

Project Title	Lifetrack
Submission Date	25-Jun-2007
Innovator's Name	Stuart Glendinning Hall

Category Score			
	Concept	Value	Capability
Innovator's Score	71%	55%	69%
Total Score	69.54%	Total Questions/Answers	46/46

Screener's Feedback on 17-Jul-2007
This Email requests agreement that the screening result is accepted.

Question 1	What is the best way to describe your innovation?
Potential Answers	Existing technology Existing technology with small modifications / extensions. Existing technology with major modifications / extensions New-to-the-World technology
Innovator's Answers	Innovator's Comments
Existing technology with small modifications / extensions.	Adaptation of Lifetrack software for healthcare shift handover. It is designed to be easily modified by individual users so this change process is well within the design parameters.
Name of Uploaded File	Lifetrack Quick Guide.pdf

Question 2	To what extent will your innovation contribute to improved health of the population?
Potential Answers	1. Not at all 2. 3. 4. 5. Completely
Innovator's Answers	Innovator's Comments
4.	It's principal contribution is obviously to patient safety.

Question 3	To what extent will your innovation contribute to reduced health inequalities?
Potential Answers	1. Not at all 2. 3. 4. 5. Completely
Innovator's Answers	Innovator's Comments
4.	Adoption will ensure safety is universally applied irrespective of the patient's economic status.

Question 4	To what extent will your innovation contribute to improved care for people with long-term conditions?
Potential Answers	<ol style="list-style-type: none"> 1. Not at all 2. 3. 4. 5. Completely
Innovator's Answers	Innovator's Comments
3.	A good shift handover system is integral to the quality of care for people with long-term conditions.

Question 5	To what extent will your innovation contribute to reduced waiting time for treatment?
Potential Answers	<ol style="list-style-type: none"> 1. Not at all 2. 3. 4. 5. Completely
Innovator's Answers	Innovator's Comments
3.	A shift handover system which is shared across the NHS will ensure less time is wasted through poor communication; which is part of a whole systems approach to reducing waiting time for treatment.

Question 6	To what extent will your innovation contribute to enabling patient involvement in treatment?
Potential Answers	<ol style="list-style-type: none"> 1. Not at all 2. 3. 4. 5. Completely
Innovator's Answers	Innovator's Comments
3.	By providing a shift handover system which is patient-centred the healthcare professionals no longer see the patient as separate from the system of care.

Question 7	To what extent will your innovation contribute to enabling independent living for older people and people with disabilities?
Potential Answers	<ol style="list-style-type: none"> 1. Not at all 2. 3. 4. 5. Completely
Innovator's Answers	Innovator's Comments
1. Not at all	N/A

Question 8	<p>Questions 8, 9, and 10 relate to the main problem or opportunity that your innovation addresses.</p> <p>Please describe this problem or opportunity.</p>
Innovator's Answers	Innovator's Comments
	<p>The problem is that at present there is variable systems and quality of shift handover systems in NHS healthcare settings. This is despite acknowledgement by WHO and NPSA that shift handover is vital to patient safety. Continuity of information underlies continuity of care. With the move to shift patterns this is particularly important. Formal handover is an essential part of good professional practice.</p>

Question 9	Please describe how other solutions to this problem have failed and why the problem still exists or why this opportunity has not been fulfilled previously.
Innovator's Answers	Innovator's Comments
	<p>Many locally-based shift handover systems exist but they are of variable quality. Reducing patient safety incidents remain a priority as a result. Providing a tool which is both universal, and easily customisable to local settings, remains an unmet goal. Lifetrack can provide such a solution.</p>

Question 10	Please describe how your innovation solves the problem or exploits the opportunity.
Innovator's Answers	Innovator's Comments
	<p>The design of Lifetrack models how teams communicate and use information so that they can easily manage and share events, fixes, experiences and knowledge. It is a tried and tested solution which provides the NHS with a robust system it has lacked up until now. Lifetrack also has regulatory compliance features built in which can also be adapted to suit NHS needs.</p> <p>Benefits include:</p> <ol style="list-style-type: none"> 1. Just walk up to a PC to check status with a single click. 2. Paperless - no more lost or outdated copies or trying to decipher difficult handwriting. 3. No more time searching through paper (or more likely, just not bothering and so muddling along). 4. Better informed = better decisions = more efficient use of (human and material) resources. 5. Persistent, wasteful or problematic situations are brought to the fore and dealt with quickly. 6. Instead of staying un-addressed because they never achieve enough of a critical mass of awareness in the team's collective consciousness.

