



OpenEyes V1.0

An Introduction for New Users.^{v1.6}

OpenEyes is the new **Electronic Patient Record (EPR)** being adopted by **Moorfields**. It will continue to gradually replace our current system **ePatient** and began this process in January 2012 with version 0.9: In Patient Booking. In August, Version 1.0 will be launched containing functionality for:

- OpNote
- ePrescribing
- Correspondence

Background:

OpenEyes will be used by most staff who have patient contact, doctors, nurses, administrative support staff etc and it is important to be aware of what updates are coming in future releases. There will be regular news updates about forthcoming implementations. Version 1.0 will introduce new users to OpenEyes not using v0.9 of the system.

OpenEyes is a web-based EPR system and can be accessed either from a desktop icon or via the green Clinical Services screen. It will in future be



available for staff to access it remotely from portable devices. OpenEyes forms a crucial part of Moorfields' Digitalisation Strategy designed to make the Trust as paper light as possible by 2013. It will allow greater efficiency for those staff dealing with patients and greater efficiency in clinics and theatre.

Training:

A new system means that staff will have to absorb training materials. Training materials are available through the Moorfields Intranet home page and also from the L&D department.

Staff using the new functionality will be trained in 2 ways:

- Remote learning
- Classroom Training

The training package comprises:

- Introductory document to OpenEyes v1.0
- Training guides to each new module
- Internal training/play domain
- External training/play domain
- eLearning platform
- Assessment

All users will be required to pass the OpenEyes v1.0 assessment

Learning is expected to take no more than 30 minutes, followed by the on line assessment. The new functionality is expected to be adopted easily in comparison to v0.9.

Quick Reference guides and How to Guides will be available in all clinical or non-clinical areas where staff will be using OpenEyes to support them over the first few weeks.



Support:

- **Quick Reference Guides**
- **Local Super Users**
- **Support Desk**

A structure of super or champion users will be ready to help anyone in their area of work. There will be a support line to call for assistance and help if users encounter a problem. It is essential that all staff know where to turn if they encounter a problem. In the first few weeks of adoption, the support desk will be operated from 8am-8pm and on Saturdays 8am to 12pm.

OpenEyes has been designed to be intuitive to use, but like all systems, familiarity comes with practice.

With all new systems, there is a possibility of teething problems; we would like all users to report any such issues to their managers in order that either bugs or enhancements can be introduced into the sustainment process to allow us to improve the system.

Using this version of OpenEyes:

The new functionality will be available for all users from the implementation date. It is expected that all users will adopt OpenEyes and stop using ePatient. ePatient will continue to be used for all other functions and it will be possible to view all clinical data as it currently is. On screen alerts will warn users of mistaken use after go live and ePatient use will be monitored daily for erroneous use.

Trying OpenEyes v1.0:

Users can try the new system before or after it goes live in 2 different versions accessible either from within Moorfields via the Clinical Services screen or from home.



External Training Domain :

At the following link:

<http://training.openeyes.org.uk>

Security window login details:

Username: mlearning Password: open1eye

OpenEyes login screen:

Username: username Password: Password

Users can search for fictitious patients using hospital numbers 1000001-1009999. The system is re-set every night so all changes you make will only remain in OpenEyes for up to 24 hours.

N.B Browsing OpenEyes is best achieved using Google Chrome, there will be some small rendering differences when accessed using Internet Explorer. The live system will be accessed using Google Chrome as it currently is.

Internal Training Domain:

Via the green clinical services screen, click on the 'OpenEyes Tryout' button on the right hand side of the screen and log into OpenEyes using your normal username and password. This uses real patient data pulled from PAS and is refreshed and re-set over night.

eLearning Platform :

A distance learning platform has been developed to allow users access to eLearning . Here , walk-throughs of the new modules with commentary may be viewed. This is particularly useful to demonstrate the new EyeDraw tool for Cataract Service. Access to the eLearning platform can be found here : <http://e-learning.openeyes.org.uk/> Instructions on how to use this facility will be on the site.



Assessment:

The OpenEyes on-line assessment has been set up by the L&D department as a Morse course. The link to complete the assessment is also on the Intranet Homepage and below. All users must complete the assessment, but may use the training materials when doing so if they wish to. Users who are unsuccessful may re-take the assessment but anyone struggling to understand the system may request face-to-face classroom training from L&D trainers.

Classroom trained users will sit the assessment at the same time as the classroom training.

Link to Assessment: <http://morse.moorfields.nhs.uk>

Training coverage is important as it provides a key gateway to implementation, hence training results will be fed back to Service Directors regularly in the run up to go live.

Key Process Changes:

Use of the correspondence module is expected to be universal across all services; documents will be able to be edited in the same way as ePatient currently. Documents will be 'locked' in the system after a period of time.

OpNote contains full functionality in this version for the Cataract Service and will allow the complete recording of the National Data set. Other services will initially use OpNote only to either confirm or edit the planned procedure defined in the booking. More OpNote functionality will be available in future releases.

ePrescribing will replace the functionality in ePatient on a like for like basis i.e. where paper prescribing is currently the preferred option, that may remain. ePrescribing module will allow TTO medicines and clinic out-patient prescriptions to be written.



Following surgery , when the Opnote event has been created for the patient and ePrescribing of the TTOs performed, creating a correspondence event automatically produces the Discharge Summary with all information pulled through into the document . This may be augmented and edited as appropriate.

Post Go Live:

As with the release of OpenEyes v0.9 , a sustainment process will be in place to capture any teething problems with the new system and also to record users valuable feedback comments for enhancements.