



Pathpoint Cancer Management System

Service definition

www.openmedical.co.uk

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INTRODUCING OPEN MEDICAL

1. **Open Medical are a team of clinically-led digital health pioneers. Founded by practising NHS clinicians, we combine a deep understanding of the healthcare landscape with unrivalled technical expertise to produce intelligent, clinician-centric software solutions and drive impactful digital transformation in healthcare.**

2. WHAT WE DO

3. We specialise in developing and implementing bespoke, end-to-end, patient pathway and clinical workflow solutions, for all specialities, across all care settings. Our market-leading, fully interoperable digital platform, Pathpoint, is used across hundreds of healthcare institutions to prioritise, synchronise and visualise speciality team workflows, for the best integrated, data-driven care and future service planning.
4. Our desire to transform healthcare delivery along with our constantly expanding UK and international footprint, means we continue to innovate at pace and are shaping the future of digital healthcare in the UK.

5. OUR MISSION

6. Our mission is to empower healthcare providers worldwide to deliver efficient data-driven care, by forming strong, long-lasting relationships and creating safe and secure, trusted solutions that deliver value. We are committed to our vision of an interconnected, collaborative, healthcare digital ecosystem.

OUR OFFERINGS

PATHPOINT PRODUCT SUITE

Open Medical offers a suite of software solutions that can be used in all healthcare settings. These include specialty specific clinical workflow systems, Trust-wide enterprise installations, and integrated regional care pathway coordination platforms that transcend organisational boundaries and drives collaboration at a regional level. All products are powered by the Pathpoint intelligent pathway-mapping engine.

The system is used to visualise, synchronise and prioritise clinical decisions and facilitates communication and collaboration across teams, hospitals and regions, for intelligent, data-driven care delivery.

Each installation involves our software being uniquely configured to specific local processes, for projects of any size and scope, for any number of clinical teams, and for any number of collaborating healthcare providers.

Pathpoint's architecture is pathway based, modular in its construction and therefore enables effortless expansion in its use and functionality; it can be rapidly scaled up or down in-line with changing local requirements. The product and its features are frequently iterated in response to user feedback, and a build-on-demand approach to pathway processes is central to the service. Pathpoint is entirely cloud-based, which means we operate without any geographical or technical constraints.

Pathpoint is fully interoperable with modern hospital systems (including via HL7, FHIR and JSON:API), and uses natural language processing for automatic clinical-coding of treatment pathways using SNOMED-CT. This functionality generates high quality, granular data and provides superior reporting and analytics capabilities. Users are provided with meaningful care metrics and real-time data insights.

Pathpoint provides a safe and secure environment to store patient data and share information between clinicians. Users are given role based access ensuring the right people have access to the right patient information at the right time. Professionals can closely track each patient for the entirety of their care pathway ensuring that all interventions are optimised.

PATHPOINT ENABLES

-  Digitisation of each step in an end-to-end care pathway
-  Real-time oversight & coordination of activity and pathways
-  Clinical workflow actions & process automation
-  Asynchronous digital patient engagement
-  Cohorting & filtering of patients including by diagnosis, clinician, pathway type and stage in pathway
-  Powerful real-time data insights, reporting & analytics
-  Separation of activity through team/role based access & highly granular user permissions

PATHPOINT CANCER MANAGEMENT SYSTEM

Developed by practising clinicians, Pathpoint cancer management system (CMS) is a cloud-based platform for coordination of end-to-end cancer pathways, clinical workflow digitisation and process optimisation.

Pathpoint CMS is an end-to-end, cancer specific, workflow solution. It empowers NHS teams to seamlessly input structured data as patients progress. This data provides cancer coordinators and data teams with real-time visibility of cancer records in single, comprehensive views. By aligning with NHS standards, we enhance coordination, efficiency, and data accuracy for cancer teams, optimising patient care delivery.

Pathpoint CMS has been carefully designed to coordinate and optimise the entire cancer journey. Crucially, not only does Pathpoint capture data recording for national reporting, but it also acts as a hugely powerful clinical workflow solution that can be used as part of day to day care for key aspects of the patient pathway including referral management, MDT discussions and treatment planning. The CMS offers more comprehensive functionality for cancer teams including treatment scheduling and records, screening and prehabilitation, patient reported outcome measure (PROMs) collection, patient engagement, consent, remote monitoring pathways and surveillance. Pathpoint is a future-proofed solution that will scale, grow and adapt as clinical services evolve.

Pathpoint CMS supports NHS trusts providing cancer care to the rising number of patients being diagnosed with cancer. Pathpoint CMS comprises of:

1. A highly intelligent workflow that allows clinical and coordinating teams to access patient data and record the patient's progress in a seamless fashion while involving patients in their own journey through patient engagement features.
2. A Cancer Database that captures key data throughout the patient's journey that will feed into relevant worklists, PTLs, national data exports and local reporting requirements.

