Summer Schools 2023
a digitalhealth event
27–28 July

#DHSS23

Spotlight on CNIOs and Digital Midwives: how are the roles evolving?

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The Maternity Digital Landscape

“There were errors in the data”
“They didn’t understand the data”

“Measures are meaningful and timely”

Objective 12: Make better use of digital technology in maternity and neonatal services

3 Yr. Delivery Plan

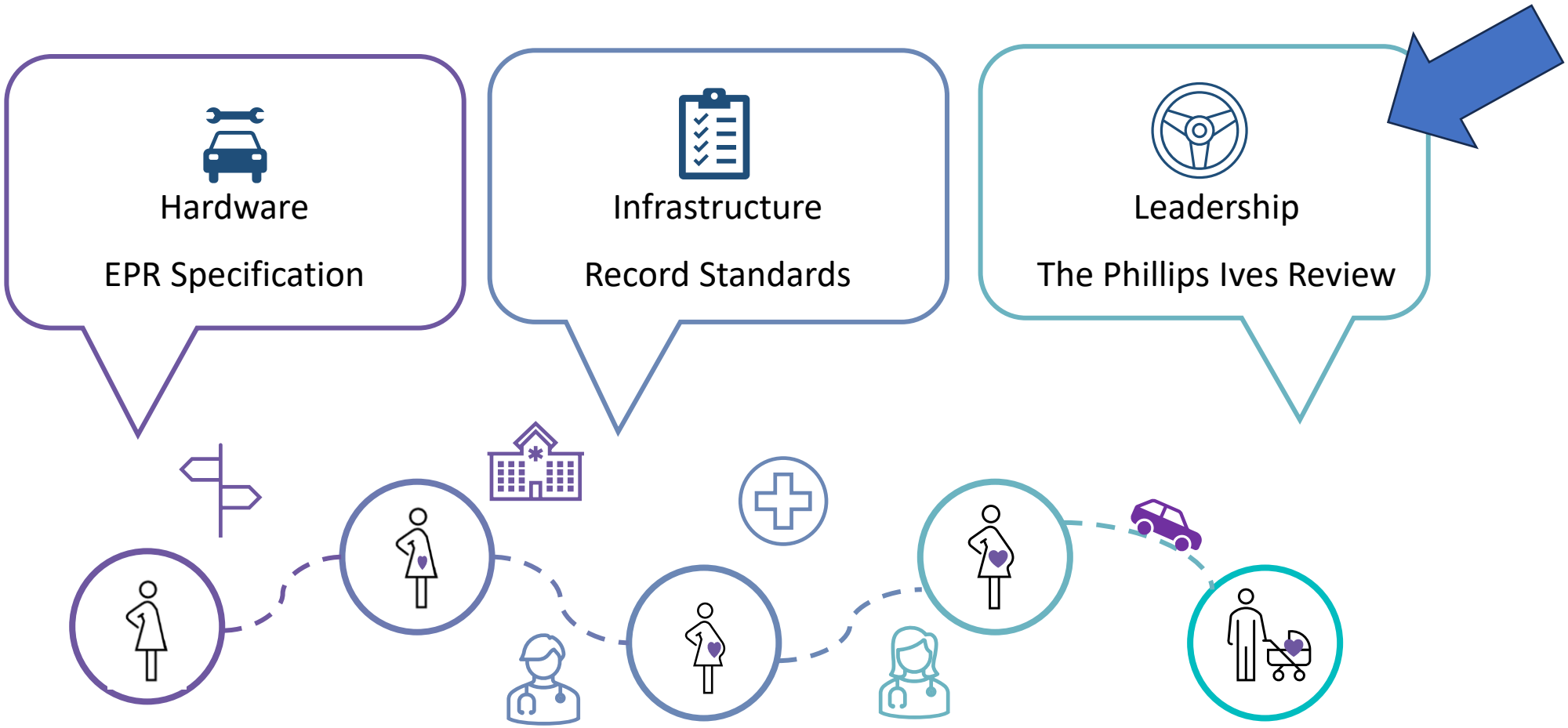
Our ambition is:

• **Women can access their records and interact with their digital plans** and information to support informed decision-making. Parents can access neonatal and early years health information to support their child’s health and development. Information meets accessibility standards, with non-digital alternatives available for those who require or prefer them

• All clinicians are supported to make best use of digital technology with sufficient **computer hardware, reliable Wi-Fi, secure networks, and training.**

• Organisations enable **access to key information held elsewhere** internally or by partner organisations, such as other trusts and GP practices.

