



JERSEY AUDIT OFFICE

Electronic Patient Record

Project Specification

Background

The EPR (Electronic Patient Record) system is a business process-based software solution that brings together key clinical and administrative information involved in the care and management of patients.

The Government of Jersey's Digital Care Strategy includes a four-year programme which started in 2021 to implement a new EPR system. The stated aim of the EPR project is to provide a single source of patient information available at the time and place where care is being delivered. This is known as the point of care.

The 2020 Business Case states that the outcomes to be delivered by the EPR project include:

- a sustainable and continued improvement in the quality and safety of acute care within Jersey
- improvements in acute care patient outcomes
- reduction in unwarranted variation away from clinical pathways and protocols, with associated cost savings and improvements in care; and
- to continue to build and contribute to a Jersey Care Record, a unified digital care record for Jersey patients across all aspects of care.

The EPR project has been designated as a Major Project under the Public Finances Manual and £16.2 million has been allocated to the Digital Care Strategy in the Government Plan 2023-2026.

The total estimated project cost in the EPR Business Case dated 2020 were £29.3 million between 2021 and 2031.

The Functions of the Comptroller and Auditor General (C&AG)

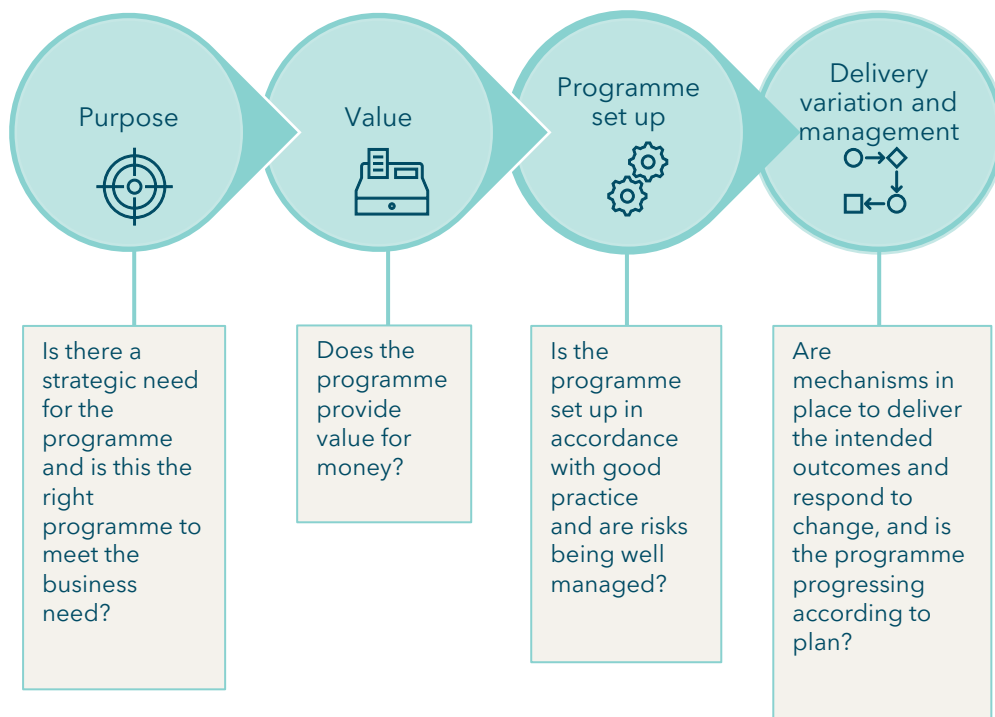
Article 11 of the Comptroller and Auditor General (Jersey) Law 2014 requires the C&AG to:

- provide the States with independent assurance that the public finances of Jersey are being regulated, controlled, supervised and accounted for in accordance with the Public Finances (Jersey) Law 2005;
- consider and report to the States on:
 - the effectiveness of internal controls of the States, States funded bodies and funds;
 - the economy, efficiency and effectiveness in the way the States, States funded bodies and funds use their resources; and
 - the general corporate governance arrangements of the States, States funded bodies and funds; and
- make recommendations to bring about improvement where improvement is needed.

Objectives of this review

The review will evaluate the design and operation of the EPR project against the best practice framework developed by the UK National Audit Office, as shown in Exhibit 1.

Exhibit 1: Framework to review programmes



Source: National Audit Office: Framework to review programmes Updated April 2021

In particular the review will evaluate whether:

- clear criteria for success have been articulated such that the programme has properly evaluated the options available to deliver the benefits identified
- the procurement approach has been appropriate and follows best practice
- strong governance, programme management and project management approaches and plans are in place, including robust assessment and management of programme and project risks
- robust organisational and digital strategies have been developed with a clear view of technological requirements specific to health
- the programme and project teams have a clear understanding of the operational realities, supported by operational experts committing time to help develop the strategy
- the complexity of legacy system issues is really understood including the challenges involved in data migration and systems configuration
- best practice is being followed in respect of information governance, security and data protection risks
- robust plans are in place in respect of operational readiness for the implementation of each phase of the programme, in line with the overarching agreed timetable
- there is sufficient challenge and review of existing operational and clinical business processes in preparation for EPR implementation; and
- systems users and other key stakeholders are being engaged with effectively with clear communications plans in place.

Approach

The review will commence with an initial documentation request. The findings of the document review will be followed up by interviews with key officers and potentially with other stakeholders.

The review will commence in July 2023.

The detailed work will be undertaken by affiliates engaged by the C&AG.



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