Using Pathpoint will allow clinical and management teams to coordinate patient care across large geographical regions and highly complex pathways. Being cloud-native, and specifically designed for regional clinical pathways.

PATHPOINT CMS FEATURES

REFERRAL MANAGEMENT & TRIAGE

- Single-point digital referral capture from multiple referring teams
- Integration with NHS e-Referrals System (e-RS)
- Facilitates interhospital referrals from other healthcare organisations
- Supports internal referrals from/to any specialty
- Safe and easy image or file attachment function
- Diagnosis-based referral information and automatic coding
- Full feedback to referrer and referring team
- Bleepless referrals system supported with configurable SMS and email notifications
- Rapid escalation to acute oncology service

MDT

- Pre-population of MDT lists
- MDT preparation documentation
- Meeting planning including video link invites and attendance recording
- Asynchronous communication within the MDT
- Embedding of local protocols and pathways
- Live capture of MDT outcomes in coded and granular format
- Templated and automated outcome and letter generation
- Automated MDT documentation outputs and communications

TREATMENT COORDINATION & PLANNING

- Treatment planning and scheduling
- Digital consent
- Treatment records for oncology treatments including surgery, systemic therapy, radiotherapy and acute oncology.

PATIENT ENGAGEMENT

- SafeView - digital communication with patients and sending of guidance, videos and appointments
- SafeAttach - secure upload of clinical photographs
- Digital PROMs and PREMs
- Digital patient screening questionnaires e.g. Holistic Needs Assessment Screening

REMOTE MONITORING

- Automated alerts for new patient findings
- Escalation of select cases for clinical review
- Facilitates preparation for clinic follow up
- Automated patient questionnaire distribution at set time intervals e.g. prior to a clinic
- Improved communication between patients and clinical teams
- Reduction in face-to-face appointments
- Supporting Personalised Stratified Follow Up pathways in oncology

PATHPOINT CMS FEATURES

CANCER PATIENT TRACKING & REGISTRY

- Reporting of cancer patient pathways, in line with national best practice time pathways, allowing close monitoring of key metrics for cancer waiting times.
- Compliant with national cancer data exports (COSD and CWT)
- Automated target date calculations and breach alerts
- Built in and dynamic Cancer Patient Tracking Lists (PTLs)
- Configurable to local needs while being compliant with National requirements (CANPTL)
- Live on-system database and export functionality
- Automated exports for national cancer data uploads

INTEROPERABILITY & EFFICIENCY

- Single screen visibility of a patient's whole cancer journey
- Automated document, report and letter generation, reducing manual administrative tasks
- Open API system that can integration with any local PAS and EPR
- Import relevant clinical information including investigation results from LIMS and RIS systems

COLLABORATION & COMMUNICATION BETWEEN TEAMS

- Multiple clinical teams support
- Role based access
- Unlimited customisable pathway types
- MDT documentation and workflow capabilities
- Single instance regional platform with customisable filters for sites, clinical teams, tumour groups, clinicians and patient states.

AUDITING & CLINICAL GOVERNANCE

- Real-time auditing and clinical governance features
- Audit trail of all activity

DATA, REPORTING & BUSINESS INTELLIGENCE

- Natural Language Processing for end-user SNOMED-CT coding, gives high quality data
- Live dashboards for real-time data insights
- Powerful reporting engine and extraction capabilities, KPIs, analytics
- Feeds to business intelligence units

PATHPOINT CMS BENEFITS

- ✓ Standardisation of cancer management across regions through a single digital workflow and registry system
- ✓ On system Cancer Waiting Times tracking with breach alerts and root cause analysis features
- ✓ Live and actionable on-system Cancer Patient Tracking Lists
- ✓ Compliance with National Cancer Reporting requirements
- ✓ Effective, real-time clinical governance and internal communication
- ✓ Automated custom local audits and reports
- ✓ Supporting referral between specialties, hospitals and regions with key clinical data
- ✓ National and local integrations facilitating a comprehensive cancer patient record
- ✓ Improved collaboration and communication between cancer multi-disciplinary teams
- ✓ Specialty specific configurations and pathways
- ✓ Digital cancer workflow including referral management, MDT, treatment planning, PROMS, remote monitoring, surveillance and patient engagement
- ✓ In built comprehensive patient assessment for personalised care planning
- ✓ Audit trail and change log for all activity on the system
- ✓ Automation of administrative tasks for cancer coordinators, managers and tracking teams
- ✓ Streamlined and optimised data collection and reporting for national reporting purposes

IMPLEMENTATION APPROACH

The Open Medical team consists of a blended clinical, technical and operational skill mix.

