of service delivery** – 'What Good Looks Like' and HIMMS Maturity Levels

For suppliers of digital systems it is about demonstrating **compliance with standards** and being able to **respond to service requirements**

Health Education England developing a **digitally ready workforce** education programme

Digital Technology Assessment Criteria (DTAC)

- Introduced in Feb 2021 by NHSx;

- National <u>baseline criteria</u> for digital health technologies entering health and social care;

- Aimed at bringing together legislation and good practice;

- Used by healthcare organisations to assess suppliers at point of procurement or due diligence;

- For suppliers it sets out what is expected for entry into NHS and social care.

Assessment Criteria

Clinical Safety

Data Protection

Technical Assurance

Interoperability

Usability and Accessibility

Clinical Safety

- Key focus on Clinical Risk Management and compliance with DCB129

- Mandatory under the Health and Social Care Act 2012

- DCB160 – framework in organisations to properly manage clinical risks in deployment and implementation of a new or modified health IT system

- Evidence of clinical safety leadership, risk management system, risk logs, audits etc..

- If defined as a medical device does it have a valid registration with MRHA
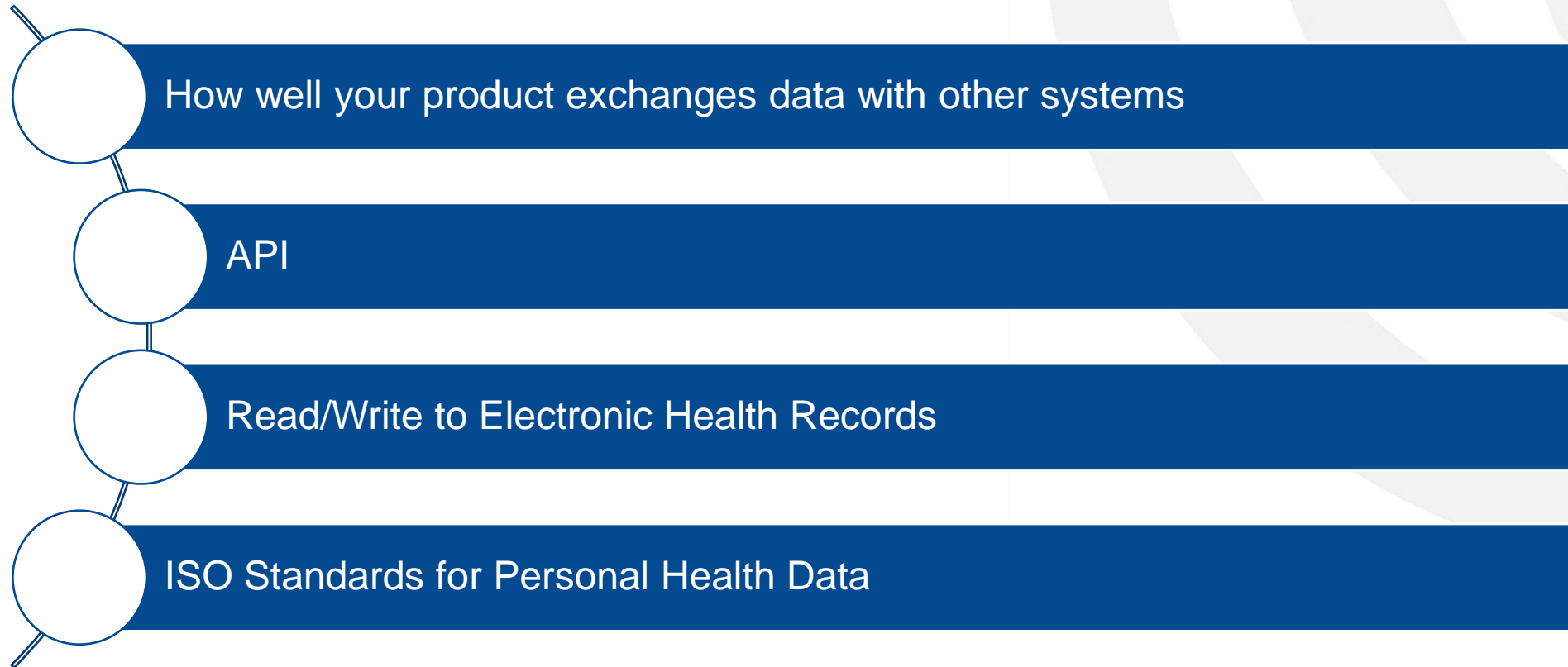
Data Protection

