

MediSIGHT and Cinapsis Integration Project

Welcome to our presentation on the 'first of its kind' integration between MediSIGHT Electronic Patient Record (EPR) and Cinapsis referral management system. This project represents a significant advancement in streamlining ophthalmology workflows at Dudley Group NHS Foundation Trust.

As Digital Programme Manager, I'm pleased to share how this first-of-its-kind integration in the UK will enhance clinical efficiency, improve patient experience, and establish a foundation for future healthcare system innovations. This presentation will cover our project journey, technical implementation, outcomes, and lessons learned.

Let's explore how this integration is transforming ophthalmology care by creating seamless referral pathways from community optometrists to specialist clinics.

 **by Sally Mole**



Project Overview and Benefits



Project Objective

Integrate Cinapsis referral system with Medisight EPR to provide clinicians with viewable PDF copies of referrals without logging into multiple s



Technical Approach

Develop outbound integration using HL7 Medical Document Management (MDM) message format for programmatic exchange of patient clinic



Key Benefits

- 1 minute faster per patient appointment
- 3.5 hours of admin time saved weekly
- Reduced transcription errors
- Improved patient experience



Timeline

Prototype completed July 2024, testing in December 2024, go-live scheduled for week of December 16th, 2024

This pioneering integration will allow seamless information flow between optometrists in community settings and ophthalmology specialists at Dudley Group, ensuring critical referral information is accessible within a single system at the point of care.

Project Challenges and Areas for Improvement

Commercial Agreement Delays

Negotiations stalled as DGFT requested quotes while NHSE was simultaneously arranging commercial terms. Better coordination between NHS E and Medisoft could have streamlined this process and prevented delays.

Planning Inefficiencies

Project momentum was lost during commercial negotiations, though planning activities could have continued. PMO should consider assigning project managers earlier in the process, specifically when prototypes demonstrate success.

Post-Implementation Issue

After go-live, Medisight raised concerns that were ultimately unrelated to the integration. This highlighted the need for suppliers to conduct thorough internal reviews before escalating issues to the broader project team.

These challenges have provided valuable insights for future integration projects. By implementing direct communication channels with NHS E for commercial discussions and revising the PMO SOP checklist to encourage earlier project manager assignment, we can enhance efficiency in similar initiatives going forward.

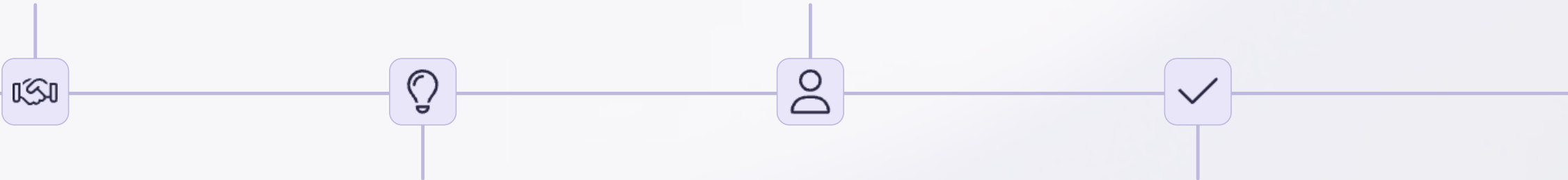
Project Successes and Achievements

Commercial Win

As the first integration of its kind in the UK, DGFT secured the work at no cost, saving an estimated £4,000 and establishing a model for future collaborations.

Collaborative Partnership

DGFT IT, Ophthalmology Team, Medisoft, and Cinapsis worked seamlessly together despite the innovative nature of the project, persevering through technical challenges.



