Northumbria Healthcare NHS Foundation Trust

Information Governance Policies and Procedures

System Specific Training Policy
For ICE (Integrated Clinical Environment)

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History of previous versions of this document:

Version History

Version	Date	Description
1	07/11/2013	Final

CONTENTS

Operational Summary

Purpose

The purpose of this document is to ensure understanding and conformity of the System Specific Training Policy with ICE. This document includes basic training requirements for ICE, references to further training, system housekeeping and details of when to invoke the Business Continuity Plan.

Staff will not be granted access to ICE Desktop unless they have read and understood this document. An introductory Basic Training guide is included in Appendix 1

This System Specific Training Policy (SSTP) forms part of a Trust Policy Documentation Set comprising of :-

DQP01	Trust Data Quality Policy
DQP03	Patient Identification Policy.
DQP 05	Policy on the Use of the NHS Number as the Primary Patient Identifier
IG/ICE/001	System Specific Operation Procedures
IG/ICE/002	System Specific Security Manual
IG 103	Information Governance Policy

Introduction

Sunquest ICE Desktop is currently used to request Pathology and Radiology tests and examinations, relaying of results and reports and actioning viewed reports. The system is used by Trust staff, including community staff, GP Practices and external Trusts.

The range of ICE services is under review and new functions may be available in future.

ICE is linked to the Patient Administration System (PAS) for patient demographics, and has links with CRIS (Computerised Radiology Information System) and Telepath (pathology laboratory information management system) and the Rhapsody interfaces engine.

ICE desktop can be accessed via Single View.

1 *System Security Levels / Roles*

The ICE Security role and associated permissions assigned will be dependent upon the type of work and seniority of the user.

In order to make radiology requests the user must be IRMER (Ionising Radiation) (Medical Exposure) Regulations) Trained.

Clinicians, in addition to being assigned to the appropriate role must be included in the ICE Desktop clinician table. This table will include details of their specialty and their national code.

Summary of main roles and functions

Role	Requesting (Radiology)	Requesting (Pathology)	View reports	Sensitive results	View specialist panels
Consultant – General role	Yes	Yes	Yes	Yes	No
Consultant O&G	Yes	Yes	Yes	Yes	Midwives panel
GP	Yes	Yes	Yes	Yes	No
Midwives	Yes	Yes	Yes	Yes	Midwives panel
Clinical*	Yes	Yes	Yes	No	Rheumatology
General with radiology requesting	Yes	Yes	Yes	No	No
General without radiology requesting	No	Yes	Yes	No	No
Blithe Lilie User	No	Yes	Yes	Yes	Blithe Lilie panel
NTW user	No	No	Yes	No	No

'Specialist panel' – There are a number of requesting pages set up for the requirements of a particular specialty, for instance Rheumatology & Endocrinology requesting pages.

*Clinical generally used by Nurse Practitioners, Specialist Nurses and Allied Health Professionals. Radiology requesting is only available to non-medical staff who have had IRMER training.

This is only a sample of the roles available, additional roles can be created as required.

2   *Services and System Changes*

2.1 New User Accounts

User accounts for accessing ICE are created by the System Manager / Systems administration team.

All staff requiring access to ICE will be required to complete a System Login Request form, (located on the Intranet A – Z – Login Forms) before being issued with a user I.D and password.

The completed System Login Request form must be signed by the requester and an appropriate manager.

2.2 Clinician Accounts in ICE

When PAS management team creates a consultant code this information is passed to the System Manager who will update the ICE Clinician table.

The CCG will inform the System Manager of any new GP appointments or movement of GPs between practices and the ICE clinician and location tables will be updated.

2.3 Changes to security roles

In the event that an ICE user changes their role and consequently requires amendments to their security role and permissions in ICE, the System Manager will require written authorisation from an appropriate manager prior to the change being processed.