- Establishing that your product collects, stores and uses data compliantly

- Registration with Information Commissioner's Office (if applicable)

- Details of Data Protection Officer

- Management of Personal Data (PID)

- Data Security and Protection Toolkit Compliance, DPIA etc

Technical Security

- Ensuring your product meets industry standards and is stable

- Cyber essentials certificate, NCSC guidance

- Details of Penetration Tests, Multi-Factor Authentification

- Logging and Reporting

Interoperability Criteria

How well your product exchanges data with other systems

API

Read/Write to Electronic Health Records

ISO Standards for Personal Health Data

Usability and Accessibility (Scored Section)

- Assessed against the NHS Service Standard with weighted scores against each of the 14 points
- Understand users needs and engagement in the design; Whole journey for the user
- Accessibility
- Multidisciplinary in design; Understanding of benefits and metrics
- Technical and Open Standards
- Other frameworks may add value both UK and International

Local Reality and Procurement

ICS level Digital Roadmaps

Essentially the same aim, but will be differences in approach

Interoperability and collaboration key

IT Systems to support will often be wrapped in a wider service procurement or potential value

Opportunities for partnerships with NHS Trusts etc..

May often feel like not a level playing field but the regulation is becoming more universally applied

Will come across different appetites for risk at organisation level

Consistency with commissioner requirements e.g., NICE Evidence Standard Framework for Digital Health

THE REGULATORY PUZZLE

SOLVED

ORCHA

## Data Protection

- GDPR
- Privacy Policy
- ICO Registration
- Data Protection Impact Assessment
- NHS Digital Data Security and Protection Toolkit

Clinical Safety

- Medical Device Regulation
- Risk Management documentation compliant with DCB0129
- Clinical Safety Officer with NHS Digital CSO Training
- Evidence of Effectiveness

Data Privacy

Security

Clinical Assurance

Usability & Accessibility
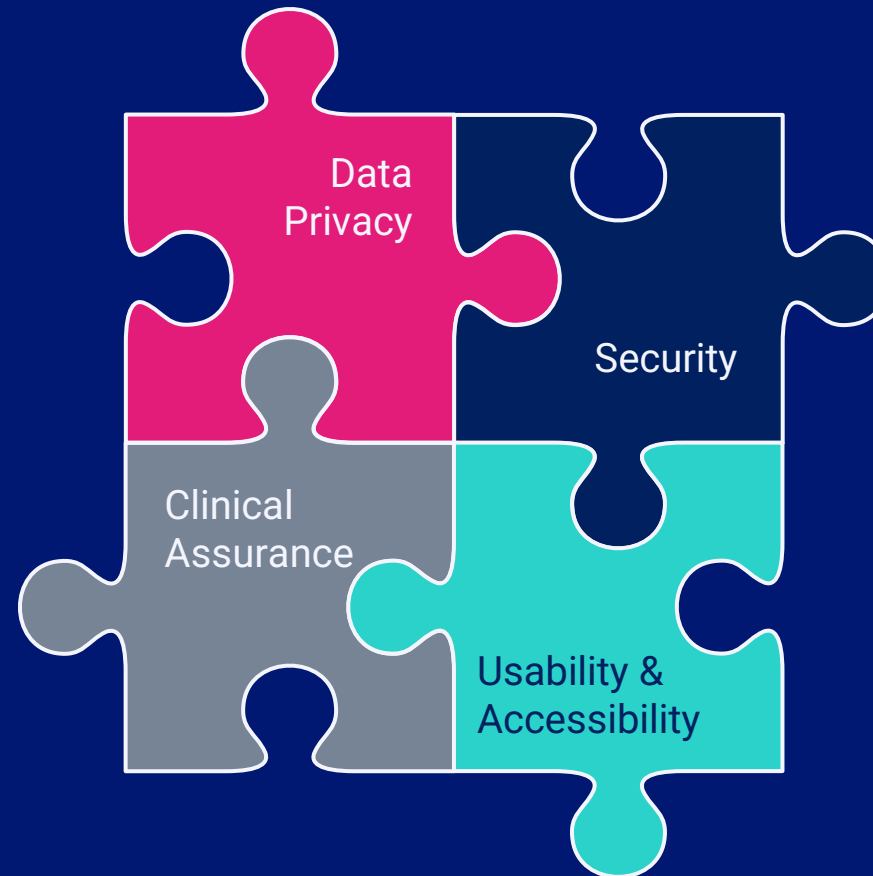
Technical Assurance

