

### Recent & New Projects

**Kent Police** - TIMS, developed for Police forces. E-Forms integrated with EDM & Workflow, complete with auto-document creation, and engagement with a number of third-parties.

**Tesco**—Web hosted document search facility setup for Tesco, to allow users to search for and request physical records.

**St Helens & Knowsley NHS Trust**—C-Cube system installed to capture and manage patient records.

**LA E-Forms** - Phase 2 funding awarded by DWP to develop data upload and mobile e-Forms capabilities.

**Capio HealthCare**—forms processing using OCR as a service—to extract and process patient survey data.

**Blackpool NHS**—pilot started in the A&E department to explore the use of EDM & Workflow.

### On The Road with OITUK

During the summer and autumn, OITUK has been a familiar presence at a number of conferences and events linked to the issues of electronic document management. As well as the visual presence of the OITUK stand and marketing materials, OITUK also delivered a number of presentations, including one at the London Connects—June'06 - conference attended by government departments, councils and other organisation from across the capital..



HAMMOND CLOSE  
NUNEATON  
WARWICKSHIRE  
CV11 6RY



### OIT at London Show



In September, OITUK attended a two-day event in London which focused on the issues arising from long-term digital preservation. This event drew delegates from a wide variety of sectors, including the BBC, local authorities and business. Focusing on the problem of digital formats as a long-term storage solution, and addressing issues such as the rapid obsolescence of storage media, and the prohibitive costs of constant data migration, OITUK outlined the idea of a hybrid storage solution based upon a combination of EDM and microfilm, combining accessibility with longevity.



T: (024) 7625 4940  
F: (024) 7638 2319  
E: [sales@oituk.com](mailto:sales@oituk.com)  
[www.oituk.com](http://www.oituk.com)

# OITUK LTD C-Cube News

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University Hospital of North Staffordshire NHS Trust select OITUK's solution to help manage their health records library.

NHS Forth Valley Select OITUK's solution to help deliver Health Care

Arun District Council achieve maximum Pendleton points.

C-Cube Developments

Legal Compliance

On the road with OITUK

C-Cube News takes an in-depth look at how an EDMS has proved a much needed answer to the balancing act of storing and accessing documents within a busy hospital environment.

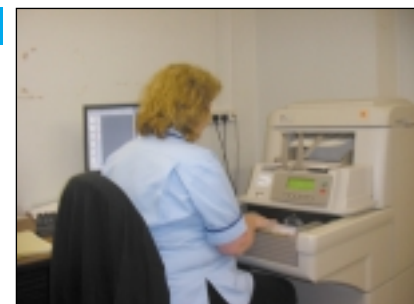
University Hospital of North Staffordshire NHS Trust

### DOCUMENT MANAGEMENT PROJECT

Faced with a health records library which was quickly becoming swamped, and patient records growing at an unsustainable pace, the University Hospital of North Staffordshire NHS Trust needed to take drastic action. A strategy for the management of health records was launched, with the decision to switch towards the electronic storage of paper records. A business case was produced, outlining the proposal to gradually transfer paper records to electronic format, thus reducing storage and staffing costs and ensuring records were available at the right time, in the right place for those who needed them.

OITUK was selected as the preferred supplier to provide a document management system to the Trust. The system was installed in April 2005.

Commencing on a small scale of 20,000 pages per week, this has now progressed to an average of 90,000 pages per week. And since commencement, the library now has over 100,000 case notes stored electronically. This has



provided a huge amount of space within the library, reducing health and safety risks for staff. The system is also networked, with more than 300 users regularly accessing patient records via their workstations. The process has enabled the scanning of records which would have previously been stored off site, drastically cutting the cost of storage for the trust. Since September 2005, records of deceased patients have automatically been transferred to electronic

storage, and there is now a programme in place which enables records of patients who have not attended for a period of 12 months or more to be scanned.

Following the implementation of the new Electronic Patient Record (EPR), OITUK has been able to work with the EPR supplier to provide access to all clinicians, and to view records through a single sign on, making access to the archived records easy. Proposals are now in place to commence scanning of current patient records.

*"The process has enabled the scanning of records which would have previously been stored off site, drastically cutting the cost of storage for the trust."*



**ESCR**—North Tyneside Council selected OITUK to provide an Electronic Social Care Records (ESCR) solution. Although North Tyneside have been using the OITUK EDM solution for several years, the ESCR project is regarded as a new project which will help bridge the gap in Social Services between Local Authorities and the Health Sector.

## NHS Forth Valley – EDMS

Moving towards the vision of an electronic integrated care record (eICR), NHS

*Operating over two sites 11 miles apart and using a mainly paper-based records system, NHS Forth Valley (NHSFV) looked to OITUK to provide an EDMS for health records.*

Forth Valley looked to OITUK to implement an EDMS that would form an effective answer to the complex logistical issue of managing its patient records and other critical healthcare information

across two hospital sites.

The OITUK solution was chosen by NHS Forth Valley for its functionality, flexibility and on-screen presentation. A combination of scanners supported by DocFinity application software was installed for dedicated

*“The software purchased from OITUK provides us with a great deal of flexibility in terms of technology, use of the system and future integration.”*

scanning stations within the health records departments. The majority of users, however, access the EDMS via the web-based C-Cube portal – software.