- o The authorisation should clearly state:
- o The new role / grade
- o The specialty
- o Whether the employee has been IRMER trained

3   *Synchronicity between Databases*

ICE Desktop is linked with PAS (demographics), CRIS (Radiology requests and reports) and Telepath (Pathology requests and results).

4   *Identification of Patients and Data Collection*

The Patient NHS number will be the primary patient identifier, though ICE has the facility to search for patients using NHS number, or T number, or full (or partial) name, or DOB

As ICE links with CRIS and Telepath there is the potential for discrepancies between records. These occur most frequently when names are entered with spelling errors, where names or addresses have been changed or due to input errors of NHS and / or T numbers.

Such instances will be flagged to the System Manager / System Administration team as a 'Patient Exception'. They will review such exceptions to determine whether the records belong to the same patient, in which case the records will be merged. This will only be completed once patient identifiers have been cross-checked using PAS and SCR to be certain that the records can be merged safely. In instances where records belong to different patients these will be separated.

5   *Procedure on the Management of Data Quality in the System*

Daily, review the patient exceptions list to minimise the number of duplicate records

Weekly, check inactive locations to see if any requests/reports have been filed against them in error.

Monthly check the list of Trust leavers against all ICE accounts, deactivating accounts as required.
As, Requred, ad hoc data checking and resolution of duplicate, spurious or erroneous records

6 *System errors / Fault handling*

All errors / faults must be reported to the IT Service Desk in the first instance. A precise description of the fault must be given. The Service Desk will then raise an incident and assign it to the relevant person or team within the Computer Services department.

Details of key contacts and support hours are listed in the System Specific Security Manual (IG/ICE/001) **<< Pending>>>**

In the event that ICE desktop is unavailable departments can revert back to paper requests. Urgent laboratory requests will be relayed via telephone in the event that results cannot be viewed in ICE.

The erorr type will determine whether it is managed by the Application Management team, or be referred back to the system owners of the primary clinical system (e.g. CRIS/Telepath)

Basic Training

Some useful tutorials are available on the Trust intranet from the IT training section, in the ICE desktop folder.

http://intranet/it_training/index.htm

LOG ON AND PATIENT SEARCH BAR

ICE can be accessed from a number of shortcuts. These may be from a desktop Icon, from the start menu of a clinical workstation, via the single view portal or via the intranet, as illustrated below

ICE desktop can be accessed via this icon; this will take you to the Pathology page

You will receive your username and password once Application Management have received a completed, signed Application Form.

Click on the **Lab Results System** to open ICE Desktop.

Enter your username and password, you will be asked to change your password the first time you log on.

The patient search bar is located at the top of the screen; you can search by NHS number, Patient name, T number (sometimes referred to as hospital number) or date of birth.

Enter the search criteria in the 'Search value' field and click 'Search for patient'
If you have used a T number or NHS this should only return 1 result.

If you have used surname, first name or DOB as the search criteria, you may need to search through a list of results.

Once you have located the correct patient, left click on the record and the patient details will populate the patient details bar.

You are now ready to make requests / view results and reports.

MAKING REQUESTS

Currently (October 2013) all areas within the Trust use ICE for making pathology requests, Hexham, North Tyneside and Wansbeck Hospitals are enabled for radiology requesting (work continues with the roll out of ICE radiology requesting – refer to Don Thompson, Project Manager for more details of roll out schedule)

When you have the patient selected and you are ready to make a request click on the 'new request' icon.
The below page will open

Dependant upon your role the tabs which you need to have access to will be displayed.
If you need access to a particular set of tests which you are not able to see please contact the Application Management Team.

Using the tabs locate the test(s) ./ examinations which you require.

