RESTART

INTEGRATION SERVICES

The NHS' leading provider of integration services

Introduction to ReStart integration services

ReStart is a leading provider of integration services to the NHS, having worked in over 60 NHS Trusts and developed over 1,000 interfaces to date. Within NHS Scotland, ReStart provides integration services and support to 8 of the 14 Health Boards and has delivered a number of national integration projects for NHS National Services Scotland.

Integration services are one of the most cost-effective routes to providing clinical interoperability. Integration provides the 'plumbing' between an NHS Trust's core clinical systems and enables the bi-directional flow of information between these systems, placing up-to-date patient data at the fingertips of clinical users, at the point of care.

As a leader in this field, ReStart has developed interfaces using all the major Trust Integration Engines (TIEs), both proprietary and Open Source, including Ensemble®, Healthshare®, Rhapsody, JavaCAPS, Mirth, OpenESB and Mulesoft, to name a few. Due to this breadth and depth of experience, ReStart takes a TIE-agnostic view of the market and can advise Trusts on the best solution based on the Trust's requirements, budgets, support arrangements, internal resource and technical capabilities. Similarly, ReStart has delivered interfaces spanning a huge range of clinical systems including the prominent, market-leading solutions and the more obscure. This breadth of experience extends beyond healthcare systems, as interoperability often now requires integration between healthcare and local authorities.

ReStart provides a full, end-to-end integration service from consultancy, analysis and architecture design, development and deployment, through to support, mentoring and training.

> *"ReStart has provided us with a fixed cost for interfaces which are roughly half the price of developing the interfaces in house."*
>
> **Elisa Steele, Director of IT, Lewisham Healthcare NHS Trust**

The ReStart team

ReStart's integration services team is headed up by its Head of Professional Services and all integration deployments are managed by Prince 2 Project Managers. ReStart's Principal Consultants are the best in their field, with a combined 65+ years of integration experience.

In addition to this, ReStart employs dedicated development teams that work across the following technologies: Caché/MUMPS, Java, Java Script, C#, .NET, SQL and Open Source, as well as a wealth of experience with various database technologies including SQL, Oracle, MongoDB and Caché.
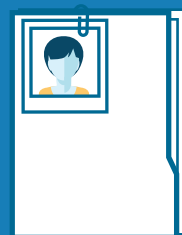
Bradford District Care Trust

Bradford District Care Trust (BDCT) appointed ReStart to head up a team of suppliers to manage the deployment and configuration of its Ensemble TIE, integrate information between RiO and SystmOne, and enable electronic sharing of patient information.

The ultimate objective was to support BDCT's 'Healthy Ambitions' initiative, to provide a single point of access for GPs and clinicians to join up social care. In the process, the project's supporting objectives were to reduce risk of manual input of information between systems, reduce duplication, and improve patient outcomes and experience.

ReStart, who had already completed a number of successful integration projects in the NHS Yorkshire and Humber area, was recommended to BDCT to manage the deployment of Ensemble, provide consultancy and services around the solution and to enable the smooth and rapid integration between these two vital systems.

This transformational programme at BDCT has provided an integrated view of patient information across the Trust's RiO mental health and community systems and the GPs' SystmOne systems.
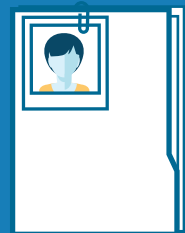
Supporting EPR and PAS implementations

ReStart works with NHS Trusts to deliver a broad range and size of integration projects and some of the largest are services around the implementation of new PAS/EPR deployments. To date, ReStart has provided integration services for 5 major EPR deployments to include consultancy, interface development, 24/7 TIE environment support and ADTDB – MPI development.

Lewisham & Greenwich NHS Trust

Lewisham & Greenwich NHS Trust appointed ReStart to manage the roll out of its Ensemble TIE across the Trust's key systems, including its deployment of the Cerner Millenium EPR and provide a managed service to support the Trust's integration support needs through its dedicated 24/7 service.