Digital Maternity Clinical Team - Challenges



Our Community

120 midwives, obstetricians, analysts and project managers have been offered digital leadership training

20 Shuri Digital Midwife Fellowships in 2022 and 2023

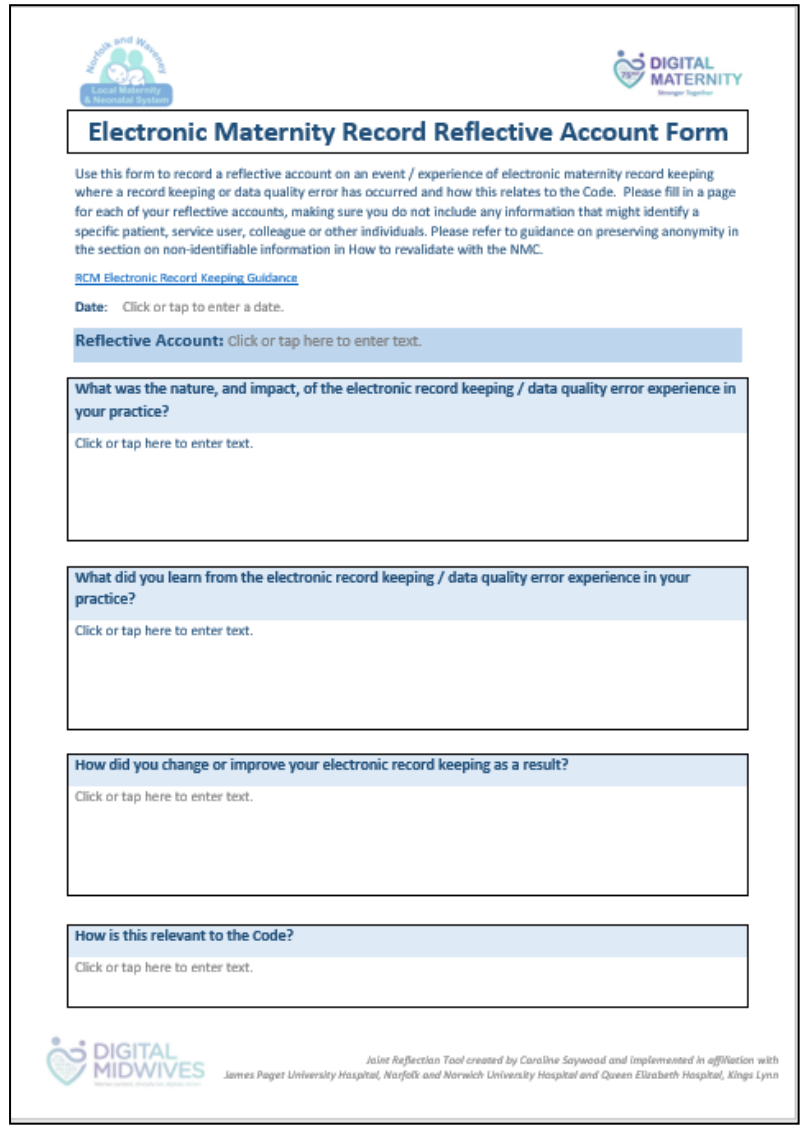
Currently we have >300 members from a variety of professions

Improving the quality of data captured - The Reflective Tool

Created by Digital Midwife Caroline Saywood (East of England)

Allows staff member to reflect on the incident of poor/inappropriate documentation including the learning from it

Can be transferred to revalidation/ portfolio



Electronic Maternity Record Reflective Account Form

Use this form to record a reflective account on an event / experience of electronic maternity record keeping where a record keeping or data quality error has occurred and how this relates to the Code. Please fill in a page for each of your reflective accounts, making sure you do not include any information that might identify a specific patient, service user, colleague or other individuals. Please refer to guidance on preserving anonymity in the section on non-identifiable information in How to revalidate with the NMC.

RCM Electronic Record Keeping Guidance

Date: Click or tap to enter a date.

Reflective Account: Click or tap here to enter text.

