Cerner Update

For:	Information
Summary:	LC1 (enhanced) Upgrade project. PAS upgrade deployment successfully delivered as planned on 27th February 2011. Order Comms and Clinicals deployment to rollout from end-May 2011.
Action:	The Board is asked to: note for information
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Please continue notes on 2nd page if not enough room

Notes:

Trust objective:	Please list number and statement this paper relates to.
Legal:	What are the legal considerations and implications linked to this item? Please name relevant act
Regulation:	What aspect of regulation applies and what are the outcome implications? This applies to any regulatory body – key regulators include: Care Quality Commission, MHRA, NPSA & Audit Commission

Cerner Update

Date	14 March 2011
Author	Andy Humm, Programme Manager
Directorate	Information and Facilities
Audience	Trust Board Members

1. Introduction

This paper provides an update on progress of the Trust position in terms of the Care Records Service (CRS) programme.

2. LC1(e) Project Progress

The Cerner Millennium LC1 (enhanced) Upgrade project continues to proceed to plan. The PAS upgrade was successfully implemented on 27th February 2011 and the Order Comms and Clinicals elements will be rolled out from end-May 2011.

The lead-up to the LC1(e) cutover weekend was marred by the application of some unanticipated back-end functionality which resulted in a number of failures of the UIM Card Management System (CMS) over a five day period which prevented smartcard PIN resetting for several hours each time.

The cutover weekend proceeded largely to schedule, although two outstanding P1 issues at the time of the final go-live decision point necessitated a delay until they were resolved and the Trust went into live service with Millennium LC1(e) at 7:15pm with Trust users using the system. Data catch-up was completed around 2:00am on Monday morning.

At around 4:30am Monday 28th there was an unrelated Trust proxy server failure which prevented access for system users until it was resolved at 9:00am.

The primary initial issue for users was that some pre-installed software components had not successfully installed on a number of PCs around the Trust preventing access for users. A programme of testing PCs had been operated pre-cutover, but until access to the live system was available this issue would have been very difficult to identify. Once identified a comprehensive programme of resolutions was enacted and the issue was resolved.

As anticipated the majority of issues following the cutover have been related to smartcards and associated user roles which have been addressed by the project team and back office. The decision to immediately link the smartcard management to the Trust payroll system (ESR) has proved an additional complication which has impacted some individual users and their roles.

Functionality issues are being raised, addressed and resolved in a structured manner during the Early Life Support phase. BT, Cerner and SPfIT are heavily involved in this process along with the Trust Project Team.

The Trust Project team personnel were unstinting in their efforts and dedication to achieving a successful LC1(e) deployment. There was also excellent support and co-operation from BT, SPfIT and Cerner personnel. West Somerset NHS Trust provided some additional knowledgeable floorwalker support which was greatly appreciated during the post-cutover period.

Configuration and testing of the Integration Engine messaging and implemention of the training programme in preparation for the Order Comms and Clinicals deployment is continuing.

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3. Project Timescales

The LC1 (enhanced) Upgrade project deployment date was achieved as planned on 27th February 2011. Order Comms and Clinicals elements will be rolled out from end-May 2011.

4. Project Risks

The Order Comms and Clinicals deployment requires a significant amount of user training in a short timescale which may be difficult to fully achieve. A training schedule is available for staff to book onto and the project team continue to explore flexible options for delivering training.

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