



Tiara9

G-Cloud 15

Tiara9 for Clinical Therapy
and Referral Services
Service Definition Document



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1 Management Summary

Tiara9 (Therapy, Information, Administration, Recording and Analysis), is a specialist clinical information and appointment booking EPR system originally developed in 1985 for therapists working for Leicestershire Health. Since then, Ethitec has continued to invest in developing, refining and enhancing the system in order to ensure it continues to meet the evolving information and clinical practice needs of NHS organisations. Today, it is used by a range of Allied Health Professionals, including the major therapies, Audiology and Orthotics services.

With configurable contact recording forms, the Tiara9's system can be applied, not only in a huge range of clinical situations, but also for diverse complimentary services, such as health and wellbeing classes, social classes, clinical auditing services, etc. Whilst Any Willing Provider (AWP) and Any Qualified Provider (AQP) suppliers have the ability to make use of Tiara9's e-Referral Service to take referrals directly from GP's and NHS clinics, options for self-referral portals and manual referral entry removes any barriers to the applicability of Tiara9.

The ability to effectively interrogate data is key to efficient working. Tiara9 possesses a range of reporting tools, many of them directly accessible to the clinical user, ensuring the right information is made available at the right time. National reporting requirements are supported and to ensure patient security we have completed the NHS Data Security and Protection Toolkit. To assist with GDPR compliance, specific functionality takes the pain out of Subject Access Requests and powerful anonymisation routines facilitate controlled masking of personal data.

This document describes the services that can be made available through the Tiara9 cloud-based system. These are applicable to any department offering clinical therapy services as well as, specifically, the administration of referral-based exercise schemes.

2 Tiara9 for Clinical Therapy Services

2.1 System Overview

Tiara9 is a full clinical information system, initially developed for Allied Health Professions, such as Physiotherapy, Occupational Therapy, Dietetics etc. Tiara9 is now a generic system capable of supporting a diversified range of specialities. The system was designed with the assistance of clinicians and administrators to ensure interaction is intuitive to all grades of staff.

The patient journey is fully supported through multi-disciplinary clinical channels that provide a full departmental solution:

- Referral management, waiting management and appointment scheduling;
 - Electronic or manual referral routes can be supported, including user-defined referral portals as well as an accredited interface to the NHS e-Referral System *.
 - Tiara9 incorporates sophisticated appointment booking and management functionality for out-patient and community services plus direct appointment booking from the NHS e-Referral System*.

* As of May 2022, this requires an HSCN end-point, but we understand this is subject to potential change.

- Paperless office;
 - Paperless working is achieved by the use of E-forms, the scanning of documents and the generation of letters, emails and SMS, with archiving against directly against the patient record.
- Clinical specialisms:
 - In-built configurability and user-defined pathways caters for all clinical therapy professions.

- The E-forms are fully user-definable and can capture clinical assessment and treatment information in the support of patient care pathways.
- Data reporting;
 - Local and National Reporting requirements are met through a combination of standard, bespoke and user-definable reporting options.

To capture clinical data, Tiara9 has the facility for the construction of E-form templates within the system. Providing a range of input field types to record data, these can be sequenced to form an appropriate workflow to meet patient pathway needs, including the pre-filling of previously captured data. Instances of the E-forms are created during client interaction and attached to their record where they can be re-visited, viewed and the data from the various fields reported on. After appropriate training, we would expect our customers to become self-sufficient in the design and construction of their E-forms and able to interrogate the recorded data to efficiently meet their business intelligence needs.

Due to its AHP heritage, Tiara9 supports the way real life multi-disciplinary care is delivered, whilst still retaining the ability for all national and local activity reporting to be undertaken as a by-product of clinical use.

2.2 Applicable Professions

The following lists a selection of the NHS and Public Sector professions and services to have employed Tiara9 in running and managing their departmental operations.