Question 11	What are the essential features of your innovation that make it better or novel compared to existing solutions?
Innovator's Answers	Innovator's Comments
	<ol style="list-style-type: none"> 1. Tried and tested in industry, following extensive research. 2. Provides a simple MS Excel spreadsheet which healthcare staff can themselves complete to customise the system to their needs. 3. Provides same basic system to all users, while at same time providing for local needs. 4. Intuitive, easy-to-use and requires no formal training. 5. Operates independently of other systems and so you can get going immediately. 6. Easy to implement across a healthcare setting, will take just hours and involves no additional cost. 4. Allows for regulatory compliance integration.
Name of Uploaded File	lifetrack spec forms.pdf

Question 12	Describe how your innovation might improve efficiency.
Innovator's Answers	Innovator's Comments
	<p>Lifetrack is an automated information recording and retrieval system that is designed especially for complex team work. It allows detailed information of events happening in a shift to be recorded and tracked, such that knowledge can be shared among staff during operations, change-overs or for maintenance purposes. It therefore is set up to reduce time wasted in poor shift handover communication, and reduces the effort involved in deciphering someone else's handwritten notes. By the fact that it is standardised on a simple system it requires the minimum of training to ensure proper usage.</p> <p>Benefits include:</p> <ol style="list-style-type: none"> 1. Remove the problems of paper logbooks with a unified electronic document for recording and retrieving plant activity and production data. 2. Improve communications within and between teams, with more effective handover, communication and safety practices. 3. Increase team confidence and awareness through shared information and knowledge. 4. Provide support for meeting legislative and corporate governance requirements on information recording.

Question 13	Describe how your innovation might improve effectiveness.
Innovator's Answers	Innovator's Comments
	<p>Measures of effectiveness include:</p> <ul style="list-style-type: none"> * Fewer losses and upsets. * Situational awareness increased. * Production improved. * Higher reliability. * Better performance measurement. * Improved planning. * Production forecasting improved. * Continuous improvement. * Improve competency. * Know-how shared and embedded. * Experience remembered. * Safer operations.

Question 14	Have you taken any steps to demonstrate that your innovation works (e.g. prototypes, proof-of-concept trials)?
Potential Answers	<p>1. No. If No, please explain if there are any specific reasons</p> <p>2. Yes. If Yes, please describe what you have done</p>
Innovator's Answers	Innovator's Comments
2. Yes. If Yes, please describe what you have done	The Lifetrack product has been in use at a number of process manufacturing customer sites since about 2001. The Lifetrack product is customizable to each operating environment and we believe it can be customized for the healthcare industry with NIC's assistance.

Question 15	How have you funded the development of your innovation so far?
Innovator's Answers	Innovator's Comments
	<p>Lifetrack was developed as part of a two year sponsored research program involving BP, Honeywell Control and the University of Cambridge. The project spent two years understanding the social, communication and information dimensions of shift hand-over and operations logging.</p> <p>Lifetrack is built on this understanding and is grounded on ease of use (ergonomics), knowledge management and communications management principles to ensure relevance, ease of use and reliability in a way that permits smooth operations to be maintained.</p>

Question 16	What are you hoping to achieve by working with the NIC?
Innovator's Answers	Innovator's Comments
	To validate the value of Lifetrack for the healthcare industry; to provide support to complete customization of Lifetrack for a specific healthcare application; to help complete a web version of Lifetrack; to help introduce Lifetrack into the NHS.

