

Coordinate My Care

An introduction for professionals



What is it?

Coordinate My Care (CMC) is a clinical NHS service that supports patients in urgent care situations. Together with their clinicians, patients may record their preferences and wishes within an electronic personalised urgent care plan that also includes clinical information and relevant medical history. This care plan can be viewed by all the healthcare professional teams involved in the patient's care twenty four hours a day, seven days a week and ensures that the patient is at the heart of their own healthcare.

What's in it?

The urgent care plan contains clinical information about the patient's diagnosis, allergies, medications and resuscitation status as well as their wishes and preferences on where they would prefer to be cared for and, if appropriate, where they would wish to die. It can also include any cultural and religious beliefs that are important to the patient. Patients who already have a CMC plan have stated that it provides them with a sense of reassurance and security.

Who can see it?

The care plan can be seen by all health and social care providers involved in CMC who have a legitimate relationship with the patient; doctors, nurses, social care providers and emergency services including the ambulance service, NHS 111 and the out of hours GP service. Patients can see their own care plan online as a read-only version, but their doctor or nurse has to activate this function before it can be viewed. They can also receive a printed version from their GP or nurse.

How can it help me?

CMC offers health and social care professionals the ability to have input into 'virtual' multidisciplinary care planning, keeping the patient at the centre of their own care. This means the urgent care plan can be updated in real time to reflect the patient's wishes and/or clinical needs in any environment such as the hospital, the GP surgery or at home. This 'virtual' multidisciplinary team (MDT) model supports the delivery of quality care to patients, even when clinicians cannot be present, for example when they are off duty. Urgent care users will therefore be more informed about the patient they are attending to and better enabled to provide continuity of care in accordance with the patient's healthcare plan and wishes. Advance care planning has been shown to improve the service offered to patients including hospital avoidance if that is their wish.

Will it take a lot of time?

We have invested in a state of the art IT system that is quick, user friendly and intuitive to use. It is designed to ensure a care plan can be created quickly and efficiently and includes functionality to make life easier. This includes pre-loaded patient demographic information data to limit double data entry, and easy to navigate drop down menus. Urgent care users can view a clear and concise front summary screen, which provides all 'headline' care plan information in an easy accessible format.

How are the data reported?

Patient data are stored in a virtual data warehouse from which the CMC team produces a monthly report for all registered users. This report displays data by individual Clinical Commissioning Group (CCG) to give a local and regional level snapshot. Users may request other reports by emailing coordinatemycare@nhs.net.

What are others saying about CMC?

"CMC has been a paradigm shift for our staff and has changed the way we treat patients for the better"

London Ambulance Service

"I will encourage my colleagues to use the CMC system for their patients to improve communication between in hours general practice and urgent care services" GP, Wandsworth

"I created a care plan from scratch easily and quickly" GP, Kingston

CMC Fast Facts

Urgent care planning helps to prevent crises and distress	✓
Confidence that the information documented by you can always be accessed 24/7 by those services who may be called upon to provide emergency advice and care	✓
The CMC system has been designed to enable healthcare professionals to create quality care plans quickly and to provide emergency services with accessible and vital information about the patient	✓
Interoperability of CMC with other healthcare systems is underway	✓
75% of patients with a CMC plan whom have died, have died in their place of choice	✓
Where patients have a CMC care plan 18% die in hospital; nationally 54% die in hospital ⁱ	✓
Reduced unnecessary and unwanted hospital admissions, readmissions and associated ambulance transport costs	✓
Data suggest the NHS saves on average £2,100 per patient who dies with a CMC plan in place ⁱⁱ	✓

How do I start? In order to start using CMC, you must follow the steps below:

- 1**

Your organisation must have a CMC Information Sharing Agreement (ISA) in place, signed by your Caldicott Guardian. All users must confirm that they have read the CMC Acceptable Use Policy. There is a New User Form (single user) or User Access Form (multiple users) one of which should be signed and returned in conjunction with your line manager as appropriate. All information governance (IG) documents and the process above in detail can be found on our website www.coordinatemycare.co.uk/healthcare-professionals/cmc-useful-resources/.
- 2**

Each new CMC user must certify that he/she has the knowledge needed to use CMC safely and appropriately. E-learning training to support the CMC system is available on <https://cmc.learning.intersystems.com>. New users are recommended to register for e-learning and browse the modules most suited to them to become familiar with the system. Please go to our website (coordinatemycare.co.uk) for more information about the resources and options for CMC training.
- 3**

Once the information governance requirements have completed, a log in will be issued. Log on to the system at <https://www.coordinatemycare.net> and get going. If you are a smartcard user then provide us your SDS ID number for easy access.

What support is available?

If you need support, CMC is here for you. For any queries please contact the CMC Helpdesk on coordinatemycare@nhs.net or 0207 811 8513. Helpdesk support is available Monday to Friday, 9am-5pm, and out of hours helpdesk support operated by our system providers is also available using the same number.

References

ⁱ National End of Life Care Intelligence Network, NEOLCIN, 2008-10

ⁱⁱ Frontier Economics Evaluation Report. End-of-life care – CMC pilot cost analysis. Final Report June 2013