- Audiology
- Clinical Psychology
- Community Services
- Dietetics
- District Nursing
- Electrodiagnostics
- Elective Minor Surgery
- Environmental Control
- Exercise-on-Referral
- Mental Health
- Occupational Therapy
- Orthotics
- Physiotherapy
- Podiatry
- Prehabilitation Services
- Prosthetics
- Rehabilitation Services
- Respiratory Physiology
- Rheumatology
- Social Work
- Speech and Language Therapy
- Wheelchair Services

Tiara9 is not limited to these professions - any therapy based clinical service can successfully make use of Tiara9's core feature set, with configurable features employed to meet the specific needs of diverse specialisms.

2.3 Service Features

- Paperless Working
- Electronic Patient Record
- Links to site PAS and Document Management Systems
- Multiple Referral Management options, including web-based portals
- Full Waiting List and Appointment Management features
- Flexible Contact Recording using user-definable Electronic Forms
- Multiple Episodes of Care
- Multi-Disciplinary features for Integrated Services
- Powerful Staff and Facility Planning tools
- Comprehensive Real-Time Reporting options

2.4 Service Benefits

- Full Paperless Working right across clinical operations
- Control all aspects of Patient Management and Staff Scheduling
- Automated SMS and Email communication with Patients, Referrers and Colleagues
- Legislative and Management Information as by-product of normal use
- Full record of Clinical activities with the Electronic Patient Record
- Full control over Security and Privileges
- Comprehensive Auditable Log of Staff Interactions
- Cost-effective Easy-On-Boarding of other Professions
- Full compliance with GDPR

3 Tiara9 for Health and Wellbeing Referral Services

3.1 System Overview

Ethitec have continually adapted and updated the Tiara9 system from an initial Windows application to its current browser-based form, deliverable as a cloud solution. Key to this has been the ability to evolve to our clients' needs and ensure the system has the flexibility to be used in a range of clinical situations. This has been evidenced in the successful adaptation of Tiara9 to support health and wellbeing related exercise-on-referral schemes, such as GLL's UK-wide GP led Healthwise scheme which offer patients targeted exercise prescriptions, run in community leisure centres.

The Tiara9 system has been proven time and again in demanding NHS, Public Sector and other organisations providing services to the NHS. The powerful feature set, described in the previous section, supports all aspects of patient management, making 'big-system' tools available to smaller referral-based services. Specific enhancements have been made to further support these services. For example, Tiara9 offers a user-definable referral portal API to allow a dynamic interface to be made directly into the Tiara9 system, allowing for self-referral or controlled health professional referral portals to be constructed. The same technology supports the construction of patient follow-up questionnaires, with results immediately available in the Tiara9 system.

3.2 Service Features

- Electronic Patient Record
- Multiple Referral Management options, including web-based portals
- Full Programme Management features
- Precise activity Recording using user-definable Electronic Forms
- Option to create user portals for self-reporting and questionnaires
- Powerful Staff and Facility Planning tools
- Comprehensive Real-Time Reporting options

3.3 Service Benefits

- Apply powerful NHS proven features to referral schemes
- Control all aspects of Patient Management and Staff Scheduling
- Automated SMS and Email communication with Patients, Referrers and Colleagues
- Full record of Clinical activities with the Electronic Patient Record
- Standard and bespoke reporting options
- Full control over Security and Privileges
- Comprehensive Auditable Log of Staff Interactions
- Full compliance with GDPR

4 Ethitec Overview

4.1 Company History and Experience

Ethitec was established in Leicester in 1975 and incorporated in 1987, providing application software package sales, bespoke software development; and associated support, consultancy, and training services to many customers in the UK.

Certified to the prestigious ISO9001:2015 standard and with an all-graduate UK based development and professional services team we pride ourselves on the quality and commitment we bring to every project.