Dependent upon the request made you may be required to provide additional information, and in some cases additional requests will auto populate. As an example, when Liver Function Tests is selected ALT and Alk. Phos. will automatically be requested

If you have selected a report in error re-click in the checked box to remove the tick.
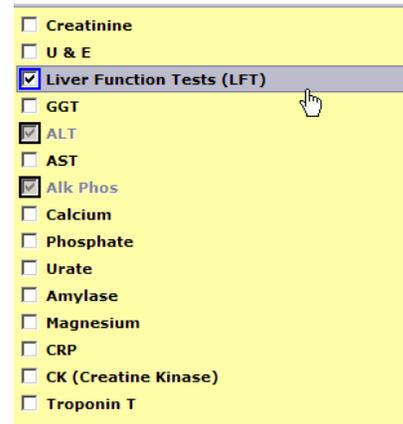
Requests are query driven, complete all required information fields when making the request.
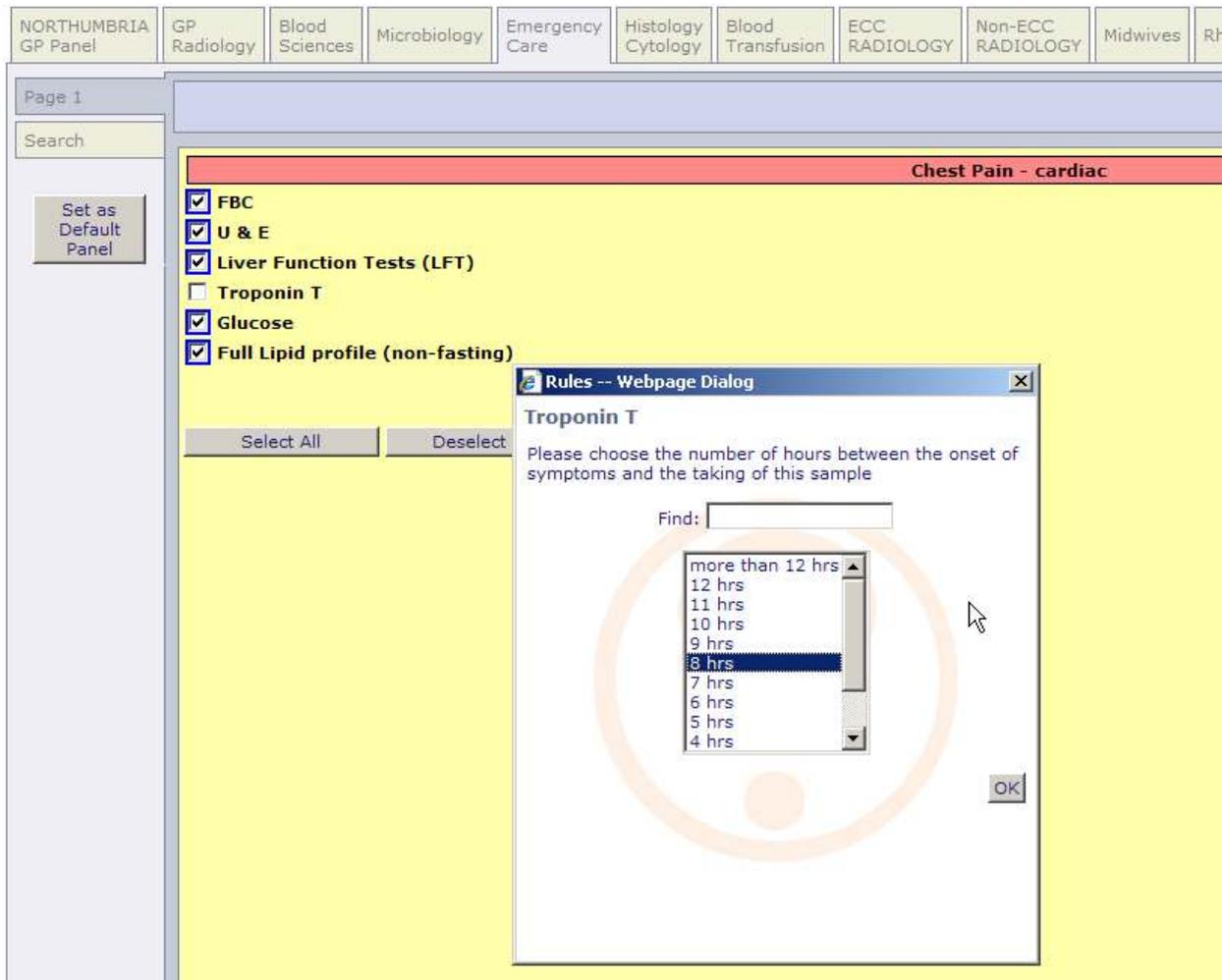
For all requests:

