

# Pathway - Service Definition

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Enlivio Health

# Pathway

## Service Overview

Pathway is a proactive population health management platform within the EMIS-X ecosystem that enables GP practices, Primary Care Networks (PCNs) and Integrated Care Boards (ICBs) to identify, prioritise and act on opportunities within their patient population.

The service helps healthcare organisations move from reactive care delivery to a more proactive model by identifying patients who may benefit from preventative interventions, long-term condition management, screening programmes, medication reviews and other targeted healthcare activities. Pathway builds on patient cohort identification capabilities available through EMIS Web Population Reporting and transforms those insights into actionable interventions and measurable outcomes.

The primary focus of Pathway is to provide self-service population health capabilities to GP practices, enabling them to independently identify patient opportunities, create targeted programmes, manage intervention workflows and monitor outcomes without requiring specialist technical support. Practices can use the platform to uncover unmet need, prioritise activity and embed proactive care into everyday clinical workflows.

Pathway also supports larger scale population health initiatives delivered across PCNs, ICBs and other healthcare organisations. In addition to self-service functionality, Enlivio Health can provide a managed service whereby cohort definitions, eligibility criteria, intervention logic and Pathway modules are configured on behalf of customers, enabling rapid deployment of population health programmes while maintaining appropriate governance and oversight.

The service supports NHS priorities relating to prevention, early intervention, long-term condition management, health inequalities and population health improvement.

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# Key Features

## Self-Service Population Health Management

Pathway provides GP practices with tools to identify and manage patient cohorts directly from their clinical data. Using cohorts identified through EMIS Web Population Reporting and primary care data, practices can create and manage targeted programmes designed to address unmet need, improve clinical outcomes and support local priorities.

Capabilities include:

- Self-service creation and management of patient cohorts
- Integration with EMIS Population Reporting
- Dynamic cohort refresh as patient data changes
- Intervention tracking and monitoring
- Patient status management throughout intervention lifecycles

## Self-Service Pathway Configuration

Pathway enables organisations to create and manage healthcare initiatives through configurable pathway modules.

Capabilities include:

- Creation of locally defined pathways and healthcare programmes
- Management of intervention workflows
- Cohort tracking and progression monitoring
- Programme configuration without software development
- Rapid deployment of new initiatives in response to local priorities
- Flexible management of clinical and operational workflows

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## Clinical Opportunity Identification

Pathway supports identification of patients who may benefit from intervention across a wide range of healthcare priorities including:

- Long-term condition reviews
- Cardiovascular disease prevention and management
- Hypertension management
- Diabetes prevention and optimisation
- Respiratory disease management
- Cancer screening and case finding initiatives
- Health inequalities programmes
- Quality improvement activities
- Preventative healthcare programmes

## Referral and Care Pathway management

The service supports the operational delivery of interventions by enabling organisations to manage eligible patients throughout their care journey.

Capabilities include:

- Referral workflow management
- Secure information sharing arrangements
- Patient progression tracking
- Programme participation monitoring
- Support for cross-organisational care delivery
- Management of commissioned healthcare pathways
- Tracking of intervention activity and outcomes

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# Customer Benefits

## Turn Insights into Action

Pathway bridges the gap between identifying patient opportunities and delivering interventions. Whilst EMIS Web Population Reporting identifies eligible patient cohorts, Pathway provides the operational framework required to manage and deliver proactive healthcare activity at scale.

## Empower Practices to Deliver Proactive Care

The platform enables GP practices to independently identify and manage patient opportunities, reducing reliance on manual patient searches, spreadsheets and centrally managed programmes.

## Improve Patient Outcomes

By identifying eligible patients earlier and supporting targeted intervention, Pathway helps healthcare organisations improve management of long-term conditions, increase participation in preventative healthcare programmes and address unmet clinical need.

## Maximise Clinical Capacity

Automation of patient identification, workflow management and programme monitoring allows clinical and administrative teams to focus more time on patient care and less time on manual processes.

## Support Financial, Quality and Contractual Objectives

Pathway helps organisations identify patient populations relevant to quality improvement and contractual programmes, supporting achievement of organisational objectives while improving patient care.

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## Support Population Health Management at Any Scale

The service can be used by individual GP practices, deployed across PCNs and ICBs, or configured to support large-scale commissioned healthcare programmes.

