

Clinical Patient Platform

A clinical pathway
management platform
connecting patients and clinicians

Empowering and engaging patients in their own healthcare journey.

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Introduction

This document has been produced as part of the G-Cloud 14 procurement service and provides additional information on the services we provide for customers purchasing via the G-Cloud 14 framework.

MyPathway has been developed by VitalHub UK Ltd referenced as 'VHUK' in this document.

My Pathway product overview

MyPathway is a clinical patient engagement platform, that supports the following: Remote Monitoring, Virtual Clinics, Appointment Management, Supported Self-Management, Digital Triage, Patient Cohort Management, Digital Letters, Self-Referral, Waiting List Management, Clinical and Administrative Validation and Elective Care Recovery. MyPathway also enables clinicians to manage their patients digitally throughout their clinical journey(s). The behaviour for a specific patient or triage decision can be customised to individual pathways, which are defined by team-specific business rules.

MyPathway was launched in June 2017, and is live within several NHS trusts, across multiple services and is used regularly by almost 200,000 patients, and over 1m registered. The system is intended to be used in primary, community and secondary care settings.

MyPathway is fully customisable and can be modified to suit any service' needs, trust wide. We work with clinicians to ensure all content, questionnaires and resources are specific to your clinical requirements as MyPathway can be tailored to any service.

The system can be deployed as a primary care self-management platform for patients with a variety of conditions. Patients can be referred by their GP to the self-management platform, answering questionnaires to confirm that they are suitable for self-management and then selecting and committing to undertake a set of exercises and other activities, and reporting back their progress, which is then passed back to the GP in the form of a clinical letter. It is used to support remote monitoring use-cases, such as patient reported measures to facilitate disease management of chronic conditions at home and has been deployed for example to support MND patients and their carers, avoiding unnecessary trips to hospital. Monitoring cardiac and respiratory patients using home-measurement devices is also possible, as well as a number of other clinical readings.

Users of the system typically include:

- Commissioners – review data to better understand the service effectiveness and efficiency.
- Clinical staff – who will review questionnaire responses, assign resources, questionnaires, or messages for direct patient care.
- Administrative staff – update records and work through required activities on the patient worklists, for example, inviting patients to book appointments, and arranging transport and interpreters where needed. Bulk can administration tasks can also be completed from the platform.
- Patients – interact with their clinicians, respond to questionnaires relating both to their direct patient care and the overall service; use resources for appropriate self-care.

Information assurance

VHUK meets the standards required by the NHS Digital Data Security and Protection (DSP) Toolkit for the handling of NHS patient data. VHUK has achieved Cyber Essentials Plus accreditation since September 2020.

Backup / Restore and Disaster Recovery

The servers providing VHUK's SaaS services are hosted in an ISO27001 certified, N3 attached, secure, resilient, and energy efficient data centre based on the Liverpool Innovation Park, which is used by a number of NHS organisations. The data centre takes advantage of the installed resilient power infrastructure at the Innovation Park, with added dual AandB UPS feeds and stand-by diesel generation. It is Tier 3 equivalent, concurrently maintainable, with N+1 redundancy on all major elements. Network provision is also resilient, with multiple carriers and entrances to the building, and automatic BGP supporting failover.

A full system backup is performed once per day. A copy of the backup is stored off site. In the event of a loss of the hosting site the process to fully rebuild SaaS servers in the event of a critical failure has been defined and tested.

Onboarding and Offboarding

When a new healthcare provider service is onboarded, we provide Business Analysis support to define the provider requirements. This may include concept presentations, mock-ups and demonstrations. We provide Project Management and a dedicated Product Owner during the customisation period. When a new service is delivered, we provide training and a managed launch process to facilitate a smooth go-live. This hands-on involvement is something we are passionate about, in order to make sure our customers get the most out of the solution. Training and public awareness videos and other content are provided as well as patient-facing introduction and training videos as part of the on-boarding experience and can be locally modified or added to.

Pricing

Full details of our pricing can be found in our Pricing Document.

Service Management

Project Governance

A structured approach exists to conduct both business as usual activities and business change or project activities. This also helps to:

- Outline the relationships between all internal and external groups involved in the project
- Describe the proper flow of information regarding the project to all stakeholders
- Ensure the appropriate review of issues encountered within each project
- Ensure that required approvals and direction for the project is obtained at each appropriate stage of the project.

Key Roles

Executive sponsor

The sponsor provides leadership on culture and values, and keeps the projects aligned with the organisation's strategy and portfolio direction, and is the overall owner of the business case for each project. Will help to govern project risk and focus on realisation of benefits, and recommend opportunities to optimise cost/benefits. The Sponsor will also ensure that a decision-making framework is in place and provide resource for the project.

Programme Manager

The Programme Manager oversees and provides direction and guidance, and coordinates efforts between projects. Interdependencies are identified, rationalised, monitored and controlled by the Programme Manager, who also deals with escalated issues and tracks the contribution of each project towards the benefits identified for the Programme of work.

The Project Manager

The Project Manager has overall responsibility for the successful initiation, planning, design, execution, monitoring, controlling and closure of projects assigned to them, and liaises with the Programme Manager regarding project status, issues, risks and dependencies.

Management Processes

A series of management events will be arranged to ensure that sufficient controls are in place to safeguard the success of the project. These will include:

Quarterly Reviews: These will take place over the duration of the Contract and will provide an opportunity to review content held in the platform, to ensure it is aligned with the customers' requirements.