What was the nature, and impact, of the electronic record keeping / data quality error experience in your practice?

Click or tap here to enter text.

What did you learn from the electronic record keeping / data quality error experience in your practice?

Click or tap here to enter text.

How did you change or improve your electronic record keeping as a result?

Click or tap here to enter text.

How is this relevant to the Code?

Click or tap here to enter text.

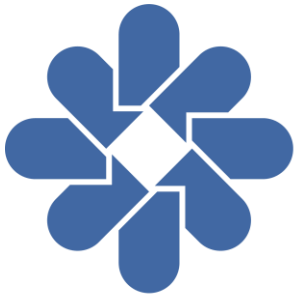
Joint Reflection Tool created by Caroline Saywood and implemented in affiliation with James Paget University Hospital, Norfolk and Norwich University Hospital and Queen Elizabeth Hospital, Kings Lynn

Think of digital as a blue thread

Digital

Digital integrated into all practice, processes & policies

2023: Poster created by Lead Digital Midwife Caroline Saywood , Cambridgeshire & Peterborough Local Maternity & Neonatal System



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Jacqui Cooper & Richard Cox

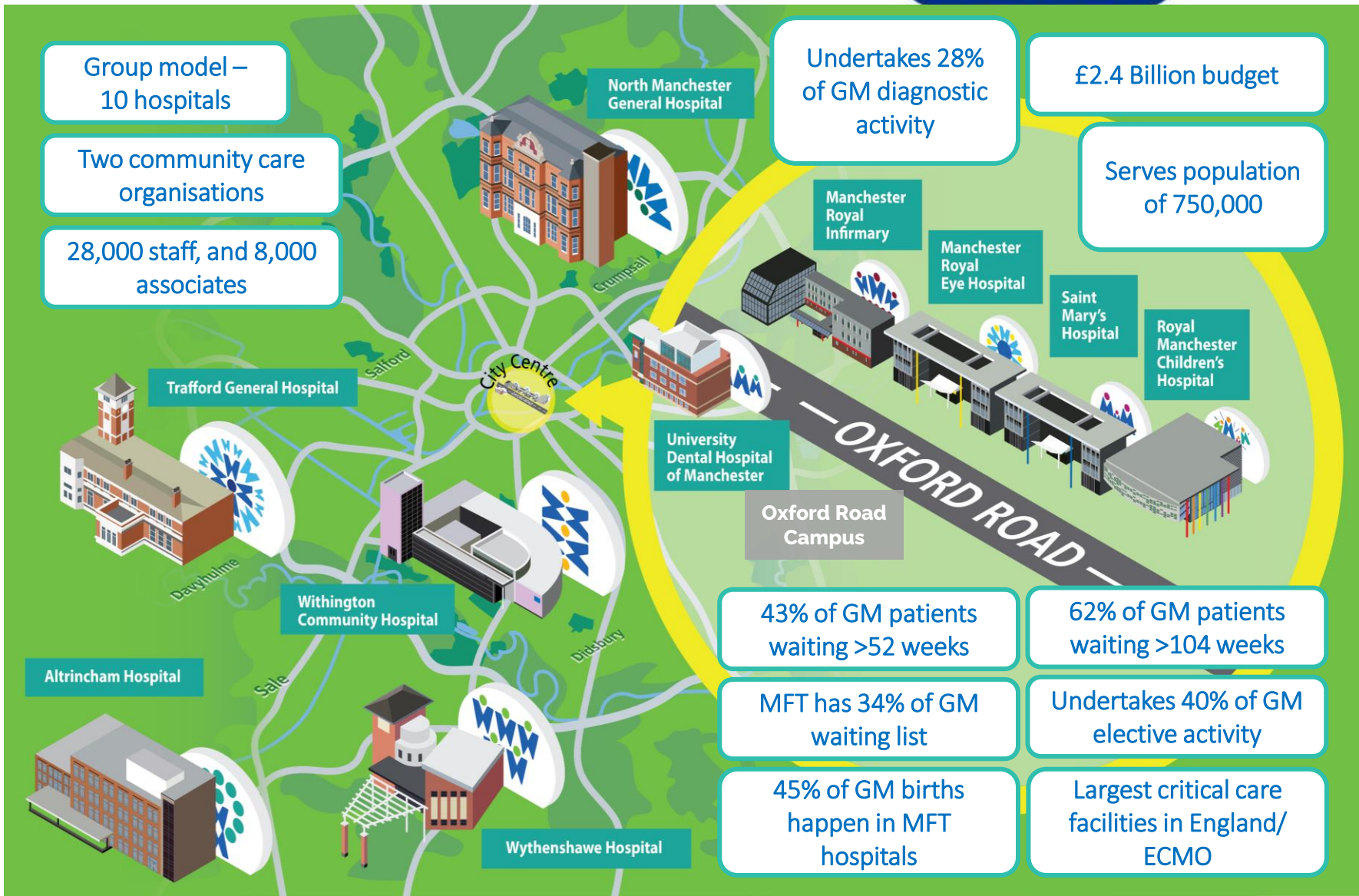
GROUP CNIO

DEPUTY CNIO

MANCHESTER UNIVERSITY NHS FOUNDATION TRUST

Who we are

- Largest provider of specialist services in England, covering a population of 2.8 million. Sole provider for several tertiary services across Greater Manchester
- Leading Trust in the North-West for research and teaching
- Unique clustering of clinical services with life sciences and academia
- An ‘anchor’ organisation supporting the transformation of public service provision.



What we did

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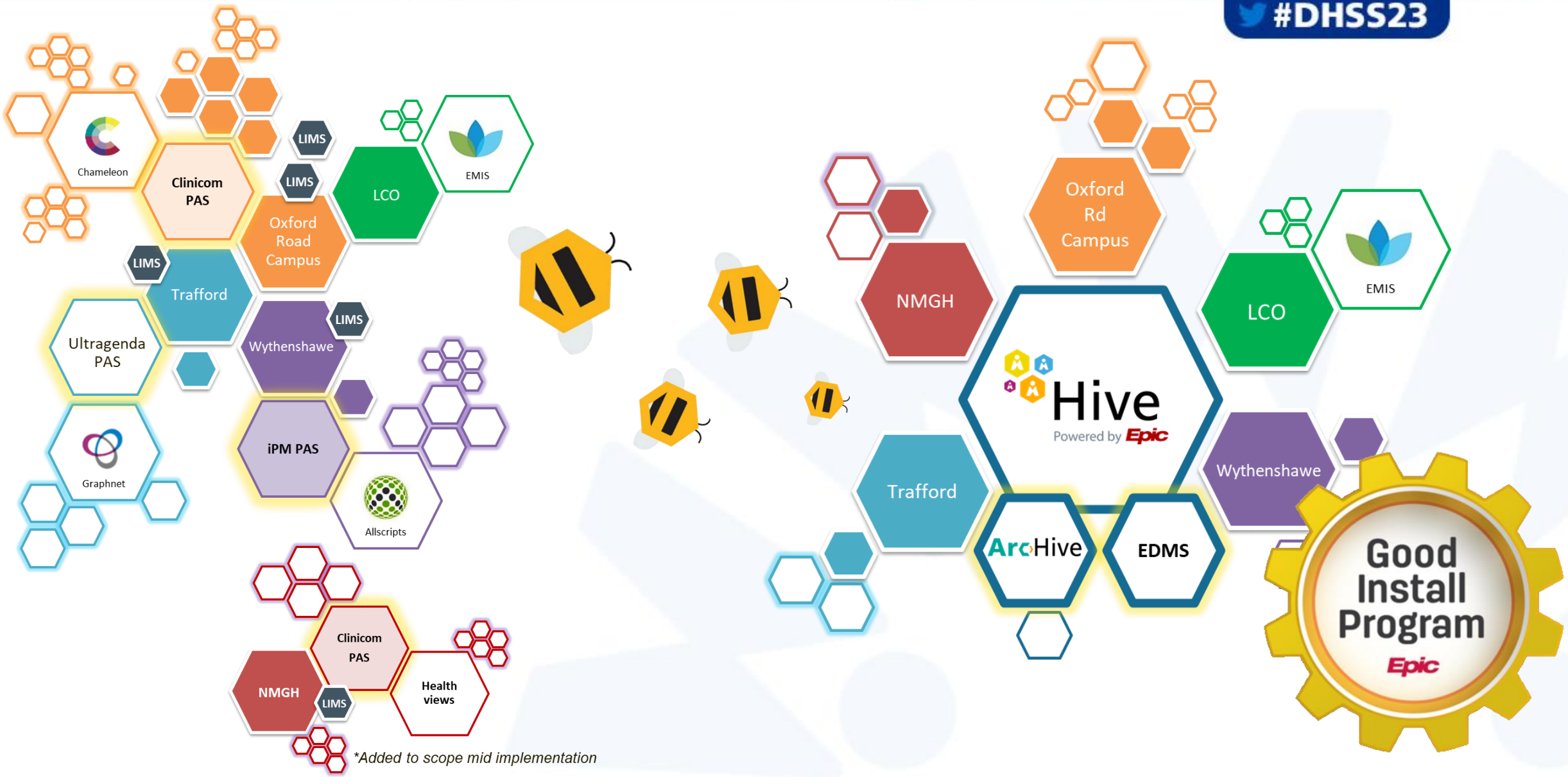

