Summary

Healthcare Business Solutions UK (HBSUK), a leading provider of innovative healthcare solutions, has transformed its Virtual Lucy digital outpatient platform by integrating InterSystems IRIS for Health. This has led to excellent clinical outcomes with waiting list reductions and a significant reduction in administrative resources. This strategic partnership addresses critical interoperability challenges within the NHS, automating processes, reducing administrative burdens, and helping to streamline patient care delivery.

The integration has streamlined data exchange between Virtual Lucy and NHS systems, enabling faster patient onboarding and accelerating treatment pathways.

Healthcare Business Solutions UK (HBSUK) enhances Virtual Lucy platform with InterSystems IRIS for Health™

Streamlining NHS interoperability and accelerating patient pathways

Introduction: HBSUK and Virtual Lucy

HBSUK's mission is to get people the care they need, quickly. The ability to offer unique integrated solutions is a key enabler to achieve this. By leveraging digital tools to accelerate specialist assessments and expanding capacity with additional clinical teams, HBSUK ensures faster, more efficient patient care.

Its digital platform, Virtual Lucy, empowers patients to provide detailed health information via clinically validated questionnaires, allowing them to receive specialist assessments, appropriate lifestyle advice, and management plans remotely. For example, a care plan can include a referral to a GP and a discharge if no further treatment is needed, as well as diagnostics or a specialist referral. This enables consultants to make accurate diagnoses without the need for initial face-to-face appointments, reducing hospital visits and easing NHS resource pressure, while patients benefit from shorter waiting times, and faster access to care.

The opportunity: A move to interoperability

Virtual Lucy initially did not support Health Level 7 (HL7) messaging standards, making it incompatible with NHS Trusts' Patient Administration Systems (PAS) and other healthcare IT systems like Electronic Health Record systems (EHRs). Without automated data exchange, onboarding patients and updating treatment outcomes were administrative processes, hindering the platform's scalability across different specialities and NHS Trusts.

InterSystems™
IRIS Health

The solution: InterSystems IRIS for Health integration

To address these challenges, HBSUK partnered with InterSystems to integrate InterSystems IRIS for Health, into the Virtual Lucy platform.

> IRIS for Health is a comprehensive data management platform designed for developing and running healthcare applications, purpose-built to clean and prepare health data at scale
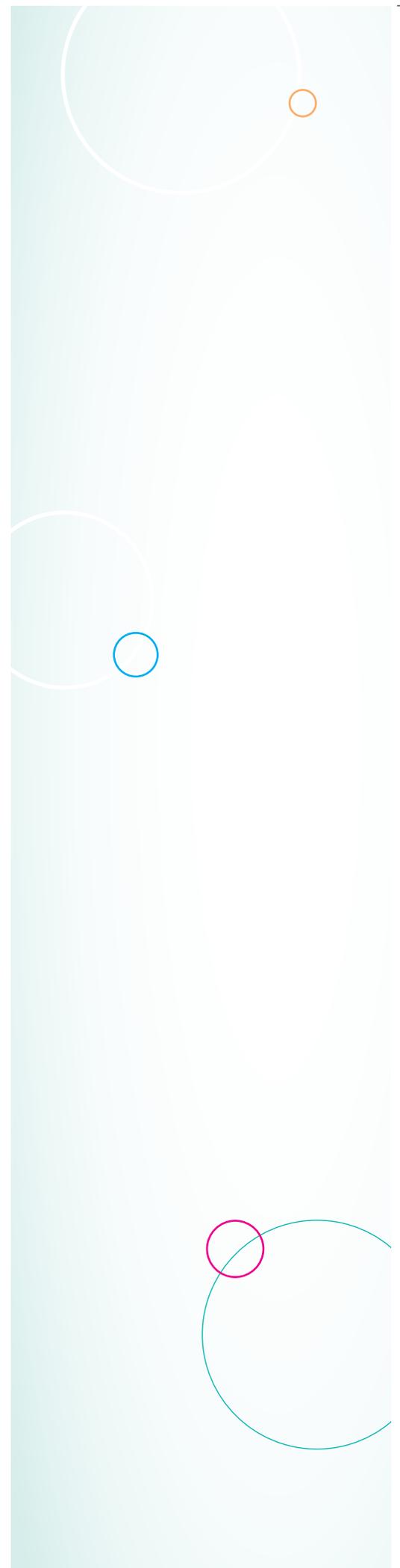
It offers interoperability features and has achieved full compliance with mandatory data standards like HL7® and HL7 Fast Health Interoperability Resources® (FHIR).

Together, HBSUK and InterSystems developed an interoperability readiness plan. The joint team conducted a pilot project with North Cumbria Integrated Care NHS Foundation Trust, working alongside the trust's applications team to make it possible for the integration to be configured according to the trust's specific requirements.

The benefits

The integration has delivered significant benefits for HBSUK, and their customers, including the ability to enhance trust operational efficiency with Virtual Lucy. Specifically, in collaboration with North Cumbria, IRIS for Health enables HBSUK to directly receive referrals, automatically set up patient accounts, and update patient outcomes and clinical documents within 24 hours of case review.

Administrative tasks have been reduced from a 58-step process to just four key steps, freeing up NHS teams to focus on urgent cases. At the same time, the integration creates a scalable foundation, making it simpler to deploy Virtual Lucy across additional departments and NHS trusts.

"VIRTUAL LUCY'S INTEGRATION HAS GREATLY IMPROVED OUR ABILITY TO ONBOARD PATIENTS QUICKLY AND EFFICIENTLY.

Emily Dickson, General Manager of North Cumbria Integrated Care NHS Foundation Trust (NCIC)

Case study: Accelerating care at a leading NHS Trust

At a prominent NHS Trust, North Cumbria Integrated Care NHS Foundation Trust, the integration has transformed routine patient care delivery in the urology department. By leveraging InterSystems IRIS for Health, the Trust automated the onboarding of patients into Virtual Lucy directly from their PAS.

The project went live with 80 patients and has since scaled to between 500 and 1,000. Patients received prompt access to the platform via text message, allowing them to provide information about their condition in a structured, consistent fashion.

The trust reported:

- Increased Patient Resolutions: 35% of urology patients experienced a 'clock stop' in their treatment pathway, eliminating the need for ongoing treatment
- Streamlined Clinical Processes: Automated updates to the PAS with treatment outcomes and documentation enhanced workflow efficiency
- Enhanced Patient Experience: Reduced need for hospital visits and quicker access to care improved overall patient satisfaction.

"InterSystems has been instrumental in enabling Virtual Lucy to connect directly with NHS systems. Their expertise in healthcare interoperability allowed us to automate processes that were previously manual and time-consuming. This integration has significantly improved the set up and efficiency of our Virtual Lucy platform, benefiting patients with faster access to care and NHS teams with reduced administration."

The partnership between HBSUK and InterSystems has been pivotal in enhancing the capabilities of the Virtual Lucy platform. By addressing interoperability challenges, the partners have automated critical processes, reduced administrative burdens, and accelerated patient pathways within the NHS.

Alex Nancekievill, Chief Technology Officer, HBSUK

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