- Cyber Essentials
- OWASP Top 10
- Penetration Testing
- Crest / CHECK Certified
- Code Review
- CVSS Vulnerability
- ISO 27001
- Load testing
- Multi-factor authentication
- Logging & Reporting

Usability and Accessibility

- User research & journeys
- User acceptance testing
- WCAG 2.1 AA
- Accessibility statement
- Benefits case
- SLA/Customer report/Uptime
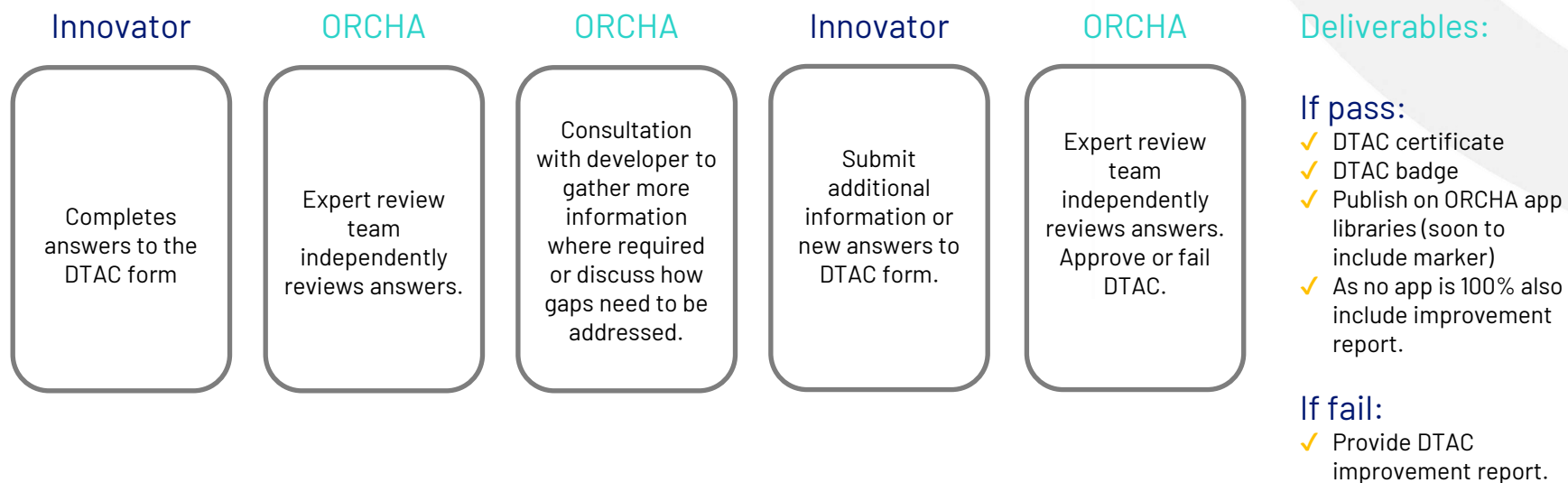- NHS Service Standards

THE DTAC BY ORCHA

Provides an independent, expert execution of the DTAC.