Digital Leadership

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Developing clinical digital leadership

Digital NMAHP Team

2019

- Head of Nursing (Digital Transformation)

2020

- Matron (Digital Transformation)

2021

- Digital Nurse
- Digital Nurse
- Digital Nurse
- Digital Midwife
- Digital AHP

2022

- Chief Nursing Informatics Officer
- Fixed term:
  - Clinical Educator
  - Clinical Educator
- Seconded:
  - Hospital/ MCS Digital Matron
  - Hospital/ MCS Digital Matron
  - Hospital/ MCS Digital Matron
  - Hospital/ MCS Digital Matron
  - Hospital/ MCS Digital Matron
  - Hospital/ MCS Digital Matron
  - Hospital/ MCS Digital Matron
  - Hospital/ MCS Digital Matron

2023

- Chief Nursing Informatics Officer
- Deputy Chief Nursing Informatics Officer
- Lead for NMAHP Informatics
- Digital Matron (Inpatients)
- Digital Matron (Outpatients)
- Digital Matron (Maternity & Newborn)
- Digital Nurse
- Digital Nurse
- Digital Nurse
- Digital AHP
- Digital AHP
- Digital Midwife
- Digital Clinical Facillitator
- Digital Clinical Facillitator

Pre work

Implementation
(Workflow walkthrough & configuration)

Go live readiness
(User & System Readiness)

Post Go Live
(Stabilisation to Optimisation)

Developing Digital NMAHP

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Overview

- Key contacts for professional groups
- Specialising in specific NMAHP configuration across the EPR
- Lead and enhance digital projects (digital handover, care planning, BCMA)
- Gate keepers to other members of the MDT and services for Hive and wider IT team.
- Clinical Safety Officer trained.

Key activities

- Built and developed NMAHP related functionality.
- Coordinated specific NMAHP related Rapid Decision Groups (RDGs).
- Facilitated clinical system design integrated area.
- Central to user satisfaction to undertake system ‘quick wins’
- Lead clinical safety process and contribute to risk management processes
- Engagement and training activities with NMAHP at all clinical levels – ward to board
- Support improving data and digital confidence

Career Pathway

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Digital Nursing, Midwifery and AHP roles

Band 6	Band 7	Band 8a	Band 8b	Senior Leadership
Digital Support Facilitator	Digital Nurse/ Midwife/ AHP	Digital Matron	Lead for NMAHP Informatics	Chief Nursing Informatics Officer/ Deputy
• Support digital programmes of work developing training resources and providing user support • Facilitating improvement work supporting the Digital HCP • Engage and work with NMAHP services to support	• Accredited builder in appropriate Hive EPR module • Develops digital workflow and content specific to NMAHP requires • Lead clinical projects associated with digital enablement • Contribute to Clinical Safety Officer processes	• Identify, lead and support digital transformation within NMAHP services working alongside • Support ongoing improvement and refinement of digital solutions • Undertake Clinical Safety Officer reviews and other risk management activity associated with informatics	• Embed digital ways of working across the organisation and developing appropriate governance strategies to ensure this • Key conduit between the clinical services and informatics • Lead and support large scale digital change across the organisation • Data steward and champion	• Strategic leaders ensuring digital is central to NMAHP education & workforce, patient experience, policy & professional practice and research • Provide leadership and consultative roles to programmes of work across the organisation • Work with MFT chosen digital providers to ensure NMAHP interests are supported • Support external digital programmes of work to benefit MFT