## Flexible service delivery

Customers can choose the delivery model that best meets their needs:

- GP practice self-service configuration and management
- PCN-led population health initiatives
- ICB-led prevention and intervention programmes
- Enlivio Health-managed pathway design and configuration services
- Hybrid models combining local control with central governance

## Key differentiators

- Embedded within the EMIS-X ecosystem and leverages rich primary care data
- Connects cohort identification through EMIS Population Reporting with operational intervention delivery
- Supports both self-service and centrally managed deployment models
- Enables rapid creation and deployment of new healthcare initiatives
- Designed specifically for NHS population health and preventative care use cases
- Supports measurable clinical, operational and financial outcomes
- Scales from individual practices through to large commissioner-led programmes
- Enlivio Health can design and configure Pathway modules and cohort definitions on behalf of customers

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# Typical Use Cases

Pathway supports a broad range of healthcare programmes and interventions, including:

## Practice-led Population Health Programmes

- Annual review programmes
- Long-term condition management
- Care gap closure initiatives
- Medication optimisation
- Recall and review programmes
- Preventative healthcare interventions

## Prevention and Early Intervention

- Cardiovascular disease prevention
- Diabetes prevention
- Hypertension management
- Case finding initiatives
- Screening programmes

## Health Inequalities

- Core20PLUS5 aligned programmes
- Targeted outreach initiatives
- Population segmentation activities
- Locally commissioned health inequality interventions

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## Commissioner-led Programmes

- ICB prevention initiatives
- PCN-wide healthcare programmes
- Community care pathways
- Commissioned intervention services
- Integrated care programmes

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# Implementation, Onboarding and Training

Pathway is designed primarily as a self-service population health platform, enabling GP practices to rapidly identify patient cohorts, configure interventions and begin delivering proactive healthcare programmes with minimal implementation effort.

For GP practices adopting the self-service model, implementation is focused on user enablement, pathway configuration and operational readiness. The onboarding process includes system configuration, user provisioning, pathway setup, training and go-live support. Customers receive guidance on cohort identification, pathway creation, intervention management and reporting to ensure they can independently manage population health initiatives and derive value from the platform as quickly as possible. Supporting materials include user guides, knowledge articles, best practice documentation and operational training resources.

For Primary Care Networks (PCNs), Integrated Care Boards (ICBs) and other organisations delivering larger-scale population health programmes, Enlivio Health can provide a managed service approach. Under this model, Enlivio Health works with customers to define target populations, eligibility criteria, pathway logic, intervention workflows, reporting requirements and governance processes. Enlivio Health can undertake the design and configuration of cohort definitions and pathway modules on behalf of customers, enabling organisations to deploy and manage population health initiatives without requiring local configuration expertise.

This flexible delivery model allows customers to choose the approach that best suits their operating model, whether that is fully self-managed by individual practices, centrally managed by Enlivio Health, or a hybrid approach combining local ownership with central governance and support.

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# Security and Information Governance

Pathway incorporates security and information governance controls appropriate for the management of healthcare information.

Features include:

- Role-based access controls
- Secure user authentication
- Audit logging and monitoring
- Secure data transmission
- Secure hosting environments
- Ongoing security maintenance and patch management

The service supports compliance with applicable UK healthcare information governance requirements, including UK GDPR, the Data Protection Act and NHS information governance principles.

Patient data is only processed and shared where appropriate governance arrangements, lawful basis and data sharing agreements are in place.

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# Business continuity and disaster recovery

Pathway operates on resilient infrastructure supported by documented business continuity and disaster recovery processes designed to maintain service availability and minimise disruption in the event of an incident.

The service benefits from operational monitoring, backup and recovery procedures, incident management processes and service continuity arrangements that support the ongoing delivery of critical healthcare services. Business continuity plans are regularly reviewed and maintained to ensure they remain aligned with operational and customer requirements.

In the event of a service disruption, established incident response and recovery procedures are followed to restore service and minimise operational impact. Customers are kept informed through defined communication processes and service management procedures.

The service is supported by:

- Documented business continuity and disaster recovery plans
- Infrastructure resilience and redundancy measures
- Regular data backup processes
- Recovery and restoration procedures
- Service monitoring and alerting
- Incident and major incident management processes
- Change management and service governance controls
- Ongoing review and testing of continuity arrangements

Where Pathway is used to support population health programmes, proactive care initiatives or commissioned healthcare services, these arrangements help ensure continuity of access to cohort information, pathway management capabilities and operational reporting.

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# Customer outcomes

Organisations using Pathway can expect to:

- Identify eligible patients more efficiently and consistently
- Increase delivery of proactive and preventative healthcare interventions
- Reduce manual administrative effort associated with population health initiatives
- Improve management of long-term conditions and preventative care programmes
- Increase utilisation of commissioned healthcare services
- Enable practices to operationalise insights generated through population reporting
- Deliver targeted interventions at scale across defined patient populations
- Support NHS priorities around prevention, population health management and health inequalities
- Demonstrate measurable operational, financial and clinical value through reporting and analytics

This service combines population insight, cohort identification and intervention management in a single platform, enabling healthcare organisations to move from identifying opportunities to delivering measurable outcomes.

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