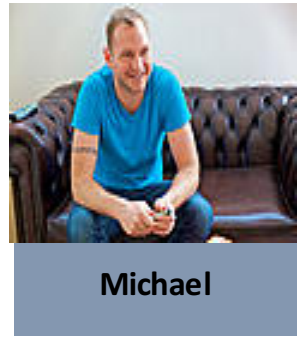# Michael's Story - Summary

Michael

- Michael is a 58-year-old living alone.

- He suffers from anxiety attacks, has poorly managed diabetes. He drinks excessively.

- His mental health team intervene when Michael's anxiety is mistaken as aggression.

- The Diabetic specialist, supported by primary and community care and the local pharmacist, implement a plan to improve Michaels medication conformance.

- Without medical support, Michael decides to stop drinking, resulting in a visit to OOH's, where he has a seizure.

- Taken by ambulance to A&E, Michael is admitted to an Acute Medical Unit. The Ward Manager is keen to update the consultant, on what medication Michael has taken today, before implementing their alcohol withdrawal protocol.

- Due to severe hallucinations a psychiatric assessment is requested before discharge, with a request to link in with the community mental health team, to ensure Michael receives ongoing care in the community.

- The discharge team are made aware of Michaels history and domestic circumstances to ensure safe discharge and handover back to primary; community and social care.

- LFT's show potential liver damage, Michael is referred to an outpatient's liver specialist clinic.

- Patients apps are used to support to Michael in relation to his medication conformance and life style.

Michael's Journey

Anxiety	Community Mental Health Team
	Accident & Emergency
Diabetes	GP practice
	Community Nurse
	Diabetic Outpatient Clinic
	Community Pharmacy
Alcohol Withdrawal	Out of Hours
	Ambulance Service
	Accident & Emergency
	Inpatient (Medical Assessment Unit)
	Discharge team
	Psychiatric Liaison
	Referral to further care
Liver Disease	Outpatients Clinic
Family Support & Self-Care	Telehealth Solutions
	On-line Patient Access

Michael

Michael's Story – System Users

Michael

In order to play my part in Michaels care, I need to:-

Mrs Banerjee MHT
- Access Michaels record
- View Prescribing history
- Push out special alert to **all** Michaels other health records

Outpatients Dr Singh
- Access Michaels record from primary care; outpatients & pharmacy.
- View a graphical correlation of data in relation to HBA1C results; medication history; blood sugar and weight.
- Send electronic referral to community pharmacy
- Enrol Michael on Telehealth scheme

Jacky Ward Manager
- Access Michaels existing records
- Pull relevant data to create MAU record
- Create medicines management list for duration of hospital stay and TTO's
- Send task to discharge team & Mental Health liaison to attend the ward
- Send note to all other HCP's, to alert them that Michael is on the ward
- Create appointment into Liver specialist clinic

Dr Lowndes Liver Specialist
- Access Michaels record from in-patients; primary care & Mental Health
- Review prescribing history
- Alert MHT of this encounter and decisions regarding prescribing.
- Enrol Michael on Telehealth scheme

Michael
- Access patient on-line services to book appointments and order prescriptions
- Have access to telehealth services to prompt me to eat and medicate in line with my care plan
- Share daily measurements with my clinicians
- Access patient information and on-line help
- Share information about me with my family and carer.

To achieve this my system must allow me to-

Mrs. Banerjee (Community Mental Health)

- Access record & prescribing history
- Push out alert to **all** other HCP records

Dr Singh (Diabetic Shared Care)

- Pull; Review; Incorporate relevant data from other HCP's
- View graphical correlation of data
- Send electronic referral to pharmacy
- Enroll Michael in Telehealth scheme

Michael

Jacky (Medical Ward)

- Find "who else is involved in this patients care?"
- Pull; Review; Incorporate relevant data from other HCP's
- Integrate existing meds to begin my prescribing record
- Alert all teams re inpatient status
- Send task to Discharge & Psychiatric teams
- Create appointment for Liver Clinic
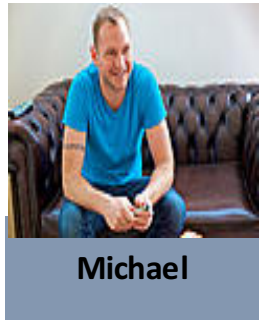- Alert all teams on discharge and point to summary

INTEROPen

Dr Lowndes (Liver specialist)

- Pull; Review; Incorporate relevant data from other HCP's
- Alert all teams re encounter & prescribing

Family Support & Self-Care

- Access to on-line patient services
- See & contribute to my record (telehealth)

Michael's Journey – Mobilising the data

Michael

FHIR Resources

Problems

Medications

Observations

Encounters (Consultations)

Tasks and Notes

Appointments

Referrals (non ERS referrals or FHIR/ERS referrals