Question 17	Have you disclosed your innovation to others?
Potential Answers	<p>1. No. If No, are there any specific reasons?</p> <p>2. Yes. If Yes, please describe what you have done</p>
Innovator's Answers	Innovator's Comments
2. Yes. If Yes, please describe what you have done	The product is already in the marketplace; what isn't available as yet is a version for use in healthcare.

Question 18	Have you taken any steps to protect any Intellectual Property?
Potential Answers	<p>1. No. If No, are there any specific reasons?</p> <p>2. Yes. If Yes, please describe what you have done</p>
Innovator's Answers	Innovator's Comments
2. Yes. If Yes, please describe what you have done	All IP is a trade secret.

Question 19	In terms of product or service design, how developed is your innovation?
Potential Answers	<ol style="list-style-type: none"> 1. Not at all 2. 3. 4. 5. Completely
Innovator's Answers	Innovator's Comments
4.	Lifetrack is complete. We have started development of a web version. We require assistance from the NIC to customize a version for the NHS and to complete development of the web version.

Question 20	In terms of business modeling, how developed is your innovation?
Potential Answers	<ol style="list-style-type: none"> 1. Not at all 2. 3. 4. 5. Completely
Innovator's Answers	Innovator's Comments
5. Completely	The current version of Lifetrack requires us to customize the system to each client requirement. The web version will allow client's to customize the system themselves.

Question 21	In terms of securing funding, how developed is your innovation?
Potential Answers	<ol style="list-style-type: none"> 1. Not at all 2. 3. 4. 5. Completely
Innovator's Answers	Innovator's Comments
4.	We are not actively looking for funding but may do so once the web version is completed. This institutional finance would be used to scale the business.

Question 22	In terms of assigning a value to your product, how developed is your innovation?
Potential Answers	<ol style="list-style-type: none"> 1. Not at all 2. 3. 4. 5. Completely
Innovator's Answers	Innovator's Comments
4.	We firmly believe that Lifetrack today holds significant value to solve the "shift handover with operational logging" problem within the healthcare industry.

Question 23	In terms of sales and marketing, how developed is your innovation?
Potential Answers	<ol style="list-style-type: none"> 1. Not at all 2. 3. 4. 5. Completely
Innovator's Answers	Innovator's Comments
5. Completely	All our business is generated through online marketing programs. Most client interaction is online as is the delivery of the customized software.

Question 24	In terms of production or implementation techniques, how developed is your innovation?
Potential Answers	<ol style="list-style-type: none"> 1. Not at all 2. 3. 4. 5. Completely
Innovator's Answers	Innovator's Comments
4.	<p>Lifetrack was developed as part of a two year sponsored research program involving BP, Honeywell Control and the University of Cambridge. The project spent two years understanding the social, communication and information dimensions of shift hand-over and operations logging.</p> <p>Lifetrack is built on this understanding and is grounded on ease of use (ergonomics), knowledge management and communications management principles to ensure relevance, ease of use and reliability in a way that permits smooth operations to be maintained.</p>

Question 25	In terms of assessing the measurable impact of your innovation, how developed is your prediction?
Potential Answers	<ol style="list-style-type: none"> 1. Not at all 2. 3. 4. 5. Completely
Innovator's Answers	Innovator's Comments
4.	We have case studies on its measurable impact in industry but require NIC help to take that forward in healthcare.

Question 26	In terms of equipment and IT, how much change would the health service need to undergo if it were to adopt your innovation?
Potential Answers	<ol style="list-style-type: none"> 1. Not at all 2. 3. 4. 5. Completely
Innovator's Answers	Innovator's Comments
2.	The advantage of Lifetrack is that it is standalone, based on a standard database model so in principle none or little change would therefore be required. In practice though this would be for the NIC to assess how it would work in a healthcare setting for example in terms of provision of tablet PCs for input purposes.

Question 27	In terms of clinical processes, how much change would the health service need to undergo if it were to adopt your innovation?
Potential Answers	<ol style="list-style-type: none"> 1. Not at all 2. 3. 4. 5. Completely
Innovator's Answers	Innovator's Comments
2.	Lifetrack is designed to be customizable to existing clinical processes.

