eHealth aims to improve the quality of healthcare and patients’ experiences through advances in technology, resulting in better access to information, modernising processes and supporting new ways of working.

eHealth will have a significant impact on the way clinicians work as they spend a significant amount of time collecting, recording, analysing, communicating and using information to support clinical decision making.

As the National eHealth Programme advances, clinicians need to be well informed, involved and consulted to ensure maximum benefits are realised in the delivery of patient care.
The Clinical eHealth Toolkit is a practical tool to support clinical champions.

It draws together the collective experiences and insights of NMAHP eHealth Leads which are also relevant to the clinical eHealth community.

The toolkit offers practical pointers in the form of themed indicators of success – each with a good local example.

To get the best out of the toolkit:

~ **Work together** to share examples of good practice and learn from each others’ experience.

The toolkit is at [www.ehealth.scot.nhs.uk](http://www.ehealth.scot.nhs.uk).

It gives more detail of the indicators of success and many examples of good practice to build on. Feel free to submit your own good practice examples.
GOOD PRACTICE EXAMPLE

Recognised eHealth NMAHP Leads who are proactive in influencing and building credibility with a collective voice by:

~ Establishment of practitioner-based development groups
~ Having clarity of goals and purpose
~ Understanding service and practitioner requirements
~ Believing in a solution
~ Thinking ‘out of the box’ and open to change
~ Providing information
~ Building confidence and trust
~ Winning hearts and minds

NHS Dumfries and Galloway
INDICATOR OF SUCCESS 2:

**eHealth Tools**

~ **Know what you’ve got**
~ **Learn from others**
~ **Design for clinical benefits**
~ **Create easy wins**

GOOD PRACTICE EXAMPLE

Making eHealth work for NMAHPs by recognising and managing challenges:

~ ensuring compliance with information governance
~ identifying and realising benefits
~ facilitating a change in culture
~ promoting the use of champions
~ developing IT skills competencies within the workforce
~ emphasising local ownership of information
~ achieving clinical and management buy-in
~ providing ongoing support for projects

**NHS Ayrshire and Arran**
INDICATOR OF SUCCESS 3:

eHealth Skills

- Know what skills are needed
- Get e-Health on the education agenda
- Make the most of what is there
- Use champions

GOOD PRACTICE EXAMPLE

Building an understanding of eHealth skills via:

- A Knowledge Management Strategy
- working with partners across Research and Development, eHealth, Professional Development, Human Resources, the University and the Local Authority.

NHS Lothian
INDICATOR OF SUCCESS 4:

Knowledge Management

~ Identify what questions need answers and what information is needed
~ Know what tools and resources exist
~ Maximise the use of knowledge
~ Exploit electronic information

GOOD PRACTICE EXAMPLE

Maximising the use of information and knowledge using technology to:

~ Support communication between clinicians and patients across the Western Isles and mainland
~ Promoting best practice, templates and guidelines.

NHS Western Isles
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USEFUL LINKS
About eHealth www.eHealth.scot.nhs.uk
Sharing good practice in using information to improve healthcare and services www.usinginfo.org
NMAHP eHealth Managed Knowledge Network on the eLibrary www.nmahp.scot.nhs.uk/home.aspx