Ethitec has worked with the Public Sector throughout the life of the company, and has developed and maintained a special expertise in this market, particularly with our work within the Allied Health Professions, Community Equipment Services, Wheelchair Services and other areas of NHS and Social Care supplies provision. Ethitec's policy in this sector is to remain at the forefront in understanding information needs, to provide relevant, robust and flexible computer systems to assist in meeting those needs, together with associated consultancy and support services.

Information security and governance is at the heart of our business. All of Ethitec's operations are governed by our Information Security Framework. This framework contains a number of policies and procedures that define how information, systems and infrastructure that we own or use are to be managed, reducing risk levels and our exposure to vulnerabilities.

4.2 Relevant Accreditations

- ISO9001:2015
- Cyber Essentials / Cyber Essentials plus
- NHS Data Security and Protection Toolkit (standards exceeded)
- Software hosted in an ISO27001 accredited data centre
- DCB0129

5 Professional Services Overview

5.1 Onboarding & Training

Importantly, our project management team will ensure that your system is fitted to the way that you wish to work, rather than forcing alien working practices upon you. Our software solutions contain a wealth of system parameters and settings which allow it to be tuned to meet local variances in working practice while still providing the necessary controls. At the beginning of the onboarding process, we provide a 'pre-implementation consultancy' service, through which we gain a comprehensive understanding of the customer's precise requirements. This understanding allows us to assist and advise with the setting up of these systems parameters, reference data, defaults etc, which helps to shape the system to be installed around your workflows prior to live running. Control of these parameters will then be with local system administrators. These costs are included within the fees quoted.

In addition, we also strongly recommend that prospective customers commission some training services from us (in accordance with the rates outlined in the pricing document). Our sales team will gladly discuss a suitable training package with you. Following receipt of a purchase order, a detailed project plan, together with detailed training plans, would then be confirmed and agreed with the customer project team, as part of our project management processes. Ethitec provides standard on-site, off-site, or remote training courses for customers, at the choice of the customer. Full documentation is supplied with all training, and training plans will be provided for each course.

5.2 Bespoke Modifications and System Integration

Ethitec do aim to serve the individual requirements of each customer, and are always happy to create bespoke extensions, modifications and new modules to meet specific local requirements. We also have significant experience of developing seamless third-party links to other Healthcare, Social Care and financial applications, using uni-directional, bi-directional, real-time, batch fed, drip-fed, and simple 'cut & paste' type

links - please feel free to contact the Ethitec sales team for further information and to discuss costs.

5.3 Data Migration

Ethitec has significant experience of the migration of data into our software, and we have worked successfully to import data from many legacy systems. There are no practical limits to the amount of data that we can migrate in. Ethitec will be pleased to apply any cleansing rules required by the customer as part of the data migration task that will be required to move your current data into our platform. This will help ensure that the initial data set is of a reasonable quality.

Our typical migration process is split into two phases – the test migration, and the live migration. Within the test migration phase, several test migrations may actually be undertaken, depending on the quality and format of the source data (without additional charge). This (minimum) two-stage process helps to minimise the risks involved in migrating data, and allows any gaps or matching issues between the two systems to be identified early in the implementation plan.

Our sales team will again be pleased to provide precise costs for data migration work following analysis of your requirements.

5.4 Go-Live Handholding

Ethitec's project team would typically be available on a customer site upon 'go-live' providing dedicated handholding style support to ease the transition to our software (typically for 2-3 days depending on the size of the system / customer). Please contact us for further details / costs.

5.5 Technical and Customer Support

Ethitec believe that the quality of our support services is unrivalled within the markets in which we operate – this is evidenced by our very high-levels of customer retention.

We are of course happy to provide contact details at existing customers to any prospective customers.