Question 28	In terms of managerial processes, how much change would the health service need to undergo if it were to adopt your innovation?
Potential Answers	<ol style="list-style-type: none"> 1. Not at all 2. 3. 4. 5. Completely
Innovator's Answers	Innovator's Comments
3.	We look to NIC advice how how Lifetrack would dovetail with existing managerial processes, though envisage in principle a suitable fit as by its customizable nature it can be designed around existing shift handover processes.

Question 29	In terms of financial processes, how much change would the health service need to undergo if it were to adopt your innovation?
Potential Answers	<ol style="list-style-type: none"> 1. Not at all 2. 3. 4. 5. Completely
Innovator's Answers	Innovator's Comments
1. Not at all	We do not foresee any implications for NHS financial processes as a result of the Lifetrack innovation.

Question 30	At what stage of development is your innovation?
Potential Answers	<ol style="list-style-type: none"> 1. Concept 2. Feasibility 3. Prototype 4. Realisation 5. Introduced to the market (eg CE marked?) 6. Used in the market
Innovator's Answers	Innovator's Comments
6. Used in the market	The Lifetrack product has been in use at a number of process manufacturing customer sites since about 2001. The Lifetrack product is customizable to each operating environment and we believe it can be customized for the healthcare industry with NIC's assistance.

Question 31	Within the stage you selected in the previous question, how far have you progressed your innovation?
Potential Answers	<ol style="list-style-type: none"> 1. Just Started 2. Some development 3. Mostly developed 4. Completely developed
Innovator's Answers	Innovator's Comments
3. Mostly developed	Lifetrack is at the stage where it is now being developed for the web. It now requires expert assistance from the NIC to adapt it for use in the NHS to realise its potential to embody learning and save lives through improving patient safety.

Question 32	If the size of the global annual market for your innovation is known to you, then what is your estimate?
Potential Answers	<ol style="list-style-type: none"> 1. Don't know 2. £0 to £ 0.5 million 3. £0.5 million to £10 million 4. Over £10 million
Innovator's Answers	Innovator's Comments
4. Over £10 million	In the manufacturing sector there are over 300,000 plants globally. In the healthcare industry, Lifetrack would be installed in each hospital ward.

Question 33	What percentage of the global market will your innovation capture?
Potential Answers	<ol style="list-style-type: none"> 1. Don't know 2. 1% to 10% 3. 11% to 50% 4. 50% and above
Innovator's Answers	Innovator's Comments
2. 1% to 10%	This is difficult to answer but as they are not many (if any) shift handover solutions in the healthcare market we stand a good chance of adoption. With help from the NIC and NHS in general we would be looking for rapid adoption.

Question 34	In terms of skills, how significant are the barriers you face to develop your innovation.
Potential Answers	<ol style="list-style-type: none"> 1. Minor Significance 2. 3. Moderate Significance 4. 5. Major Significance
Innovator's Answers	Innovator's Comments
3. Moderate Significance	We have all the skills required to configure the Lifetrack product in a technical sense. We need the expertise of the NIC to assist in understanding the particular needs of the NHS, which is a world leader in patient safety.

Question 35	In terms of finance, how significant are the barriers you face to develop your innovation?
Potential Answers	<ol style="list-style-type: none"> 1. Minor Significance 2. 3. Moderate Significance 4. 5. Major Significance
Innovator's Answers	Innovator's Comments
2.	We do not have significant financial barriers. We estimate that we need one full time engineer to complete all engineering for the healthcare industry and to provide ongoing support to the early customers. It would be ideal to receive financial assistance from the NHS to complete the web version of Lifetrack and assistance to sell it into a selective number of initial sites.

Question 36	In terms of technology, how significant are the barriers you face to develop your innovation?
Potential Answers	<ol style="list-style-type: none"> 1. Minor Significance 2. 3. Moderate Significance 4. 5. Major Significance
Innovator's Answers	Innovator's Comments
2.	The Lifetrack technology is tried and tested and involve no significant barriers to adoption. We look to the NIC to help understand local needs to ensure it can be rolled out nationally across healthcare settings to provide a true 'step change' in patient safety.

