



# Interoperability

Because together, everyone  
achieves more



## Digital technology has a key role to play in creating sustainable models of healthcare for the future

But digital tools - whether they are patient facing health apps, electronic patient record (EPR) systems or specialist clinical software - deliver the most value when they work together, to ensure that care is not fragmented, and that patient experience and quality of care is maintained.

Digital technology such as EPRs are fundamental to the safe and efficient delivery of care, but the real value of digital and data comes when the health ecosystem is fully integrated.

Our software iaptus is now used by over 180 customers including the public, private and voluntary sector and currently supports over 100 NHS organisations.

We work primarily with mental health services delivering psychological therapies to both adults and children,

but also support physical services such as diabetes remission. We have a 95% retention rate for our iaptus EPR over 12 years, a 99.2% customer satisfaction rate, and are expanding internationally with contracts in both Australia and Canada.

As we continue to grow, we are committed to collaboration, working within ecosystems to ensure the patient data flow allows the best experience for both clinicians and their patients.

There are few types of developments that system suppliers can make to their products that have as big an impact, to both clinicians and patients, than when systems can work together.

## We believe that safe, effective, high quality care is dependent on interoperability

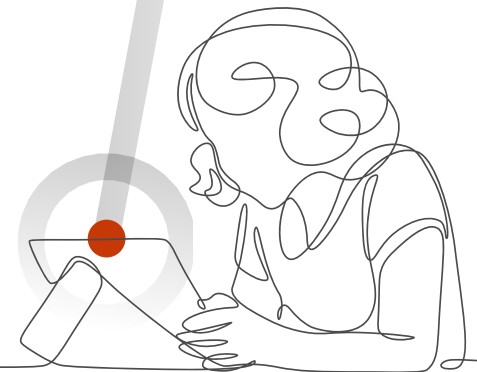
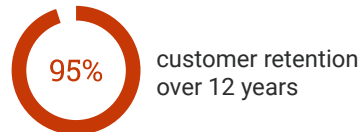
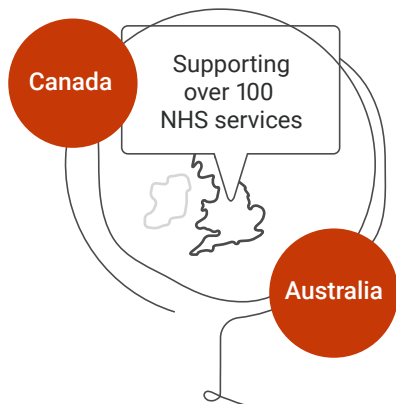
Over the last 10 years, we have actively sought out opportunities to integrate with other systems and have formed partnerships with over 30 partners.

We particularly seek projects where we can have the greatest impact to sharing information, including under served healthcare settings, where accessibility to clinical information for clinicians results in a patient having to repeat themselves, or where an innovation brings a wider health system benefit.

We expect partners to meet the same stringent standards to clinical safety, cyber security, information governance, regulations and software licensing that we adhere to ourselves. Collaborating with others brings the opportunity to increase the safety, security and provenance of patient data - which we consider as important as the process of sharing it.

We also all learn from each other about how to improve these aspects and create a supplier ecosystem seeking to be the best we can.

The following are examples of some of these projects.



Case study one:

## Interoperability between the iaptus EPR and digital health platforms

**Recognising the need for interoperability between clinical systems and the emerging suite of computerised cognitive behavioural therapy (cCBT) innovations, in 2014 Maiden received funding from the NHS England Small Business Research Initiative (SBRI) to develop Prism.**

Prism is an application programming interface (API) and standard translation layer mechanism for interoperability between iaptus and several ehealth online therapy platforms.

Approximately 75% of primary care mental health services using the iaptus

EPR use Prism in conjunction with an external provider. Not only does this show the appetite for this type of integration, but it has demonstrated a dramatic impact on services' capacity, data quality and provision of patient choice, as well as impacting the speed of adoption of digital therapies within mental health services in England.

Alongside an increased focus on the benefits of Digitally Enabled Therapy from NHS England, over 20 providers are live or in development with Prism resulting in the transfer of approximately 120,000 referrals and half a million clinical sessions a year.



Case study two:

## Interoperability allows patients to go Direct to Digital

**An interoperability project with SilverCloud® by Amwell®, a leading digital mental health platform is providing a 'direct to digital' approach, bridging the gap between first contact with an IAPT service and a patient's first appointment, ensuring they are supported throughout.**

Patients who have self-referred are encouraged to fill out a form, which then automatically connects to the SilverCloud® platform. Support is instant, even outside of core operating hours for the IAPT service.

This 'Direct to Digital' approach encourages people seeking help to provide the key information when they first approach IAPT, assisting the service team to efficiently process their referral and assessment and at the same time offering access to support through a SilverCloud® programme.

Whatever the outcome of someone's self-referral to IAPT, they get the initial support right there in their hand. That can make such a difference to their ongoing engagement with mental health services.

**Fiona Dawson, Director, Maiden.**



Case study three:

## Interoperability with an AI chatbot enables digital self-referral and interactive self-help during wait times for NHS mental health services

**Mayden's partnership with Wysa supports a new referral and waitlist system using their web and app AI chatbot.**

Wysa's AI referral assistant guides and supports patients through the self-referral process, collecting responses for key demographic and clinical questions.

The responses are automatically transferred securely into iaptus, through a bespoke Wysa self-referral pathway where a clinical summary for critical responses is surfaced within the patients' clinical notes, making it quicker and easier for clinicians to see what they need for effective assessment. This includes flagging of key information such as priority groups including veterans and perinatal patients.

Patients get the earliest possible access to evidence-based support by accessing Wysa's Conversational Care app immediately following submission of

their self-referral to support them whilst they wait for assessment and treatment. During this period Wysa is able to share real-time patient risk information with clinicians, which will help to identify those at high risk of deterioration and flag them for escalation.

An intuitive, intelligent referral pathway and the earliest preventative support available. All made possible through our comprehensive interoperability.

We're proud that our partnership with Mayden enables significant benefits to patients, clinicians and services at the first steps on the pathway to treatment services. We're excited to continue our work with Mayden to enable the highest quality care throughout the whole pathway, from presentation to recovery and ongoing mental health self-care.

**Ross O'Brien, UK MD, Wysa Ltd.**

wysa

## Case study four: Interoperability between two leading mental health system suppliers

**Mayden and Access is now enabling interoperability between iaptus digital care record and the Rio electronic patient record (EPR) system.**

This is ensuring clinicians have access to all the information they need, and patients don't have to retell their story to multiple professionals.

This project was a collaboration between Mayden, Access and Lincolnshire Partnership NHS Foundation Trust.

 access

This integration between iaptus and Rio is ultimately about improving care for patients, and we are excited about what this development means for our customers.

**Chris Eldridge,  
Director of Operations, Mayden.**

Case study five:

## **Interoperability project connects NHS IAPT data with other care settings**

**A real-time Improving Access to Psychological Therapy (IAPT) dataset is now available via Medical Interoperability Gateway (MIG) into any system, in any setting.**

This provides information about a patient's treatment status with seven tabs of data: patient demographics; episodes of care; assessments; outcome questionnaires; historic appointments; future appointments; and documents and letters.

This project was a collaboration between Mayden, Healthcare Gateway and Devon Partnership NHS Trust.



**healthcare gateway**

If you want to hear more about our interoperability projects, or discuss a partnership opportunity, get in touch with us at [\*\*innovation@mayden.co.uk\*\*](mailto:innovation@mayden.co.uk)



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