Preparatory roles

- Quality Improvement Champion
- Super User/ Floor walker/ Digital Champion
- Digital NMAHP Forum/ Pathway Council Rep

Band 6	Band 7	Band 8a	Band 8b
Clinical Educator	Practice Based Educator	Matron	EPR Workstream Lead
Research Nurse/ Midwife	Quality Improvement Manager	EPR Clinical Module Lead	
EPR Trainer & Developer	EPR Clinical Content Analyst		
	Change Agent, Transformation		

Education Opportunities:

- Digital Leadership Programme – CMI L7
- Epic Accreditation
- Florence Nightingale Digital Scholarship
- NHS Academy: Digital Health Leadership Programme (PGCert)
- Clinical Data Science (PG Cert)

Final thoughts

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Incredible opportunities to enhance patient care and the quality improvement agenda

Take your leaders with you, keep celebrating and showcasing your work

Own the NMAHP agenda ensuring processes in place to agree changes in practice – this will support ownership & adoption

Constantly emerging and developing workforce, from pre-registration to future CNIO's

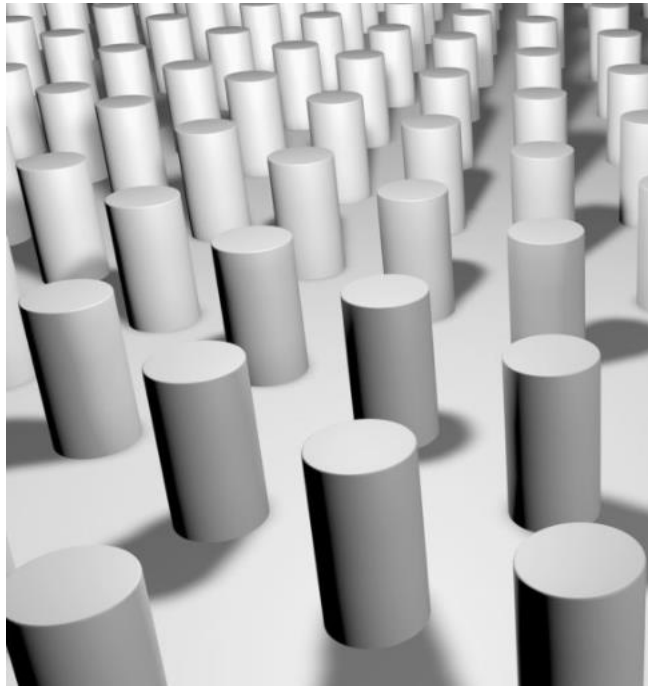
Multi-disciplinary digital teams are a must have