Our approach to every project consists of 4 distinct phases:

1. Scoping and consultation
2. System configuration and deployment
3. Implementation
4. Post-implementation support

The first step in implementation is a thorough scoping and consultation exercise where local processes and requirements are fully mapped out. This enables our clinical team to understand the local workflows, desired functionality and user requirements for a digital system.

The technical team then translates these processes digitally into specific pathways and workflows on Pathpoint, thereby creating a bespoke agile customisation.

Following creation of the system, the implementation team plans and delivers user training. Training is delivered in-line with the needs of each organisation through a mixture of tailored in-person and virtual activities and the distribution of training materials, including adopting a train-the trainer methodology. Alongside this, users are supported by a comprehensive training and resource library consisting of videos, presentations and system user guides.

POST IMPLEMENTATION SUPPORT

Launch includes active on site training and support, with continued off-site training and support offered for the duration of the subscription.

Licence subscription includes:

- Business-as-usual: single point of contact client support; managing delivery and resolution of queries
- Extraordinary: 24/7 365 day support to resolve high-level severity live system application issues
- In platform ticketing system and a dedicated emergency 24/7 support line, operated by our client support team.

See our YouTube channel for training videos. Training materials provided during implementation.

TECHNICAL SPECIFICATION

DATA HOSTING AND SECURITY

Open Medical partners with multiple cloud service providers (primary cloud service provider is AWS) with data storage and processing located in approved data centres within the United Kingdom. External and in-house penetration testing takes place at least once per year and all physical media is encrypted.

Pathpoint software is a highly secure cloud-based platform, certified by the National Cyber Security Centre ('Cyber Essentials' Plus certification), deployed within the HSCN, in a Unix/Linux stack, communicating with its SQL database engine on the same machine via a Unix socket by default. Pathpoint software can only be accessed via Secure Socket Layer. The codebase is developed in secure Open Medical development servers. The production environment is monitored daily. In an HSCN certified host, Pathpoint software can only be accessed from within the HSCH WAN via the HTTP protocol at the SSL enabled TCP 443 port.

The domain uses 256-bit SSL encryption and is fully compliant with the NHS digital information governance requirements, including GDPR. As a web based service, it is fully accessible from any desktop computer in any NHS Hospital Trust in England.

Pathpoint software implements a separate and explicit permission to view the PIDs. User roles with PID viewing permission are required.

The PIDs are not duplicated in any way and only remain stored in their dedicated database tables accessible only by the Pathpoint software application on the same local host. Pathpoint software does not directly transmit any PIDs outside its host machine. The database explicitly rejects all non-localhost connections by default.

BACKUP & DISASTER RECOVERY

Open Medical has disaster recovery and business continuity plans in place to ensure functionality and avoid any disruptions to the service. There is a detailed plan for incapacity of engineering, operational and implementation teams as well as strategy for any external disruptions i.e loss of premises, network and computer systems. There is a secondary data centre in a separate location that holds all system backups.

TECHNICAL SPECIFICATION

INTEROPERABILITY

Pathpoint is a modern system designed to be interoperable with any other health IT system, including with the PAS, EPR and DMS.

Pathpoint is FHIR native, and can integrate bidirectionally through HL7, FHIR, JSON:APIs, and receiving or sending real-time data feeds, configured to any local technical specification.

We are committed to forming part of an organisation's digital ecosystem through promoting the principles of interoperability, data sharing and supporting NHSE's Open-API policy.

TECHNICAL REQUIREMENTS

Pathpoint systems are entirely cloud-based with no local hardware requirements. The platform is supported on all modern internet browsers including:

- Chrome
- IE 11+
- MS Edge
- Firefox
- Safari 9+
- Opera

There is no difference between the mobile or desktop service.

PRICING & CONTRACT

PRICING

We offer a flexible and modular pricing structure that adapts to the scope of the project. Factors that influence scope include number of specialities/clinical teams, desired functionality and degree of customisation. We work closely to tailor our service to project needs, and ensure we deliver the best value possible.

ORDERING AND INVOICING PROCESS

We operate a software-as-a-service (SAAS) model requiring Purchase Order (PO) yearly invoicing.

Enquiries can be directed to sales@openmedical.co.uk

CONTRACT TERMINATION

Contract termination does not result in service discontinuation. The Pathpoint system remains live in a read-only state. Exported SQL files and binary archives are generated and provided automatically. Data extraction via JSON:API or FHIR API directly from the Pathpoint™ system is also available. Where recommissioning is not optioned at the end of the subscription period, there are no additional costs. The service remains available with a full read-only functionality and can be resumed at any time.

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