digital health+

# Developing a world-leading digital health service for Jersey

Explaining the work of Jersey's Digital Health team and how technology will benefit Islanders

Government of JERSEY

## About Digital Health Jersey and the Digital Health Team

The rapid evolution of health technology, the introduction of the Jersey Care Model, the planning of a new hospital for Jersey, the creation of a highly connected 'gigabit' Island network and an engaged and a supportive political and financial landscape provide the Island of Jersey with a unique opportunity to create one of the most digitally advanced healthcare systems in the world.

This work is being delivered by Jersey's Digital Health Team, who are based in the Department for Health and Community Services, which is part of the Government of Jersey.

Health and Community Services is not part of the NHS, and Jersey is not part of the United Kingdom, though it is part of the British Isles. It is a British Crown Dependency.

The Digital Health Team work with partners across Jersey, including Primary and Community Care providers, and Hospice-led services, as well as local technology and network companies.

The team is implementing a strategy to change the way that healthcare data is generated and accessed which will enhance care provision for our population, in both Jersey's hospital and in the community, encompassing both health and social care.

Currently, this work is focussed on:

- redesigning digital links between health users across the Island

- updating equipment and legacy systems and

- creating the framework to implement the strategy.

Jersey is perfectly placed to become a leading digital health environment and is aiming to achieve the highest level of digital health care maturity - **HIMSS7** [1]. This would be a first for a hospital in the British Isles.

A Digital Strategy For Health has been agreed which sets out key recommendations to transform healthcare putting the patient at the very centre of their health and in control of their health data [2].

The Digital Health Team plans to use technology to improve the way that health services across the island are designed, delivered, and managed, with a clear focus on the individual and their experience.

---

[1] Healthcare Information and Management Systems Society
https://www.himssanalytics.org/emram

[2] The Digital Health and Care Strategy
https://www.flipsnack.com/digitaljersey/health-strategy-document.html

The broad vision is that:

**"Jersey is a digitally-world-class health and care system that uses technology everywhere to deliver accessible, joined-up, person-centred care that is safe, effective and efficient, where data is used intelligently to improve every aspect of care and where innovation flourishes."**
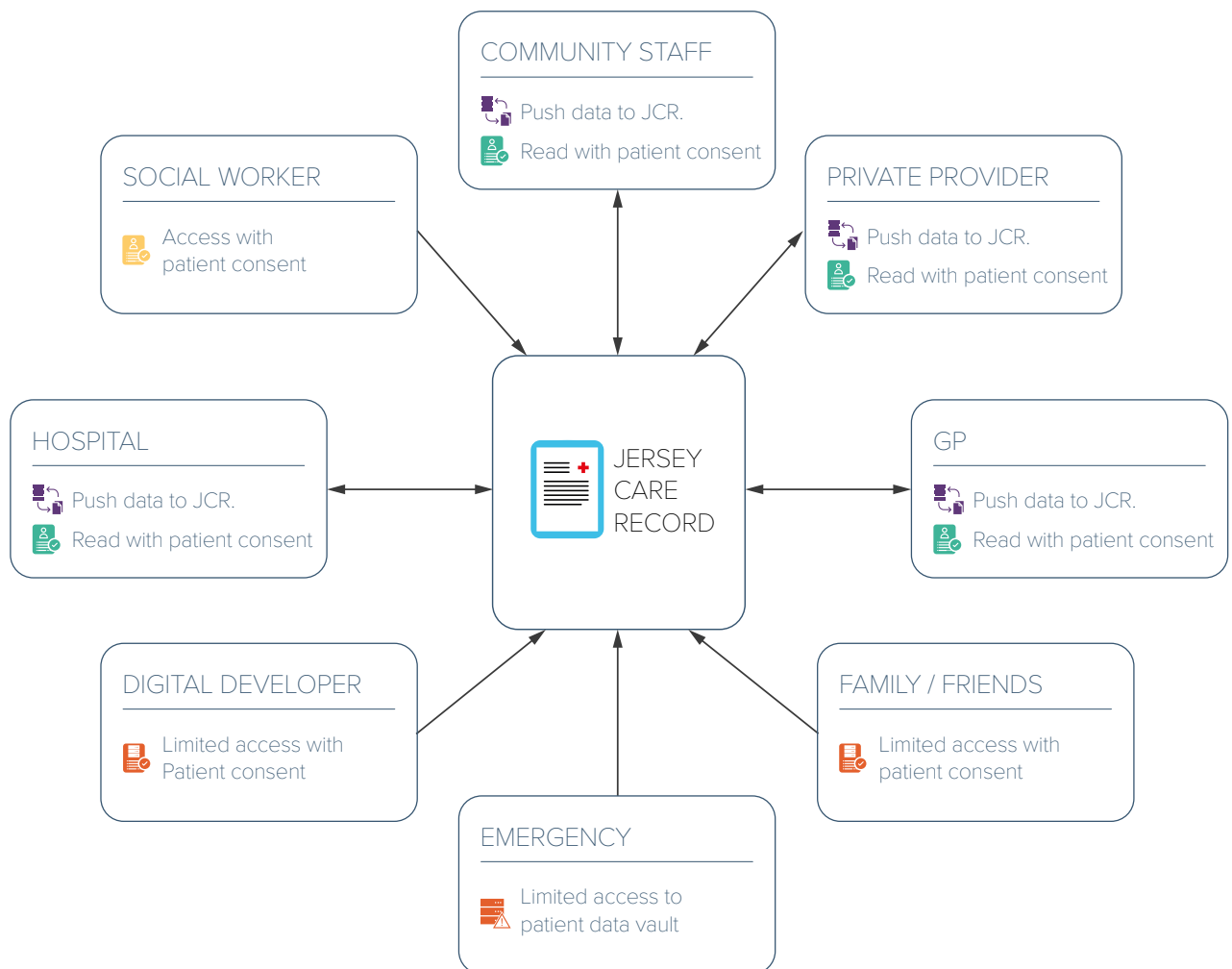
This will enable health and care professionals to make the best decisions they can because they have the information they need at the point of care. A fundamental part of the strategy is to ensure that patient data is safe and secure with cybersecurity at the heart of every decision.

## The role of the Jersey Care Record

Jersey's gigabit high speed network will allow a dedicated **HealthNet** to be created allowing rapid secure access to health and care data no matter where the health professional or patient is within the Island.

This allows the delivery of **Healthcare Anywhere**, reducing the reliance on a single hospital building and providing care closer to the patient's home.

In addition, a **Jersey Care Record** will give patients access and control over their own health data, allowing them to share or restrict access to their medical information. In times of emergency, staff can access vital patient health data and medications improving care and reducing medical risk.



**COMMUNITY STAFF**
Push data to JCR.
Read with patient consent

**SOCIAL WORKER**
Access with patient consent

**PRIVATE PROVIDER**
Push data to JCR.
Read with patient consent

**HOSPITAL**
Push data to JCR.
Read with patient consent

**JERSEY CARE RECORD**

**GP**
Push data to JCR.
Read with patient consent

**DIGITAL DEVELOPER**
Limited access with Patient consent

**EMERGENCY**
Limited access to patient data vault

**FAMILY / FRIENDS**
Limited access with patient consent

Data will therefore follow the patient allowing other digital services to interface directly with the patient no matter where they are on Island, or in the world.

This includes services such as:

- Telemedicine
- Video consultations
- Patient health applications

and: self-care with connected devices including:

- Diabetes monitors
- Blood pressure monitors and
- Smart watches

as well as the increasing number of Internet of Things (IOT) switches and monitors.

These connected devices allow the citizen to take control of their health care and using IOT devices, patient education and artificial intelligence, allow the population to keep active and healthy reducing the need for healthcare interventions.

This concept is at the heart of the **Jersey Care Model** [3].

# The Digital Health Economy

This world-leading health innovation will help stimulate and develop a thriving digital health and care economy in Jersey. New companies will be encouraged to develop and test on Island, drawing investment, supporting research and innovation, developing skills and capabilities, and to be seen internationally as an exemplar of 'digitisation'.