The digital community is supportive and keen to learn

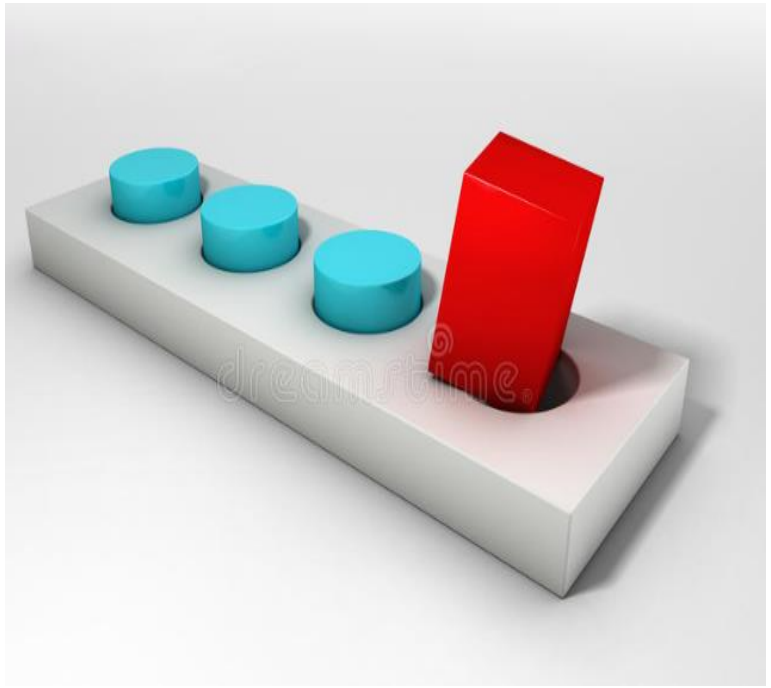
Embrace pioneer syndrome

The rise of the CNIO / CMIO

Traditional roles



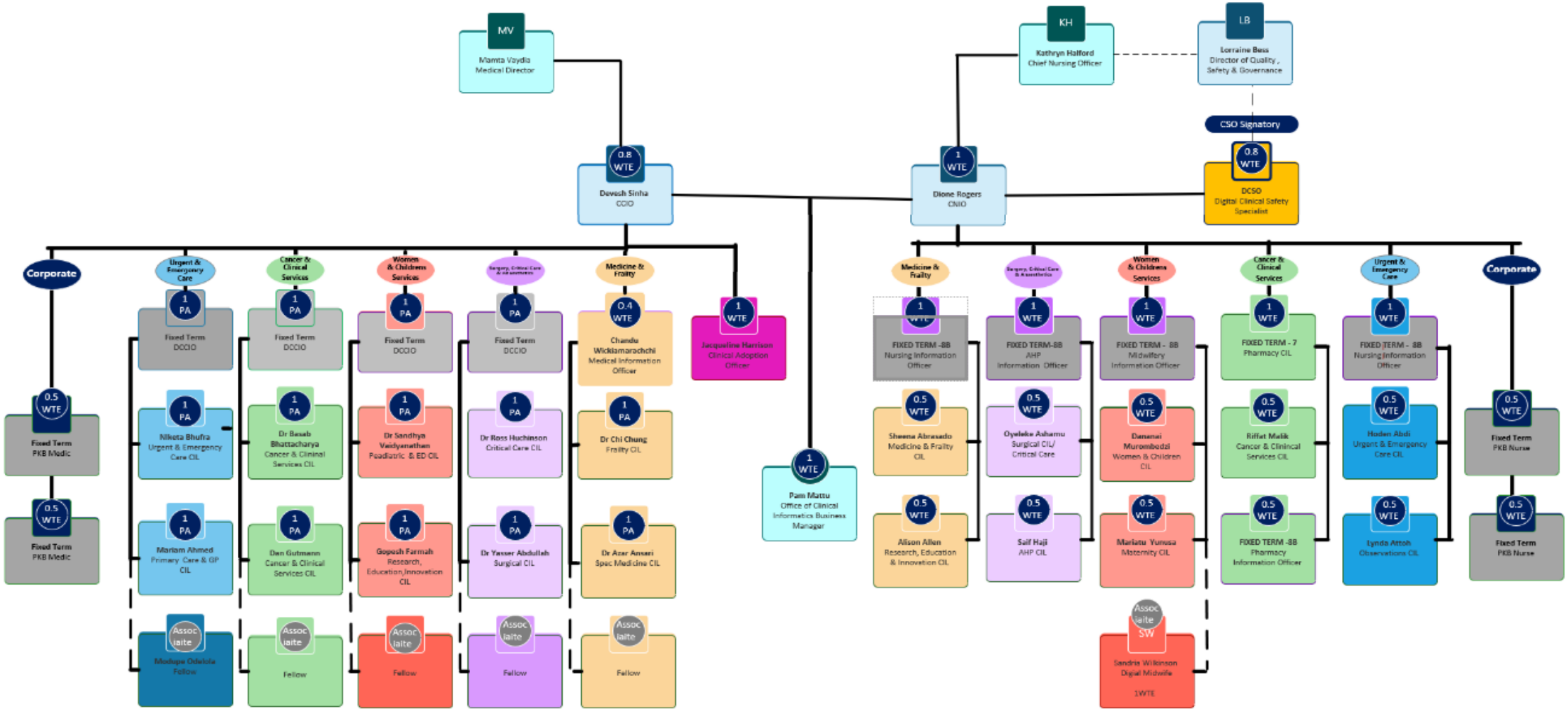
Emerging roles



Positive Disruption

Barking, Havering and Redbridge NHS University Hospitals NHS Trust

Office of Clinical Informatics Organsiational Structure



The beauty of Inclusion

Sheena’s Story

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