

# Coordinate My Care

## Information for Acute Hospitals



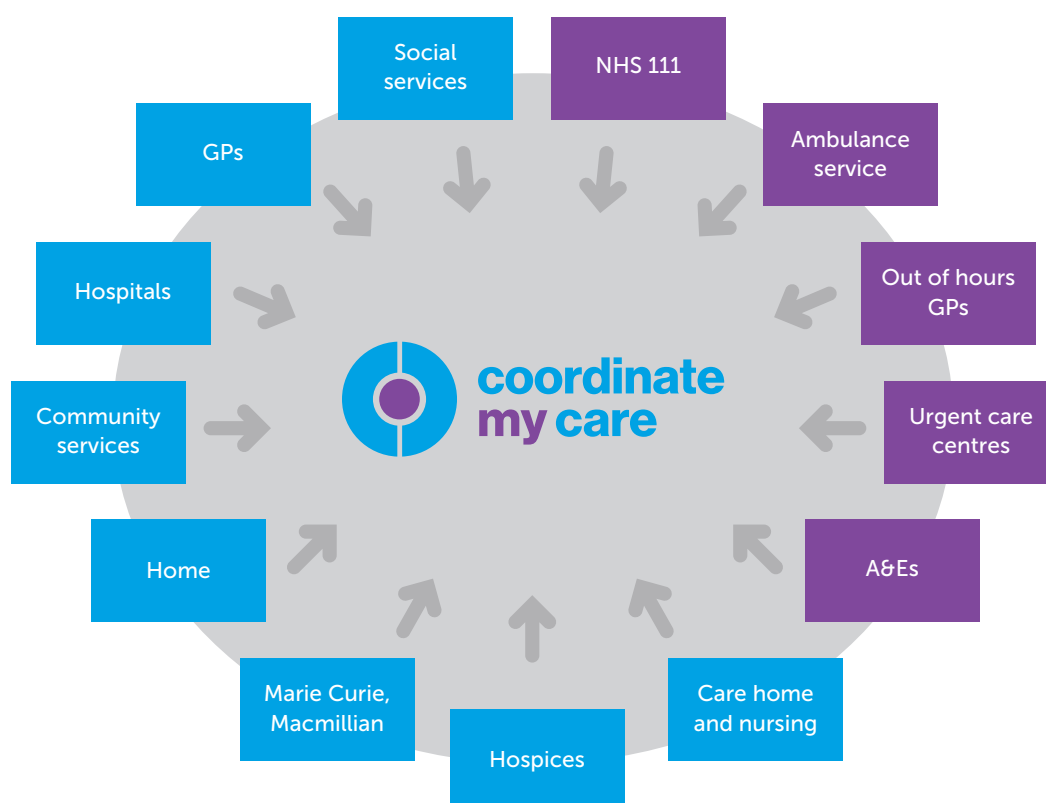
This information is for acute hospitals and may be of particular interest to the following teams and groups of staff:

- Emergency/admissions units
- Medical specialties
- Palliative care
- Management
- IT
- Transformation/CQUIN teams
- Integrated care/discharge teams
- Education

### What is CMC?

CMC stands for 'Coordinate My Care'. CMC is a pan-London urgent care service that allows personalised urgent care plans to be created and shared across organisational boundaries. The plans are flagged with NHS 111, the London Ambulance Service (LAS), A&E departments and out-of-hours GP services, so that in urgent and emergency situations staff can access a patient's care plan. CMC is funded by all the London CCGs, and the team is based at the Royal Marsden NHS Foundation Trust.

CMC is viewed by a range of professionals including GP practices, hospitals, community nursing services, urgent care services and hospices. Furthermore we have improved smartcard access for those users who prefer this way of log on.



## CMC in acute hospitals

In July 2016, 26% of CMC care plans were created at acute hospitals reflecting increased engagement and continued hard work amongst hospitals. To date over 30,000 urgent care plans have been created and emergency services such as the LAS, NHS 111, out of hours services and A&E departments of some acute hospitals are increasingly viewing the plans.

Hospitals using CMC have adopted a range of models of use, and have enjoyed most success where there has been a focus on improving use of CMC over time and where implementation has been aligned to and integrated with local processes and initiatives, e.g. CQUINS.

Use of CMC in hospitals has most often been driven by specialist palliative care teams, however increasingly CMC has been adopted in different departments, such as A&E, care of the elderly and respiratory medicine.

## Engagement and getting started

The service is supported by an infrastructure of information governance, training, clinical quality and reporting:



## Reporting

We have a wide range of reports that can be sent to users either on an ad hoc or regular basis, for example displaying information about the number of care plans created or detailing the teams that have subsequently viewed the plans you have created. Please note that the CMC system can produce a 'patient list' to support MDT working.

We can provide information on the activity of specific teams in your organisation as long as we know which individuals are in the relevant team. To enquire about reports, please contact the helpdesk on [coordinatemycare@nhs.net](mailto:coordinatemycare@nhs.net).

## Flagging

Some Trusts have begun flagging CMC patients on their internal IT systems (emergency department and main hospital systems), so that any member of staff looking up a patient is aware that the patient has a CMC plan. Existence flags can either be created manually or automatically (auto-flagging). Please contact CMC Development Manager, Bijal Shah, at [bijal.shah@rmh.nhs.uk](mailto:bijal.shah@rmh.nhs.uk) for more information.

## Contacts and support

The CMC team is available to support you at all stages of implementation. Contact us on:

**CMC Helpdesk: 020 7811 8513**

**For general enquiries: [coordinatemycare@nhs.net](mailto:coordinatemycare@nhs.net)**

**Website: [www.coordinatemycare.co.uk](http://www.coordinatemycare.co.uk)**