This fits with the **Sandbox Jersey** vision from Digital Jersey [4] where Jersey is described as the perfect location to develop, test and launch new technology in a campus-like environment, without the high cost and complex legal, government and regulatory barriers often faced in other cities or markets.

Health staff recruitment and retention will be

enhanced with the knowledge that they are working in a digital enabled and supportive workplace.

## Key benefits of the Digital Health Strategy

Our Health and Community Digital Services team will support and deliver on:

1. Giving patients and clinicians the tools to access information and services directly

2. Ensuring clinical data can be accessed securely and safely – Right Time, Right Place – 'Healthcare Anywhere'

3. Our digital services technology platform will provide:

- A resilient cybersecurity profile ensuring the highest safeguards of data security
- Patient consent and control of data access
- Audited systems with robust governance

4. Designed around the patient and user needs

With specific aims to enable:

- Patients to have access and control of their medical data
- Shared information about medical data, images and tests
- Health automation allowing staff more time for patient care
- Electronic prescribing and digital prescriptions
- Remote video and audio consultations for outpatients
- Electronic messaging for staff updates on patients including emergency escalation
- Network infrastructure update including a new hospital WIFI system allowing support for enhanced mobile computing and data access

---

[3] Jersey Care Model for Health and Community Services
  https://www.gov.je/Health/JerseyCareModel/Pages/JerseyCareModel.aspx

[4] Sandbox Jersey www.sandbox.je
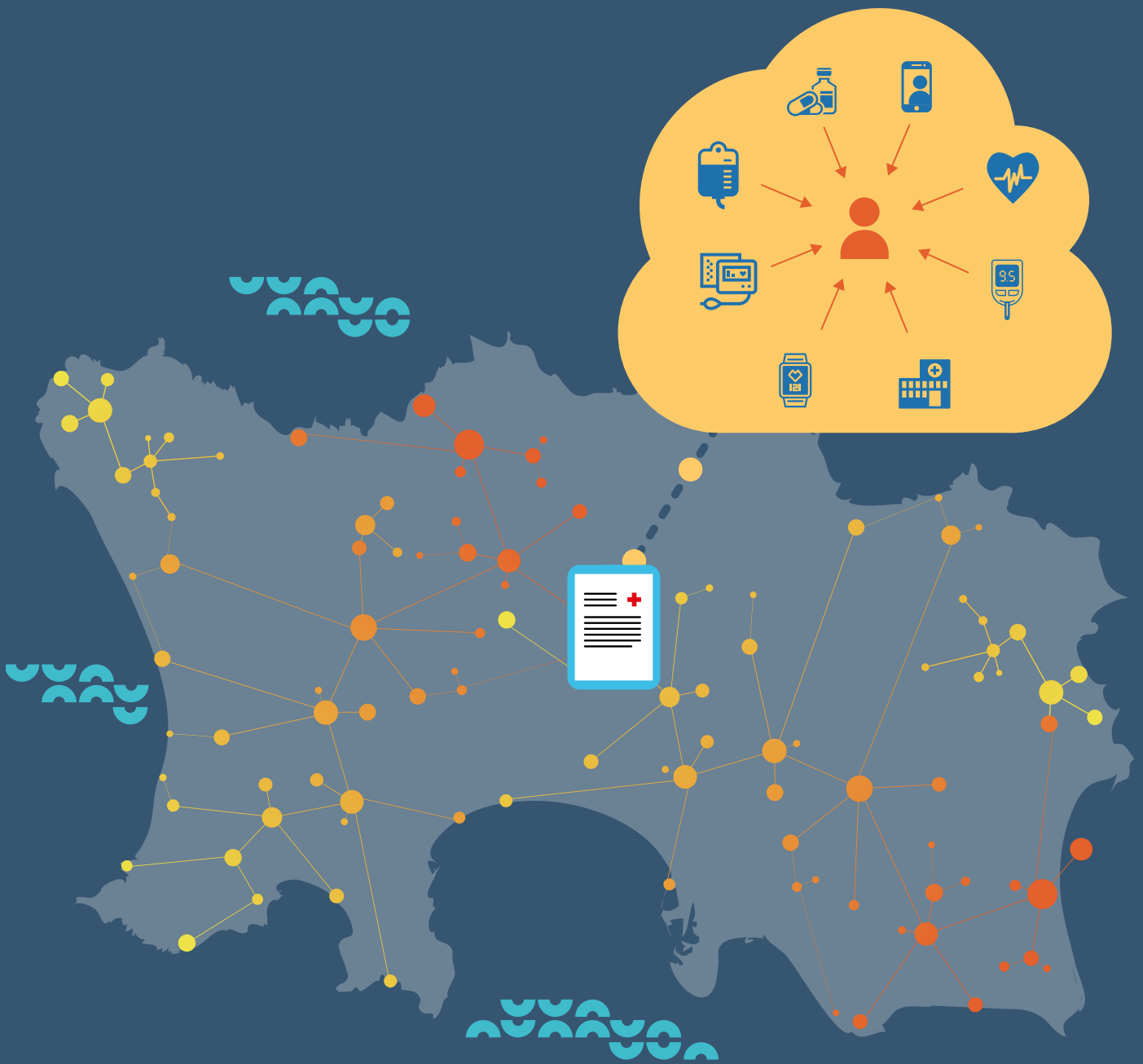
The Jersey Care Record - allowing health data sharing at Island level and connection of digital devices and services at patient level.