Informal Monthly meetings: To discuss general platform management, future campaigns, communications, and usage of the platform.

Monthly Reporting: VHUK will produce various reports including the following:

- Data Reports – showing progress over time
- KPIs covering user engagement and enrolment figures
- Development Operations updates – this will include information regarding releases, any downtime and incident management.

Weekly Management calls: During the Contracting, Configuration and Mobilisation period, we will hold weekly calls to encourage an open and regular communication channel between VHUK and customer and review project risks and progress.

Risk Management

Approach to Risk Management:

Risk identification: Collaborative approach between VHUK and the customer to identifying risks associated with the project, and to determine the probability and impact (including financial aspects) of each along with mitigating actions.

Risk Register: Maintenance of a risk register to manage risks and associated actions. To be reviewed and shared on a weekly basis with the customer.

Escalation Points

The project management tasks and events will help to provide regular escalation points between VHUK and the customer for any aspect affecting project delivery. For any day-to-day issues which occur, these can be managed as and when necessary between VHUK's Programme and Account Managers and the main point of contact at the Authority (either via phone, video call, or e-mail).

Service Constraints

VHUK can provide a highly customisable solution. We can provide tailored solutions to healthcare providers utilising our Business Rules engine. This allows straightforward provision of custom content, business logic, integrations, and wording of the patient side. The Administrator Portal allows healthcare providers additional customization.

Where customer requirements are outside what we can achieve with the Business Rules engine, we are able to offer platform and application customisation.

Service Data

VHUK aim to offer 99.95% service availability, excluding planned outages. Planned backups and major software updates are performed outside of core hours; minor updates which do not affect service provision are performed as required.

Any loss of service is covered by the VHUK Information Governance and Security Policy and severity of any incident is classified following the VHUK Information Incident Response Policy following the VHUK Incident Response Flowchart. If the incident occurs out of normal business hours and the initial assessment is sufficiently severe, an out of hours response is triggered.

VHUK offer an online service desk and telephone support.

VHUK provides an Account manager as the primary point of contact for each healthcare provider.

VHUK always seeks to provide the highest possible levels of service. Contracts are drawn up on an individual basis and include a dispute resolution clause, which facilitates positive and swift resolution should any concerns arise.

Training

MyPathway has been specifically designed to be user friendly and engaging for patients, clinicians and administrators, so limited training is required. However, we do offer training as below.

We would suggest that one or two clinical staff are involved from the start of the project. They will thus become familiar with the software over a period of several weeks and will be able to act as super-users within the service.

MyPathway portal training comprises of an implementation session for clinicians and administrators which takes 45-60 minutes; depending on staff availability, a number of sessions can be set up. The sessions can take place via remote webinar, face to face or a combination of both depending on the customers preference.

The Implementation Session typically comprises:

- Presentation to introduce MyPathway: why it is being implemented, how it will work in the Service, benefits.
- Demo of the clinical and admin portals
- Discussion: What does 'best practice' look like; feedback and questions
- Handout of MyPathway User Guides

A MyPathway Trainer will host the Implementation Sessions. Depending on the number of staff that require training and the facilities available within the Service, an IT suite may be required for on-site training. For any webinar sessions, staff would require internet access on a sound enabled computer or laptop.

After the training has been delivered, user support will be available via:

- Access to a MyPathway 'Help and Support Centre' webpage which would comprise:
- Link to online versions of the User Guides
- Functionality list with links to open step by step guides with screenshots
- FAQs list
- Dedicated Technical Support Helpdesk via telephone and email
- Ongoing support from a dedicated Account Manager and Account Executive

Ordering and Invoicing

A formal MyPathway Agreement will be provided which will outline the agreed product development, a breakdown of costs and payment conditions and requirements, which include:

- Purchase Order number
- Product purchase description
- Full company details
- Accounts Department contact details

An invoice will be issued within 5 working days. Details of our Payment Terms and Penalties for Late Payment are outlined in our terms and conditions.

Data Restoration, Service Migration and Termination

A full system backup is performed once per day. A copy of the backup is stored off site. In the event of a loss of the hosting site the process to fully rebuild SaaS servers in the event of a critical failure has been defined and tested.

At the end of the contract with the customer, if the customer does not wish to renew their service, VHUK will provide assistance where possible to facilitate a transition to any MyPathway replacement service.

VHUK will not be obliged to disclose any confidential information to the customer or replacement supplier, or to transfer any assets, contracts, employees or third-party licences.

VHUK will provide an inventory of all data relating to the services that is under the control of the VHUK and details of the data structures in which the customer data is stored.

VHUK will transfer all the customer data relating to the services to the customer.

Note that there are no additional charges for storing patient data other than the service charges listed. If, at the end of the contract, the customer decides that VHUK will continue to store data for archiving purposes instead of being transferred to the customer, this will be covered in a subsequent Agreement and the commercials will be agreed at the time of that Agreement.

In the majority of cases VHUK act as the Data Controller. All customer data is identifiable in the SaaS database. If requested by the customer, VHUK will provide all the customer data in an electronic format.

Technical Requirements

The VHUK MyPathway service operates in a browser or as a mobile app. The following browsers are supported:

- Microsoft Edge
- Mozilla Firefox
- Google Chrome
- Apple Safari

VHUK recommends using the latest version of the browser.

The following mobile operating systems are supported:

- Android 5 "Lollipop" or higher
- iOS 10 or higher