

With Parsek, Lancashire and South Cumbria Health and Care Partnership Integrates Care Delivery and Enrolls Almost 8,000 Patients



Executive Summary

By engaging AWS Partner Parsek Information Technologies GmbH (Parsek), Lancashire and South Cumbria Health and Care Partnership unified care coordination through a digitally managed outpatient program. The partnership of health and care organizations, which supports a growing cohort of people living with and beyond cancer, wanted to create a digitally integrated system for managing cancer recovery care. Parsek provided Vitaly, a securely designed healthcare solution powered by AWS, and delivered the Wellbeing Person Record Exchange Service (WellPRES) to support three cancer recovery pathways. Since beginning work in 2019, the teams have improved care quality and efficiency.

Creating Care Efficiency and Interoperability

[Lancashire and South Cumbria Health and Care Partnership](#), a conglomerate of health and care organizations, supports a community of 1.8 million people, including more than 70,000 people who are living with and beyond cancer. Due to factors that include better treatments and higher rates of early diagnosis, this patient cohort is growing, requiring a more streamlined, personalized, and interconnected approach to delivering care. To support clinical teams and increase efficiency as well as prevent patients from experiencing gaps or disparities in care, Lancashire and South Cumbria Health and Care Partnership needed to integrate patient data and implement system-wide healthcare best practices.

The partnership set a goal to deliver a digitally managed 5-year recovery program for survivors of colorectal, breast, and prostate cancers in four regional NHS trusts. It engaged Amazon Web Services (AWS) Partner [Parsek](#)—a healthcare IT company that could provide a [flexible, modular application for improving healthcare workflows](#)—to develop [WellPRES](#), a digital solution for patient care management. By using WellPRES to facilitate remote access to medical records for patients and care teams, the partnership aimed to enhance cancer follow-up care and, later, to extend those benefits to other healthcare pathways.

Delivering a Flexible, Scalable Healthcare Solution

Parsek specializes in delivering healthcare collaboration solutions that improve traditional approaches to care and help build inclusive, sustainable systems. The company delivers intuitive, user-centered interfaces that help healthcare providers facilitate secure, interoperable access to health data across regions. “At Parsek our mission is to help our clients connect, collaborate, and change the healthcare experience for good,” says Zan Virtnik, UK market lead at Parsek. Parsek is also a member of the [AWS Public Sector Partner Program](#), which AWS Partners can use to grow their public sector business through alignment with AWS Public Sector sales and marketing teams.

The WellPRES solution for supporting safer coordinated care for patients who are cancer survivors relies on Parsek’s care management system, [Vitaly](#), a scalable solution that is based on healthcare IT standards and designed to deliver services in a seamless, user-friendly way using AWS. “Our use of AWS is very important because it helps us to scale faster,” says Virtnik. By deploying Vitaly on AWS, Parsek can facilitate information exchange at the regional level, deliver high security and reliability for customers and users, and flexibly design solutions for a variety of use cases. “By moving to AWS, our offerings have become even more flexible, cost efficient, and secure,” says Janez Bensa, CEO of Parsek. “We are looking forward to strengthening our collaboration alongside AWS in many directions and pursuing our mission of connecting numerous healthcare stakeholders with patients.”

Powering Parsek’s scalable solution is [Amazon Elastic Compute Cloud](#) (Amazon EC2), which offers a broad and deep compute environment with over 500 instances. Parsek also uses [Amazon Relational Database Service](#) (Amazon RDS), which removes inefficient and time-

About Lancashire and South Cumbria Health and Care Partnership



[Lancashire and South Cumbria Health and Care Partnership](#) is a place-based partnership of health and care organizations that supports a community of 1.8 million people. It works to deliver integrated care and employs a holistic population health management approach.

consuming database administrative tasks. "Using AWS helps us provision environments quickly and efficiently so that we don't have to spend weeks designing, validating, and provisioning the infrastructure," says Virtnik.

Coordinating Care Using the Cloud

Lancashire and South Cumbria Health and Care Partnership's project with Parsek began in 2019 with a series of analytical workshops and a collaborative design process. Parsek invested deeply in understanding the requirements for WellPRES. "The partnership's clinical team had to unify the approach for three different cancer pathways so that the whole region would agree on how to follow up with patients," says Virtnik. In addition to the clinical considerations, Parsek investigated the technical elements that were needed to help healthcare professionals streamline and personalize care. The solution is now live for healthcare professionals, and the teams are working to complete the final milestones needed to roll out a remote access solution for patients.

Using its cloud infrastructure, WellPRES interrogates the local shared care record (Lancashire Personal Record Exchange Service), to access and present patient health data from all the main clinical record systems while controlling and facilitating access through a central login. The technology is designed to improve care efficiency and quality and to lay the foundation for future efforts in digitally managed care. Using a single application, care teams can follow a predefined plan for scheduling and managing planned checkups and follow-up appointments. The solution will also provide the opportunity for patients to self-manage their care through access to electronic records, information, and communication tools. "The program aims to improve patient engagement, compliance, and process effectiveness by giving patients remote access to healthcare information relevant to their care pathway, which currently resides in different systems," says Virtnik. "It also supports patients' dedicated care teams in providing personalized and coordinated care regardless of their locations." The team expects the solution will reduce negative outcomes such as unnecessary appointments, premature discontinuation of the recovery pathway, and loss of patients to follow-up. "By delivering WellPRES with Parsek, we've provided a level of visibility that we didn't have before," says Mark Luraschi, program lead for WellPRES and patient flow programs at Lancashire and South Cumbria Health and Care Partnership.

WellPRES has facilitated a unified approach to delivering cancer recovery care across four separate trusts and helped deliver flexible, convenient health services during the COVID-19 pandemic. In a 2-year period, the team enrolled 58 percent of patients who are breast cancer survivors (2,900 of 5,000). This has improved care quality through more accurate, comprehensive patient monitoring and reduced face-to-face appointments by an estimated 33 percent, empowering staff to perform higher-value clinical activities. "We're delivering a more effective, efficient service, which is what we need to make our systems sustainable," says Luraschi. The team had enrolled almost 8,000 patients in total as of January 2022. It expects that WellPRES will cover more than 12,000 patients by the end of 2022 and more than 22,000 patients by the end of 2023.

Expanding Program Pathways and Services

To continue supporting care teams and empowering patients, Lancashire and South Cumbria Health and Care Partnership plans to add eight additional cancer pathways as well as explore solutions for other disease groups, including stroke and heart disease. The partnership is also working with Parsek to support pain management and expand its secure clinical chat services for patients and care teams. "By using WellPRES and Vitaly for this solution, there are many new opportunities that can now be implemented," says Virtnik.

About Parsek Information Technologies GmbH

Parsek Information Technologies GmbH (Parsek) is a healthcare IT company that works to deliver intuitive, scalable, and securely designed user solutions that simplify healthcare collaboration and improve care experiences. Parsek is also an AWS Public Sector Partner.



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