US – UK Exchange Program
“The Americans are coming!”
What we learned

NHS NUMBER
DATA TRANSPARENCY
NHS COMMUNICATION
Shared challenges in UK & US

- Inappropriate use of health care services
- Poor health outcomes in certain populations and geographic areas
- Environmental and social effects on health care outcomes
- Data fragmentation across agencies and the health system
Applying learnings, sharing new ideas: D.C.

- Establish a quarterly PowerBI data user group between DC & NHS Digital analysts
- Develop an approach for a non-emergency medical 24/7 phone line (i.e. NHS 111)
Applying learnings, sharing new ideas: Washington state

- Goal: Apply NHS Digital’s ‘plain English’ guidance to a section of our website

- Make use of NHS Digital’s master patient index planning documents
  - lessons learned
  - technical decisions
Applying learnings, sharing new ideas: Denver

• Focus on the customer
  ○ How are our customers consuming and understanding our data and reports?

• Ongoing collaboration with UK Colleagues
  ○ How can we understand the burden of loneliness in our communities?
Applying learnings, sharing new ideas: Indianapolis

- Increased customer input
  - Dedicated staff time
  - Identify focal customers

- Quicker data release
  - Streamline approval processes
  - Set process triggers and targets
COMMUNITIES OF PRACTICE

ANALYTICAL PROJECTS

POLICY JUSTIFICATIONS

Moving Forward
### Creating an International Community

<table>
<thead>
<tr>
<th>Topic</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standardized definitions</td>
</tr>
<tr>
<td>FHIR adoption and standards</td>
</tr>
<tr>
<td>Data visualization (i.e. dashboards)</td>
</tr>
<tr>
<td>SPINE and HIE commonalities – use of data through each source</td>
</tr>
<tr>
<td>Connecting member organizations (CSTE, HIMSS, AIRA, etc.)</td>
</tr>
<tr>
<td>Communication/branding best practices</td>
</tr>
<tr>
<td>R and python use/cultivation</td>
</tr>
<tr>
<td>Sharing code and code libraries</td>
</tr>
<tr>
<td>Topic</td>
</tr>
<tr>
<td>--------------------------------------------</td>
</tr>
<tr>
<td>Common health challenges (e.g., SDOH, BE)</td>
</tr>
<tr>
<td>Gentrification</td>
</tr>
<tr>
<td>Anti-obesity Rx trends</td>
</tr>
<tr>
<td>Use of STD clinics vs. GP</td>
</tr>
<tr>
<td>Infant mortality factors</td>
</tr>
<tr>
<td>Decreasing “no-shows” at clinic visits</td>
</tr>
<tr>
<td>Opioid epidemic – risk factors, monitoring, interventions, etc.</td>
</tr>
</tbody>
</table>
Policy Knowledge Exchange

- Plain language communication
- FHIR adoption
- E-consent for immunizations
- Building a case for lower acuity triage system
- Master Patient Identifier
- Apply SHMI in U.S.
- How to build your own NHS Digital
Nerds + Data + Resources = Change for Good