Pursuing a gradual roll-out of EDMS, NHS

Forth Valley is now seeing tangible improvements across a number of areas. Clinicians can now access patient records wherever and whenever they want, avoiding the need to wait for a patient's record to be tracked and transported. The creation of



digital documents and their storage in electronic formats also leads to a reduction in costs related to scanning, transport and filing.

Instant recall of patient records also means administration processes are more efficient. Templates populated with a patient's details, GP details and also the specialty and clinician details are now used to create letters, leading to significant time savings and improved data quality. All records and correspondence related to a patient are indexed and added to the individual patient record. With the initial roll-out of EDMS having proved a resounding success, NHS Forth Valley is now looking towards full implementation.

## E-Forms Project



OITUK is collaborating with three key Local Authority sites – Arun District Council, North Tyneside Council, and Wealden District Council, on a project to implement an Intelligent Electronic Claim form, which is designed to improve the speed and accuracy with which benefit claims lodged with the authorities are processed and minimize potential fraud related to claims for housing benefits. This project is funded by the Department for Work and Pension's Performance Standards Fund.

The main objective is to introduce an intelligent electronic claim form that can be completed over the telephone, or over the web, thus enabling faster processing whilst securing a reduction in levels of fraud and error.

The key elements of the system are:

- Back-end EDM & Workflow system;
- Mobile devices such as laptops and tablet PCs
- Integration with back-end systems for data upload
- Integration with e-mail systems for notification purposes.

# C-Cube DEVELOPMENTS



## C-Cube Web API

C-Cube Web API is a comprehensive API which includes several key EDM web methods which have been made available as web services.

These web services are XML-based to facilitate communications between C-Cube EDM & Workflow solutions and any third party applications that support web service calls. These calls use standard encodings, and protocols (like HTTP, XML and SOAP) to exchange information and ensure a large degree of platform independence. The use of open standards offers an additional advantage to bridge gaps between systems that use disparate coding languages and standards.

In summary, the C-Cube Web services enable organizations using C-Cube EDM solutions to expose EDM functionality over the internet no matter where they are globally located. OITUK's IT development team has successfully helped customers to build applications using C-Cube Web API.

**C-Cube Portal** – Flexible user interfaces for web access including workflow; portal-based module for full document sharing and collaboration, including user-group work, check-in, check-out, version control, document retention, e-mail management, etc.

## C-Cube ERMS – Legal Compliance

### TNA 2002 Requirements Conformance Testing

OITUK Ltd. commenced its programme for development of an Electronic Records Management System (ERMS) in September 2004. The development of C-Cube ERMS was based on the 2002 specification provided by The National Archives (TNA) – TNA 2002. The C-Cube ERMS software was prepared for internal testing during

May 2005 and OITUK submitted the findings in response to TNA's detailed questionnaire, required to qualify for full testing. This response was submitted by 30th June 2005. Following successful acceptance of OITUK's response, TNA offered OITUK an opportunity for full testing, scheduled in early December 2005.

The TNA 2002 conformance testing was carried out during 5th-9th December 2005. TNA provided a comprehensive test report on 12th February 2006 and concluded:

"On test, it was demonstrated that the ERMS contained a considerable amount of the functionality required by the Functional Requirements. However, a number of serious issues were uncovered in a wide cross-section the test scripts that led to non-compliances being applied to those relevant requirements. Due to these non-compliance issues the test team is unable to grant TNA approval for this product."

Following TNA's report on conformance testing, OITUK carried out a comprehensive analyses programme to understand and repair the non-compliance items. A number of these were rectified, in preparation for a review meeting with TNA on 22nd May 2006. At the review meeting, TNA clarified their current position regarding TNA 2002 conformance testing, ie. the TNA 2002 conformance programme was closed on 30th June 2005 and suppliers cannot re-submit their software for testing. TNA are working with a number of other European countries to formulate and release the specification for the next ERM standard – Moreq2 – due in early 2008.

OITUK has been designing and implementing EDM & Workflow solutions for some 15 years and has identified ERM as a key component in the company's strategic development programme: to provide EDRM solutions in compliance with legislative directives. Consequently, development

of ERMS and accreditation by TNA are a fundamental part of this strategy. OITUK has accepted TNA's conclusions from the formal testing and views these as constructive criticism. OITUK remains fully committed to its programme for developing ERMS and for seeking accreditation. Our plan is to rectify all non-compliant and partially-compliant issues raised by TNA and ensure that the product is fully compliant with TNA 2002 specification.

TNA agreed with OITUK's plan for progressing the non-compliance items and for an independent evaluation of the C-Cube ERMS software, to ensure that it meets all the TNA 2002 requirements.

## C-Cube EDRM

OITUK has also reviewed how electronic documents and records can be managed as separate entities, with distinct rules for each, but within a common Electronic Document & Records Management (EDRM) framework. The C-Cube software has been enhanced to support integrated document and record management, within the C-Cube EDM framework – C-Cube EDRM. The following features are supported:

### Document Profiles –

- retention period
- default location (for paper copies);
- Update flag
- security classification;
- flag to indicate preservation;

**Declaration** – facility to declare a document as a corporate record as part of the capture process.

**Access** – ensure that all documents (declared and un-declared) are retrievable.

**Tracking** – system will support movement of physical (ie. paper) records between identified locations.