Laboratory Information Network Cymru (LINC)

Wales national LIMS Lessons Learnt

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LINC Stakeholders

Service Users
Wider Community
Suppliers
Interested National Bodies
Other Programmes
Pathology Service
Governance Bodies
Service Customers
Other Programmes
Interested National Bodies
LINC Stakeholders
Current LIMS

- **InterSystems**
  - TCL 2011 contract started 2010 and ends June 2020
  - Upgrade to TCL 2016 being implemented
  - Contract extended to 2025 to provide business continuity
  - Steiner providing solution for WTAIL
  - Some Mortuaries remain paper based

- **DXC TelePath**
  - Blood Transfusion for 4 health boards
  - Hardware upgraded and standard application
  - Cellular Pathology for Cardiff and Vale

- **Clinisys Masterlab**
  - Blood Transfusion for two health boards

- **SCC Soft Genetics**

- **Siemens POCcelerator**
What has worked well

• A national laboratory platform centrally hosted and managed
• National LIMS for Blood Sciences, Microbiology and most Cellular Pathology
• TCL2011 processing >30 million tests per annum
• Microbiology standardised across Wales
• High level of test standardisation for Blood Sciences
• Link to national Master Patient Index has substantially improved the quality of demographic data
• All patient records in the LIMS and results in Welsh Clinical Portal
• National boards for service management and change control to ISO standards
• Histology and Cytology legacy data solution
What has not worked so well

• Pressure to go live before ready
  – Health boards not ready to deploy, so lots of local variation
  – E.g. 800 rules for a blood film

• Poor business intelligence
  – So not widely used but much service effort to improve DeepSee

• Significant downtime for various reasons
  – Impacted implementation of Blood Transfusion

• Electronic test requesting
  – Improving but a way to go and pressure to use in-house tools
  – Especially in primary care

• Contract management
  – Not transparent to the Pathology service
  – Not strong enough to hold supplier to account
Feedback from the Pathology service

We raise a call on ServicePoint and it is closed with no feedback even if the issue is not resolved.

InterSystems said modules were in development during procurement but they weren’t completed in time.

It was like being given a book with blank pages.

Changes in one discipline impact another discipline causing operational issues.

We have to give a ham sandwich a name, address and date of birth!

InterSystems see NWIS as their customer and not the Pathology service.

There isn’t a perfect LIMS out there that does everything we need.

Who owns the LIMS?
What is LINC learning from WLIMS1?

• Stakeholder engagement
• Standardisation with warranted variation
• Stronger governance
• Better communications and training
• National team of subject matter experts
• National quality management service
• Enhanced requirements
• No go live until developed and tested for Wales
• Strengthened technical support
LINC Objectives

1. Deliver benefits that improve patient care, safety & outcomes
2. Engage the Pathology and wider NHS to ensure commitment
3. Procure new LIMS service to replace three current LIMS
4. Ensure long term ownership and management of the service
5. Deliver a seamless end-to-end electronic Pathology solution
6. Standardise Pathology services, with warranted variation
7. Establish a national quality management service and system
8. Develop information and business intelligence services
9. Develop a different approach to integration services
10. Learn the lessons from WLIMS1
New LIMS Service

- Single national standardised system for all disciplines
- Supplier hosted service, meeting service levels
- Supplier to complete initial configuration
- Enable service development and redesign
- Includes LIMS, document scanning, voice command & digital dictation, blood tracking & NPEx
- Future proofed and value for money
- Integration with national technical platform, national pathology solutions, analysers and middleware through Open Standards and Open Connectivity
- Developed and tested once for Wales
- Contract for 10 years plus an extra 4 years
Stakeholder Engagement

2018/9
4 conferences
11 newsletters

54 workshops
~1,000 participants

From Pathology:
700+ participants
400+ individuals
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- **Outline business case**
- **Procurement benefits specification**
- **Standardisation design**
- **Business change**
- **Full business case**
- **Hosting LIMS Service** - development
  - **Testing**
  - **UAT**
  - **Validation**
- **Once for Wales**

- **CAV (6 mths)**
- **HB2 (3 mths)**
- **HB3 (3 mths)**
- **HB4 (3 mths)**
- **HB5 (3 mths)**
- **HB6 (3 mths)**
- **Handover to operations Programme closure**
Agreeing standardisation
Enabling change
LINC
Outline Business Case

Approved by all health boards & trusts
Welsh Government has approved
Ministerial approval due by December