When asked about the decision to move to a managed service model, Elisa Steele, Director of IT at the Trust commented: *"We knew that the rapid development of interfaces would be expected and that our own internal team would require a period of 'getting up to speed' that we could not commit to. By opting for a managed service, we keep our staff training to a minimum and have no need to develop a team, which would incur more cost and risk to the Trust. The expectation is that a managed service will have less of an impact on the Trust's revenue budget in the longer term due to economies of scale leveraged by ReStart."*

Throughout the rollout of Ensemble, ReStart also introduced the concept of fixed price interfacing, which fixes the cost of integration projects, enabling Trusts to accurately forecast their budgets, both now and into the future. This approach, when considering the amount of interface development required in supporting a new EPR roll out, has saved the Trust around 50% on the cost of integration services.

TIE migrations

NHS Trusts migrate their TIE platforms for a number of reasons, whether to increase IT stability, generate efficiency savings, or support EPR and PAS migrations. ReStart has a rich history of TIE migrations as a number of NHS Trusts move from legacy TIEs to the market-leading platforms such as Ensemble®, Healthshare® Rhapsody and Mirth, and has delivered over 15 major migration projects in recent years.

"We've had a long standing relationship with ReStart who have worked with us to support the JCAPS environment over the years, and we knew that they were unrivalled in their experience of migrations to Ensemble. ReStart provided the initial set up of Ensemble, some of the conversion, and then mentoring around the solution. In effect, they gave us the benefit of their experience and empowered us to manage Ensemble ourselves."

**Peter Loudoun, former Head of IT Applications,
Barnet & Chase Farm Hospitals NHS Trust**

Fixed price interfacing

ReStart's ability to provide fixed price interfacing based on project complexity is a result of the wealth of experience gained from developing over 1,000 interfaces. This methodology provides NHS Trusts with control and certainty over their integration budgets, both now and into the future.

Fixed price interfacing is enabled by separating integration costs into a number of simple components, and from here, grading the complexity of interface delivery. This provides a range of prices for various levels of complexity. ReStart's experience with integration deployment has enabled an experienced understanding of what is required to complete a project.
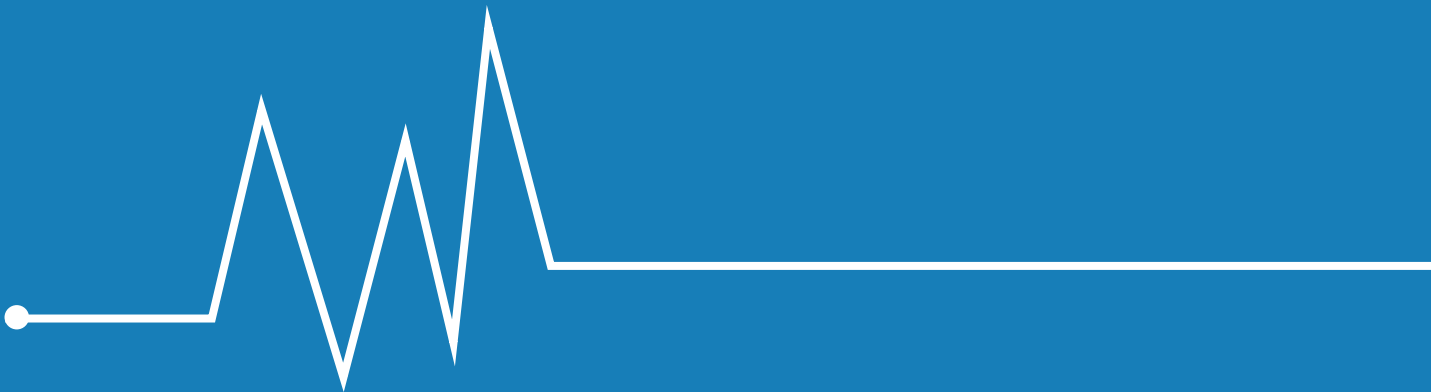
G-Cloud 6 Digital Marketplace

ReStart Consulting has been successfully added to the G-Cloud 6 Digital Marketplace, part of Crown Commercial Services (CCS). The G-Cloud 6 agreement supports the centralised procurement of common goods and services through an integrated commercial function at the heart of government, and can be used by the NHS. G-Cloud 6 is fully EU compliant and provides easy access to IT integration and interoperability services, saving organisations' time and money.

Through the G-Cloud 6 framework, NHS Trusts are now able to purchase ReStart's integration services and TIE environment support directly, enabling faster procurement of services, reduced procurement costs, and total transparency of pricing.

To find out how ReStart can support your Trust's integration challenges, or to request a fixed price interface quote, call 0845 680 6915 or email sales@restartconsulting.com

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