- Electronic ordering and receiving of GP radiology and pathology test

- Electronic patient discharge notifications

- A connected Jersey Care Record, allowing patients to link digital devices and promoting self-care

- Emergency, accessible health care data for front-line ambulance, police, fire and medical teams

- Update of legacy digital health systems

- Adoption of emerging technologies – artificial intelligence (AI), virtual reality (VR), augmented reality (AR) and Internet of Things (IOT).

- Explore patient access to, and control of, their genomic DNA data

## Key aims of the Digital Health Strategy

- Using digital records as the main form of health record across the health and care system, systematically removing paper-based processes from every part of the landscape where it is appropriate to do so

- Enabling patients, clients and service-users to easily find information about the health services on offer, and locate relevant, trustworthy information about medical conditions, treatments and interventions

- Allowing individuals to book and manage appointments with health and care services and professionals digitally, without needing to contact those services during 'opening hours', and to do this from wherever they are, from any smart electronic device

- Individuals can view and contribute to their own records, and can see who else has accessed their information at any time, wherever they are, and on any device

- Care professionals having access to content-rich person-event-records, wherever they are, at any time of day, and on any device

- Patients and service-users taking more control over aspects of their care, consuming services in different ways, and in combinations that are relevant to the individual, and not bound by the physical location of the service or care professional, or the time of day

- Care being co-ordinated seamlessly between different organisations, care professionals and services, so that any individual's care journey is a continuous, unbroken sequence of events, with each step of that journey enabled digitally

- Patients and service-users are freed from the necessity of physical presence, where digital communications, online, or mobile enabled services could replace them, for example, ordering repeat prescriptions

- Health and care professionals, patients and service-users are able to communicate with each other digitally, and are able to exchange confidential information safe in the knowledge that this information is secure

- Data is used routinely by care professionals, specialists and system leaders to derive intelligent- insights which positively influence the decisions they take on a day-to-day basis, for example to improve the safety of medicine administration, or prompting a doctor when an at- risk patient is admitted to hospital

- Care professionals, industry and academia wanting to work in Jersey because it is one of the best examples of an effective digitised health and care system in the world

- Innovators, both from within the health and care system, and external to it, to be able to develop new services, models-of-care and products that can be easily integrated into the landscape, subject to necessary approval