- Use a patient record containing the Trust T number, where available.
- Complete the clinical information field, with as much detail as possible.
- For radiology requests you must include the question to be answered by the investigation.

Order Details:

↑ **Radiography.**

Tests in this order: XR Chest.

Priority: Routine ▾
Order Clinical Details:

Dependant upon your role you may be making requests on behalf of a Consultant, if this is the case you will be presented with a list from which you can select the consultant's name.

Pathology requests made in ICE will print out special A4 stationery, with four peel off labels to use on the associated specimens. Each request has its own ICE request number, printed as a barcode on the form. The request form and labelled samples are sent to the labs in special pouches.

Blood Sciences – **green pouch**
Microbiology – **blue pouch**
Urgent blood science requests (ECC only) – **red pouch**
Histology / cytology – clear pouch

Each request form printed must go in it's own pouch, with the appropriate samples.

Radiology requests are true 'e' requests and you will not receive a print out. Once submitted it will be added to the order list in CRIS (Computerised Radiology Information System).

CANCELLING REQUESTS.

For radiology requests you are not able to cancel a request once you have submitted it. In the event that you need to cancel a request, please call the Radiology team phone number required who can cancel the order.

Pathology requests can be cancelled at any time prior to being received by the laboratory.

CONTINGENCY ARRANGEMENTS

Paper request forms will be accepted in the event of prolonged system unavilability.

VIEWING REPORTS AND RESULTS

Once the results / report have been completed they will be loaded into ICE from the Primary clinical systems.
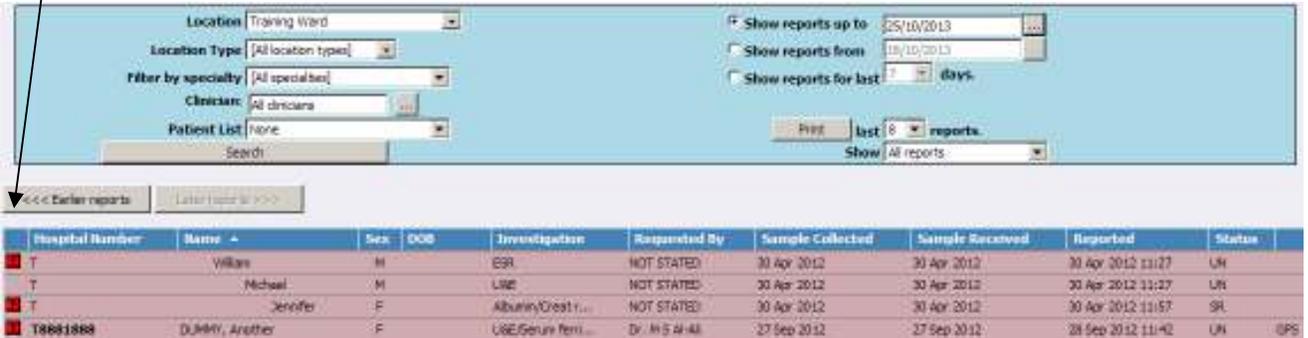
To view the results you can either view by patient,; alternatively you can view by ward / department.

To access these use the icons on the left hand side tool bar.

You can apply a number of filters to the reports, including number of days to display.

This icon denotes that the report contains results that are outside the normal range for that investigation.