AireFrame Service Definition

Aire Logic Limited

Introduction

AireFrame is an intuitive, easily integrated, electronic health care record that supports electronic sharing of patient information across the organisation (and potentially beyond). This type of centrally held record enables the Trust/organisation to support its staff in making informed decisions that in turn lead to delivering safer care and improved patient outcomes

At Aire Logic we believe clinical software needs to reflect the dynamic, varied nature of the healthcare sector, so from the outset, we designed AireFrame to be responsive, versatile and interoperable.

This overview gives some of the features and capabilities of AireFrame, as well as some of the benefits of using it.

Overview of AireFrame

AireFrame allows an organisation to effectively and efficiently deploy an Electronic Health Record within the Trust/organisation to create a centrally managed and controlled patient record.

The platform can standalone or be integrated with other local patient indexes/PAS systems to ensure holistic recording of patient information.

The platform manages users of the Electronic Health Record giving various levels of permission for accessing the solution, editing information within it and sharing information with other professionals.

AireFrame works in conjunction with Aire Logic's forms4health product (data capture tool) to capture a range of patient information from assessments, care plans, consent information, medical history and so on. All data is held against the patient's record, controlled by a unique patient identifier, such as the NHS number, Patient Unique Identifier or other patient-led identifier the Trust/organisation uses.

The patient information recorded in AireFrame can be securely shared across the organisation (using legitimate relationships/role based access) to allow timely access to an holistic record supporting more informed decision making on a patients care, ultimately leading to safer care and better patients outcomes.

Over time the record in AireFrame presents an electronic timeline of activity with the patient to allow spotting of trends, patient improvement or deterioration, and supporting the reduction of risk in patient care.

AireFrame supports the accessibility, transparency and portability of a true Electronic Health Record.

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Some AireFrame benefits.

Some of the many benefits of using AireFrame are identified below:

- Records can be shared across the Trust/Organisation/healthcare setting
- Holistic recording improves patient outcomes through better coordinated care
- Access to information supports better clinical decision making
- Improved data consistency in AireFrame, using structured coded data - leads to better patient safety
- AireFrame works seamlessly with Aire Logic's forms4health product enabling intuitive data capture across a range of recording needs from assessments to care plans, consent needs and medication.
- Aire Frame is accessible at the point of care, improving efficiency and ability to respond to patient deterioration, and make evidence based decisions
- Recording in AireFrame reduces unnecessary tests and procedures as results from better coordinated record
- AireFrame is a modern technology platform with the ability to deliver new features using our agile development methodology
- Open API's deliver efficient integration and interoperability with a range of other healthcare applications
- The data collected in AireFrame can trigger warning, tasks and reminders to ensure vital items of patient care are not missed
- AireFrame improves communication between clinicians to deliver more effective and coordinated care
- Flexible delivery of AireFrame allows a Trust to start small and grow, without commitment to large up front capital investment

Analytics and Business Intelligence

AireFrame supports the collation of data, providing an electronic solution that will reduce costs and staff workload. As well as this capability it is also a powerful analytical tool, allowing you to easily monitor, evaluate and report on the data you gather.

- Quickly and precisely extract key information from across all the data.
- Standard data collection in AireFrame can meet specific requirements of any external monitoring bodies, such as CQC reports.
- Data collected can support monitoring activity across the organisation – from bed availability to individual staff performance.
- Use inbuilt visual tools help you to analyse or present data e.g. graphs and tables.
- Standardise data collection and performance across different departments/clinics or organisations to be able to consistently analyse the information captured.

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Implementing AireFrame

Managing change and requirements

Our first priority to implementation and change management is to gather a comprehensive understanding of the organisation's requirements. Our team will be fully accessible and in regular contact with stakeholders across the organisation, to meet the developing health and care needs and AireFrame requirements.

Depending on the scale of the implementation we can deliver/support internal resources to deliver a managed implementation utilising our Business Analysts, Project Managers, and Developers to configure the platform to meet local need.

We can mobilise quickly when a contract has been awarded and we have a skilled delivery team, experienced in implementation and change management. Initially we will work collaboratively with you to validate and confirm deployment requirements. This ensures that our team can work with teams as soon as is feasible to draw on their practical experiences, raise awareness of AireFrame functionality and identify minimum delivery requirements that can be iterated on through to final initial delivery.

At the outset of the project, we will work with key stakeholder representatives from the organisation to discuss the flexible deployment options and ensure we have captured the requirements.

Wherever possible Aire Logic work using an agile methodology, and we encourage our customers to work to a proof of concept, minimum viable product and refine as further detail becomes available.

AireFrame working with forms4health

AireFrame is designed to work seamlessly with our forms4health product. We already have a rich suite of clinically developed forms within forms4health, however we anticipate organisations wanting to adjust this library and need new forms or extensions to meet local requirements. To support this our development team always work collaboratively with the local team to prioritise form requests or features to support the go-live phase if a customer makes use of AireFrame with forms4health.

Training

Our training can cover a number of elements of the deployment of AireFrame from the business process considerations for the deployment, design requirements for the platform through to the maintenance and operation of the solution.

The aim of the training is to ensure that where a customer requires training in any of these items they obtain the understanding of how the platform can be utilised to meet electronic health record requirements.

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End user training is rarely needed as the resultant forms are easy to use and very intuitive by nature. However we can support any training that is required where complex forms need some support for training that might be given locally on forms, such as clinically safe use of the form

Hosting and Technical Requirements

AireFrame is a fully hosted solution, using our hosting partner AWS for our hosting provision. The security levels at AWS (regularly audited by us) ensure we have the highest security provisions for the data we hold in relation to AireFrame

AireFrame is fully browser based and will be accessible using any modern browser, Chrome, Edge, Safari, Firefox etc. No browser extensions are required.

In addition AireFrame has been developed using a mobile first approach to achieve a responsive design across a range of devices from smartphone, through tablet to desktop and their aspect ratios.

It is important to note that AIre Logic operates an open platform policy and we have open APIs for AireFrame. We are happy to work with a range of other suppliers to integrate AireFrame with any other product.

Support for AireFrame

Aire Logic provides technical support for AireFrame post implementation. Our normal support hours are 8.30am - 5.30pm and the service can be accessed by telephone or by email.

We record all support requests through our JIRA driven support desk and keep customers informed of the progress of their support issue to agreed SLAs.

We have a continuous improvement ethos within Aire Logic and that extends to the AireFrame platform. We are continually developing AireFrame to meet new requirements and functionality. We have recently delivered new language capabilities and improved interoperability relating to FHIR standards

We also provide account management support for all of our customers where support issues can be reviewed as well as new features and potential to extend the use of the product.

About Aire Logic

Aire Logic is a healthcare ICT specialist with unrivalled experience of local and national healthcare strategy and systems. We provide strategic technical advice covering enterprise and solution architecture, interoperability and healthcare standards and agile development best practice advice. Aire Logic also provides application development services and have several of their own products, the most mature and widely adopted being our award winning forms4health platform we describe here.

Aire Logic consultants are highly experienced in delivering healthcare technology advice and solutions –

providing leading roles on large programmes (the healthTech strategy for Ministry of Health Holdings, Singapore, leading major NHS programmes for NHS England and NHS Digital). Additionally we have a track record of *coalface* solutions — including everything from developing and maintaining major systems for NHS Digital and Leeds Teaching Hospitals Trust, working with a number of UK universities on digital innovation, through to consultancy for smaller organisations like Claire House Children's Hospice, Liverpool and St. Gemma's Hospice, Leeds.

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