Our stated license fees including the provision of technical and user support services for our customers. Ethitec encourage customers to use our dedicated support desk for all non-contractual issues once live running has commenced. This helps to ensure all queries, support calls, issues etc can be tracked by our ISO9001 accredited quality system against the customer's Service Level Agreement. Ethitec supports its customers from Leicester by a telephone help desk, by secure internet links, across HSCN where appropriate, and by our engineers in the field. Unlimited telephone and email support is provided for all aspects of the software provided by Ethitec. Our standard office hours are 09.00 to 17.00 on Monday to Friday excluding English public holidays. Any support outside of these areas would be by arrangement.

Our engineers also remotely investigate and diagnose problems with the system over secure connections.

5.6 Upgrades

Changes in legislation and reporting requirements have always been incorporated into our systems, and we continue to ensure that we make the best use of available hardware and communication technology. We listen to our individual customers and our User Groups, and ensure that the enhancement suggestions they make, along with the ideas that come from our own experts, are developed, tested, and deployed, by our in-house development team. Ethitec have always been committed to developing software as part of a long-term strategic relationship with our customers, and as a result, the workflows and screens offered by our software are being continually refined. New (optional) releases of the system that incorporate all of these changes occur approximately annually,

We include the costs associated with an annual system upgrade, together with a day of bundled services per annum (typically used for upgrade awareness training) within the license costs provided. Any upgrades, which for the 'live system' element will require

around 3 hours of downtime, can be arranged to occur outside of the customer's normal working hours for a small additional payment.

5.7 Contract Exit

Ethitec understands its obligations to support an orderly, controlled transition of responsibility for the provision of the Service to a new Provider at the end of any potential contract. The data contained within the Ethitec database is at all times owned by the customer. On request, Ethitec shall agree a timetable for return of the data within our software to the customer, or for the transfer of the data within to a new Provider. The customer, using standard reports, will actually have the ability to extract all of the data that the new Provider may require, without Ethitec involvement. This can be tested at any time, throughout the life of the Contract.

It is possible however that the new Provider may require the data to be presented to them in a specific format (e.g. by populating templates that they provide). If this is the case, then either the customer can provide this service themselves, using the standard reports outlined above, and then undertaking some local manipulation of the data or Ethitec can provide this service to the customer, potentially for an additional charge, at our prevailing day rate at the time of termination.

6 Hosting and Security Overview

6.1 Data Centre

Our customer's system will be hosted in a secure, highly resilient private cloud environment (managed by Ethitec in conjunction with our partner **Rackspace**) which will ensure that data is protected and properly backed up, and that the system will remain online at all times.

6.2 Location

Ethitec make use of multiple Rackspace data centres in London. Your data will at all times reside within the Rackspace environment in the UK.

6.3 Data Centre Security

Rackspace hold ISO 27001 and numerous other relevant security and infrastructure accreditations (<https://www.rackspace.com/en-gb/compliance>), making certain that our customers are secured by the best processes and technologies. The ISO/IEC 27001 standard provides a framework for businesses such as Rackspace to establish, implement, maintain and continually improve an information security management system (ISMS). With an ISMS, businesses can secure their sensitive information through a risk management process that combines people, processes and IT systems.

6.4 System Security

Ethitec's software solutions have been designed from the ground up to be secure and always in accordance with NHS IG standards. Our software includes protection from unauthorised access, IO validation, error handling, role based access and all of the other functional aspects that you would expect for a system of this type. Support for MFA is also provided. All data transmitted between the server and user device, and all data at rest, is encrypted using the latest secure TLS protocols and 256-bit cipher suites.

6.5 System Availability and Resilience

Access to your system will be available 24/7, and availability in excess of 99.9% should be expected with any required downtime for maintenance being planned strictly by arrangement to suit the customer.

Our customers are restricted to a maximum of 15 minutes of data loss in the very unlikely event of a major server failure at Rackspace. Full replacement hardware and reinstatement of the system would be completed within two working hours of the fault being reported to us. Multiple data centres and offsite cloud-based backups are utilised to ensure high levels of resiliency and protection in the event of a disaster at Rackspace's main data centre.

7 Contact Details and Further Information

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