Effective Prototyping

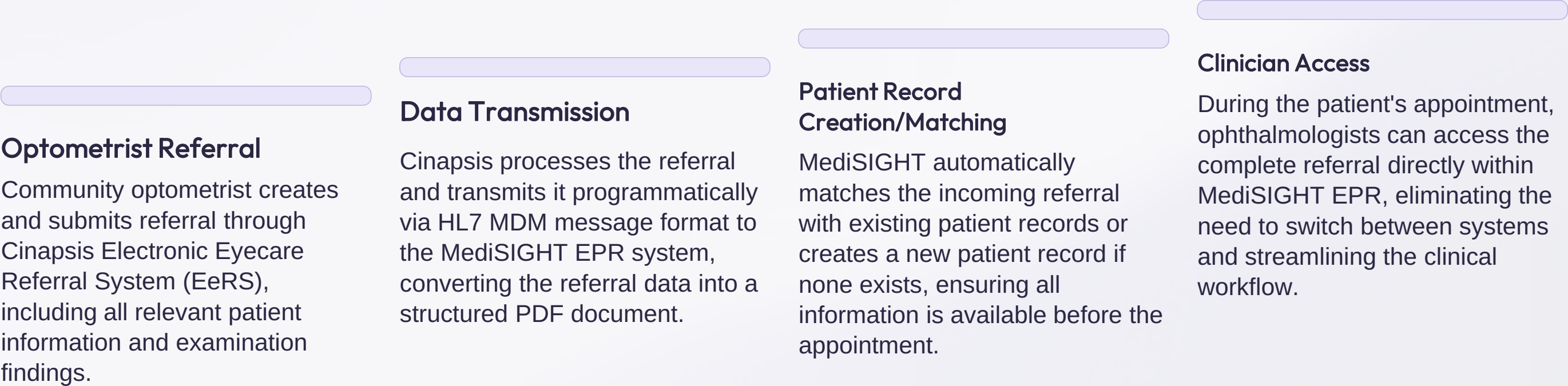
Creating a prototype before committing to the project reduced risk and provided confidence in the technical feasibility of this novel integration.

Smooth Implementation

The go-live proceeded without issues, allowing daily checkpoint calls to be discontinued after just two days instead of the planned two weeks.

The successful integration has delivered measurable operational improvements, freeing 3.5 hours of Patient Management Centre staff time weekly by eliminating manual downloads and uploads between systems. This project now serves as an enabler for future enhancements like smartcard integration and RTT time tracking.

Integration Workflow and Process Flow



This streamlined process eliminates manual intervention previously required by the Patient Management Centre, who had to download referrals from Cinapsis and upload them into MediSIGHT. The integration ensures referral information is consistently available at the point of care.

Department Communication and Feedback

We are incredibly excited about this integration, which will simplify how clinicians' access and review referral information, by having all the necessary referral details available directly within the MediSIGHT platform, we're streamlining the clinical process and enabling our team to act on information faster, improving patient care and overall efficiency.

EeRS Launch

Electronic Eyecare Referral System launched December 2023 in partnership with NHSE Midlands region and Cinapsis

Clinical Benefits

Seamless access to referrals directly within MediSIGHT for improved efficiency and patient care



First UK Integration

Dudley Group NHS Foundation Trust pioneering first-ever integration of EeRS with MediSIGHT

Go-Live Date

Integration goes live February 18, 2025 at 8:00 AM

The ophthalmology department has responded enthusiastically to the integration of MediSIGHT and Cinapsis.

Lisa Gethen's (Assistant Directorate Manager) endorsement highlights the anticipated operational improvements and clinical benefits. The integration addresses a key workflow challenge by eliminating system switching during patient consultations.

Project Outcomes and Future Opportunities

1 min

Time Saved Per Patient

Faster patient consultations by eliminating system switching

3.5 hrs

Weekly Admin Time Saved

Elimination of manual download/upload tasks

100%

Data Integrity

Reduction in transcription errors and information loss

1st

UK Integration

Pioneering implementation for ophthalmology services

The MediSIGHT-Cinapsis integration has successfully demonstrated how interoperability between healthcare systems can deliver tangible benefits. This project provides a blueprint for future digital integrations across the NHS, establishing DGFT as an innovation leader.

Building on this success, we're exploring additional opportunities including smartcard integration and RTT time tracking enhancements. We recommend that all future software procurement evaluates interoperability capabilities to ensure seamless workflows and maximise the value of digital investments.

The project team would like to thank all stakeholders for their support and collaboration in making this pioneering integration a reality.