- Health and care professionals having the necessary skills to use and exploit digital technologies and data in their daily lives
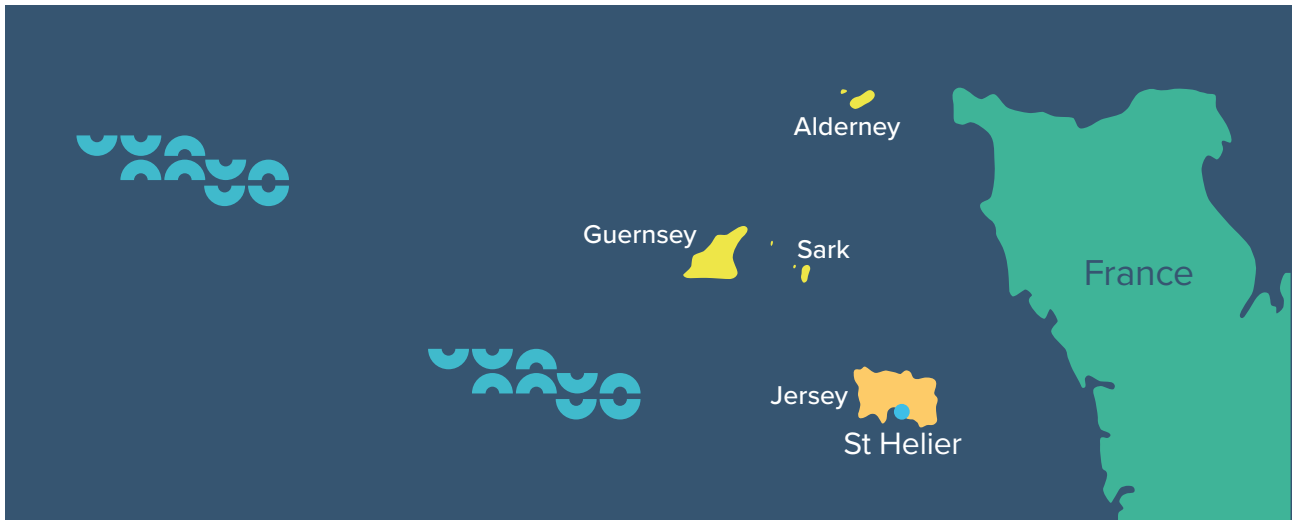
# About the Island of Jersey:

### Where is Jersey?

Jersey sits in the Bay of St Malo - just 14 miles (or 22 km) from the French coast and 85 miles (137 km) south of the English coast. Jersey is the biggest of the Channel Islands.

Jersey is 5 miles (8 km) long and 9 miles (14.5 km) wide and is made up of 12 parishes.

### Government:

Jersey is self-governing and has it own financial and legal systems and its own courts of law. The States Assembly is made up of 49 elected members.

Jersey is a British Crown Dependency and is defended and internationally represented by the UK government. Today, the Lieutenant-Governor of Jersey is the personal representative of Her Majesty the Queen here in the Island.

Jersey's government also issues its own internationally-recognised driving licences and is responsible for its own vehicle registration. Jersey has its own unique number plate sequence - number plates all start with the letter J.

The Island also has its own postal and telecommunications services.

Is Jersey part of Great Britain, the United Kingdom or the British Isles?

Jersey, Guernsey and the Isle of Man are part of the British Isles. England, Scotland and Wales make up Great Britain, while the United Kingdom includes Great Britain and Northern Ireland. Jersey is a British Crown Dependency

### Languages:

English is the main language spoken in Jersey. Other languages include Portuguese, Polish and Jèrriais (the Jersey language).

### Climate:

Jersey's southerly location and sheltered position in the Bay of St Malo mean that we have a generally temperate climate that is often warmer, with more sunshine hours, than you might experience in the other British Isles. Jersey Met produce a Jersey weather forecast for the local area.

### Is Jersey tax free?

Jersey is not tax-free. The public revenues of the Island are raised by income tax, by duties paid on certain goods (5% goods and services tax (GST)) and by other taxes and revenues. However, value added tax (VAT) is not charged in Jersey or the other Channel Islands.

For more information, please contact the
Digital Health Team:
**digitalhealth@health.gov.je**
**Search "digital health" on gov.je**

Gouvèrnément
**d'JÈRRI**