G-Cloud 15 – Lot 2 Cloud Software – Service Definition

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Service Definition

Company Overview

Founded in 2007, a team of over 100 healthcare and software professionals, Clinical Architecture delivers healthcare enterprise data quality solutions focused on managing disparate data to help customers succeed with reference data management, master data management, analytics, population health and improving direct care. Our solutions produce trusted, actionable data to enable smart decisions that mitigate risk, reduce cost and improve outcomes.

Clinical Architecture is 100% employee-owned with a Head office in Indiana, US and a regional office in the UK. Clinical Architecture understands how the differences in standards and interoperability affect an organisation's ability to deliver quality care. Our clinical content solutions provide a flexible approach to address a wide variety of issues – enabling organisations to achieve a meaningful impact on the quality, cost and outcomes of healthcare.

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Service Offering

At Clinical Architecture we focus on addressing the issues present in the healthcare industry surrounding semantic interoperability, data quality and governance. We work with organisations to:

- Support the adoption of clinical coding standards, such as SNOMED CT
- Normalise and map terms between disparate terminologies to either exchange or prepare data for analytics
- Analyse patient data
- Improve data quality

Symedical® - UK Edition (Symedical) is an innovative, content-neutral, solution designed to improve healthcare data quality to make it meaningful and actionable. Symedical UK edition has been designed to work with UK NHS standard terminologies. In this edition, Clinical Architecture provides access and support to UK standard terminologies.

Terminology Management

The Symedical system provides all the capabilities required to implement standard terminologies in a production environment. It includes features to extend and subset terminologies as well as maintaining additional attributes, descriptions and narratives for individual terms. Importantly, as terminologies change, Symedical can track those changes and provide an impact analysis so that with each new terminology release the change can be managed in a timely manner. Symedical can represent more complex definitional relationships found in SNOMED CT and leverage them for terminology navigation and Value Set creation. New relationships can be authored between terms to allow the creation of new capabilities.

Symedical provides the necessary tools, auditability and control required to ensure correct implementation of terminology providing for enhanced patient safety through the correct use and leverage of clinical codes.

Semantic Harmonisation

Symedical's normalisation and mapping engine uses a configurable approach that can leverage various correlation methods from lexical to probabilistic, that implement deterministic artificial intelligence and collective reasoning. The result is a dramatic reduction in human effort. This allows an enterprise to achieve their objectives in a fraction of the time and resource cost and with a higher level of quality and consistency.

Runtime Services

(Available in Symedical UK Edition – Integrated Terminology Management Platform)

Symedical supports runtime services for all components to allow direct integration into 3rd party applications. It is designed to integrate into EHRs, data aggregation platforms, metadata platforms and data modelling / analytics tools. Integration methods include standard APIs like

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FHIR restful services, native, Restful web services, direct database integration or bespoke interfaces.

Symedical® UK Edition – Advance Modules

(Available as add-ons to Symedical UK Edition – Integrated Terminology Management Platform)

PIVOT (*Managed Interoperability and Data Quality*)

A managed interoperability and data quality solution that orchestrates message transformation to dramatically reduce the effort necessary to achieve high quality information exchange. Pivot Services – UK Edition has been designed to work with UK NHS standard terminologies. In this edition, Clinical Architecture provides access and support to UK standard terminologies.

Pivot extends the semantic harmonisation capabilities by taking inbound messages and processing these into a standard data structure, Pivot then applies Symedical's normalisation, to deliver an outbound message that is semantically and syntactically transformed and enriched to meet the requirements of the receiving system.

Symedical's normalisation and mapping engine provides code level normalisation. However, patient data exchange typically occurs at the message level and it is the message that also requires normalisation. Pivot has been designed to work at the message level simplifying the implementation of message normalisation and building on Symedical's core interoperability features.

On-boarding and Off-boarding processes

On-boarding

The implementation needs and objectives of each customer is unique. Clinical Architecture, work with customer's stakeholders to identify and support the design, architecture, and implementation of recommendations. Additionally, we work with stakeholders to develop a specific implementation plan based on the needs and expectations of the client. To support the on-boarding process we allocate 4 days of dedicated support to include training, and this is included in the service.

Each Symedical implementation has agreed specific, appropriate, targeted success criteria. These examples of commonly applicable concepts can be used in the process of defining specific success criteria:

- Implementing a successful data governance strategy
- Impacting performance improvement and quality reporting measures
- Identifying improvements in quality of care-based incentives / frameworks

These and other benchmarks can be used to assess the before and after picture as it relates to the implementation of Symedical. Specific success criteria, and associated measurements, will be defined as part of the implementation process.

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Post implementation Clinical Architecture continues to stay engaged with our clients. Our Customer Service department, with more than 30 years of combined customer support experience, is available to triage customer issues. Additionally, with a dedicated Client Success Manager, Clinical Architecture takes a proactive approach to relationship management, reaching out to clients on a quarterly basis to ensure customer satisfaction and optimised usage of Clinical Architecture's solutions, including monitoring the achievement of the success criteria.

Should the customer require any additional professional services (e.g. mapping services, content modelling services and consultancy), a statement of work will be created and submitted to the customer for approval.

Off-boarding

At the end of the contract, will work with the customer to agree an Exit Plan, users will be able to export all their content, should any assistance be required then this is subject to an additional charge. User data will then be deleted from the system and the instance of the system will be removed and will not be accessible.

Hosting

Private or public cloud hosting can be supported as part of the service. The service uses datacentres located in the UK, designed for use by the UK Public Sector, compliant with GDPR. Additional environments, for example for 'staging' and 'development' are available by request and will be subject to an additional charge.

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