

## **MyWay Clinical - Service Definition Document**

### **What the service is:**

The MyWay Clinical platform (MWC) is a clinician platform supporting evidence-based management and decision support, risk stratification and analytics for individual patient care as well as population management (underpinned by approximately 70 machine learning models). MyWay Clinical includes:

- Diabetes electronic health record, out-patient management system, supporting clinic reviews, consultations, notes
- Decision support and alerting (linked to national guidelines) around treatment and screening
- Population tracking around national KPIs and local audit parameters, facilitating quality improvement, triage and prioritisation through dashboards and drill down patient lists for predictive analytics
- Predictive Analytics (at both individual and population level) including:
  - Prediction of short-term complications such as Diabetic Ketoacidosis (DKA), hypoglycaemia, hospitalisation
  - Prediction of long-term complications such as cardiovascular disease, ulcers, amputations, blindness, end stage renal failure, nephropathy etc., over 2, 5, and 10 years
  - Prediction of individual drug response for Type 2 diabetes drugs
  - Prediction of subtype diagnosis (e.g. MODY/ LADA), diagnostics support
- Remote Monitoring data review and support through HCP-patient online secure communication service (with MWD).

### **Reporting**

MWDH provide population-level service reporting and benchmarking against metrics as agreed with the commissioning authority.

### **Features**

- Self-management platform to help people living with diabetes
- Secure access to medical records (clinical) and home-devices
  - data review, explanations and personalised data-driven advice and goal setting
- Access to 250+ tailored and peer-reviewed multi-mediaresources
- QISMET accredited structured eLearning courses
  - self-service permanent and time limited 'live courses (OOCs).
- Full implementation service to support setup and user onboarding
- Interoperability through API / data-transfer from EMR systems
- Interoperability through specific home devices/ systems such as fit-bit/ tidepool

## **Benefits**

- Significant and sustained reductions in HbA1c and other metabolic outcomes
- Proven NHS cost savings of around x5 Return on Investment
- Reduced emergency admissions and reduction in diabetes complications
- More informed patients leads to better use of clinical time
- Better patient self-care/management
- Fully scalable and population-based solution
- Secure messaging to assist communication and remote care delivery
- Fully hosted managed service

## **Information Governance:**

MyWay Digital Health have established:

- NHS England GP data integration (EMIS, Vision, SystmOne)
- DPIA and IG documentation templates / processes
- Compliance with NHS Data Governance / ISO/IEC 27001 / GDPR / DTACE / DCB Clinical Risk Standards

Information Governance requires local approval, typically by the ICB commissioner, then Data Sharing Agreements need to be established with each GP practice and any other relevant Data Controller

Links to all relevant third-party data providers (e.g. Fitbit) are covered by patient consent and terms and conditions of use.

## **Getting started**

We ensure that the website is complete, functional and is configured with local content and according to local stylesheets. We provide the customer with a Content Management System (CMS) to allow them to modify content. Full training is provided via online tutorials, documents and training manuals. Use Acceptance Testing (UAT) and sign-off criteria are clearly agreed up-front and completed as part of project acceptance.

## **Service setup**

The MWC Service includes the following setup activities

- Template documentation for all aspects of Information Governance (IG), data sharing and consent
- Managed hosted service setup in a secure data centre, with availability as defined in Schedule 4C

- Data Integration Work, consisting of data sharing agreements, and integration with Third Party Vendor Systems, conditional on dedicated resources being made available at the Commissioning Area to help manage, coordinate and generally drive this forward in a timely manner, limited to integration with:
- GP system(s) EMIS/Vision/ SystOne (TPP)
- Other integrations will be charged at cost depending upon complexity of interface and testing. Examples may include:
  - Local Healthcare Record Exemplar Systems
  - Other third-party systems in use in secondary care
- Integration with other authentication systems/ single sign on (may incur additional costs)
- User acceptance testing will be jointly agreed at the start of the project, and covers any locally specified customisations. It excludes standard features of our national software-as-a-service Platform
- Travel and meeting expenses (including two face-to-face meetings and unlimited remote meetings)
- Project Management to coordinate team and oversee set up and support clinician onboarding and training.
- Electronic templates for publicity materials for patients - made available for wider distribution (e.g. flyers/ posters/business card/ videos for GP practice etc)
- Travel and meeting expenses (including two face-to-face meetings and unlimited remote meetings)
- Project Management to coordinate team and oversee setup and support patient registration

### **Ongoing Support:**

The service includes the following ongoing support

- Secure user authentication and clinician onboarding (with support from local teams for personnel verification)
- Technical and end-user support from 9am to 5pm Monday to Friday (usually 2nd line support, with commissioning organisation providing 1st line)
- Management of user feedback (vetting, triage and responses as appropriate)
- Travel and meeting expenses (including two visits/ year if needed)
- Support for evaluation and research activities (e.g. aggregate data provision, benchmarking, statutory reporting), e.g. we have included up to one day of analyst time per calendar month for research purposes. Time over and above that will be charged at an appropriate daily rate which will be advised on request

### **Level of customisation:**

The platforms are designed around common sets of products (website, app, resources, eLearning etc) that can be configured or 'localised' to each site as required.

A broad level of customisation is available to commissioners. This includes the design, look and feel of the platforms in terms of logos, colours, local content, resources and datasets. A content management system is available to commissioners to support ongoing local customisation

### **Service levels:**

Support is available for all registered users of the system; costs for this are included within existing costs of providing and supporting the platform; we include a technical account manager as part of each deployment.

The MyWay Digital Health support service operates during Business Hours only, in accordance with our SLA

### **User access and authentication:**

Users are authenticated when they access the service, through 2-factor authentication, username and password.

### **Data backup and restore, and disaster recovery**

Our server environment is held on MS Azure and Amazon Web Services, where regular backups of data are maintained with off-site failover configured. We schedule periodic Disaster Recovery exercises and this is evidenced in our ISO27001 certification. The main data processing environment is held on MS Azure, with sufficient capacity to meet current demand, and options to increase processing power easy to implement – we aim for 99.9% availability within our contracts and service level agreements.

### **Technical requirements:**

Our platforms are accessed via a web-based interface using modern browsers and users may also download and use our mobile app on Android and Apple devices. In addition, we provide a FHIR-based API to allow data integration with third-party data providers. Service accounts are available to approved organisations. Other interfacing components are primarily designed to draw data into the system (e.g. from Primary Care, Secondary Care, Labs etc, plus from Glucose Monitors and other devices).

### **Outage and maintenance management:**

We guarantee that our service matches or exceeds a 99.5% system up-time during business hours and we offer a pro-rata refund (upon request) for any breach of this target. The refund will be applied as part of the next billing cycle.

### **Security:**

We work closely with our Managed Hosting Provider to assess, monitor and protect against vulnerabilities. Our IaaS provider regularly patches all our hardware, together with industry-standard anti-virus and firewall protection etc. Our platform undergoes independent Penetration Testing to ensure it is as safe as we can make it. MyWay Digital Health is compliant with the NHS Data Security and Protection Toolkit.

**Hosting options:**

The platform is hosted on Microsoft Azure and Amazon Web Services, from data centres located in the UK.

**Access to data upon exit of contract:**

Data would be securely exported/delivered or archived or deleted as requested and according with consent and existing agreements around data handling. All processing will occur in a fully secure and appropriate manner and in accordance with the consent given and information governance standards.