Processed by the ORCHA review engine, and so any existing ORCHA or DAQ review data can be layered or replaced with the additional DTAC requirements.

It takes approximately 2 man days of assessment, but allow around 30 days to conduct the process, to enable:

Innovator	ORCHA	ORCHA	Innovator	ORCHA	Deliverables:
Completes answers to the DTAC form	Expert review team independently reviews answers.	Consultation with developer to gather more information where required or discuss how gaps need to be addressed.	Submit additional information or new answers to DTAC form.	Expert review team independently reviews answers. Approve or fail DTAC.	

Deliverables:

If pass:
- ✓ DTAC certificate
- ✓ DTAC badge
- ✓ Publish on ORCHA app libraries (soon to include marker)
- ✓ As no app is 100% also include improvement report.

If fail:
- ✓ Provide DTAC improvement report.

Academic Health Science Networks

We are **funded nationally** to deliver work in our region

NHS
NHS England
NHS Improvement

Office for
Life Sciences

Innovation Exchange

European Union
European Regional Development Fund

Nationally prescribed and local programmes and products for *rapid* uptake

ΛCCELERATED
ΛCCESS
COLLABORATIVE

Innovation Agency
North West Coast

**Patient
Safety
Collaborative**

Support local adoption and spread

Identify and communicate NHS and system needs

Signpost innovators to further support or market access

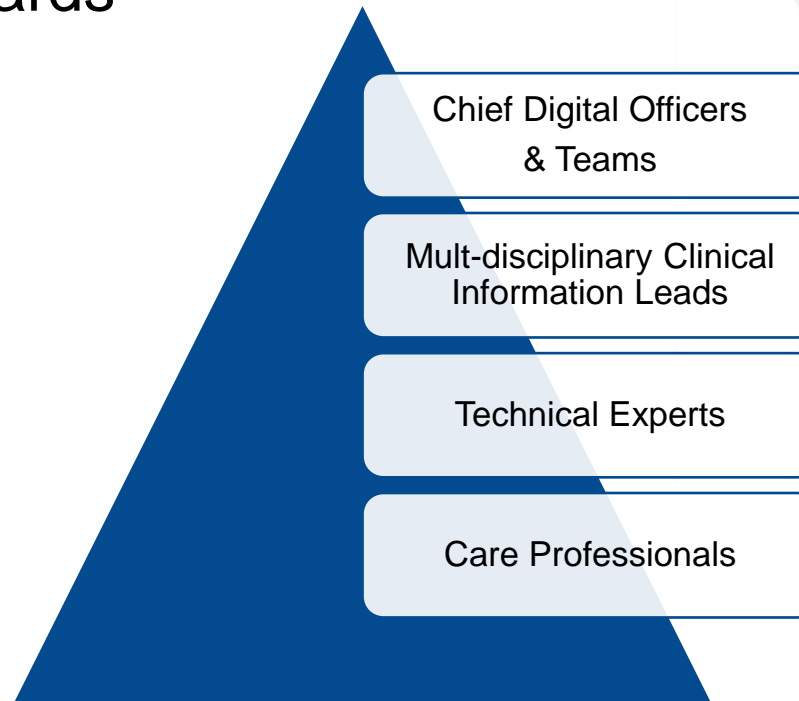Broker real world validation opportunities

Business support

HEALTH MATTERS

Local innovations

eit Health

European innovations

NHS Trusts and ICBs

- Range of support available
- Want the best outcome for patients/service users
- VFM and Standards

Chief Digital Officers & Teams

Mult-disciplinary Clinical Information Leads

Technical Experts

Care Professionals