Question 37	In terms of regulation, how significant are the barriers you face to develop your innovation?
Potential Answers	<ol style="list-style-type: none"> 1. Minor Significance 2. 3. Moderate Significance 4. 5. Major Significance
Innovator's Answers	Innovator's Comments
2.	Ideally the NIC would help us understand the regulatory environment for the use of Lifetrack in the NHS. Lifetrack was designed with the regulatory of industry in mind so in principle any such requirement is well within the product's capacity.

Question 38	In terms of sales and marketing, how significant are the barriers you face to develop your innovation?
Potential Answers	<ol style="list-style-type: none"> 1. Minor Significance 2. 3. Moderate Significance 4. 5. Major Significance
Innovator's Answers	Innovator's Comments
2.	All our business is generated through online marketing programs. Most client interaction is online as is the delivery of the customized software. We need to prove its worth in a healthcare setting with NIC's help in order to provide the case studies to back up sales and marketing in healthcare.

Question 39	Please describe any other barriers you have identified, and any plans to deal with them.
Innovator's Answers	Innovator's Comments
	We believe the NIC is ideally placed to assist Lifetrack in providing a shift handover system to the NHS. We therefore look to the NIC for advice in identifying and solving further obstacles.

Question 40	In terms of product or service design, to what extent do you have access to the necessary skills to develop your innovation?
Potential Answers	<ol style="list-style-type: none"> 1. No access to skills 2. 3. Moderate access to skills 4. 5. Full access to skills
Innovator's Answers	Innovator's Comments
4.	We estimate that we need one full time engineer to complete all engineering for the healthcare industry and to provide ongoing support to the early customers.

Question 41	In terms of business modeling, to what extent do you have access to the necessary skills to develop your innovation?
Potential Answers	<ol style="list-style-type: none"> 1. No access to skills 2. 3. Moderate access to skills 4. 5. Full access to skills
Innovator's Answers	Innovator's Comments
4.	We believe we have the business modelling skills in-house having already launched the product. With the help of the NIC in providing a healthcare version we would welcome further advice in so far as our initial market research indicates there is a global need for an effective shift handover product.

Question 42	In terms of securing funding, to what extent do you have access to the necessary skills to develop your innovation?
Potential Answers	<ol style="list-style-type: none"> 1. No access to skills 2. 3. Moderate access to skills 4. 5. Full access to skills
Innovator's Answers	Innovator's Comments
4.	We are not actively looking for funding but may do so once the web version is completed. This institutional finance would be used to scale the business.

Question 43	In terms of assigning a value to your product, to what extent do you have access to the necessary skills to develop your innovation?
Potential Answers	<ol style="list-style-type: none"> 1. No access to skills 2. 3. Moderate access to skills 4. 5. Full access to skills
Innovator's Answers	Innovator's Comments
4.	Lifetrack was developed as part of a 2 year sponsored research program involving BP, Honeywell Control and the University of Cambridge. The project spent 2 years understanding the social, communication and information dimensions of shift hand-over and operations logging. We need NIC's expertise to help develop it for the healthcare market.

Question 44	In terms of sales and marketing, to what extent do you have access to the necessary skills to develop your innovation?
Potential Answers	<ol style="list-style-type: none"> 1. No access to skills 2. 3. Moderate access to skills 4. 5. Full access to skills
Innovator's Answers	Innovator's Comments
4.	Currently all our business is generated through online marketing programs. However, we look to NIC for guidance in terms of the NHS in how best to market the product.

Question 45	In terms of production or implementation techniques, to what extent do you have access to the necessary skills to develop your innovation?
Potential Answers	<ol style="list-style-type: none"> 1. No access to skills 2. 3. Moderate access to skills 4. 5. Full access to skills
Innovator's Answers	Innovator's Comments
4.	The Lifetrack product has been in use at a number of process manufacturing customer sites since about 2001. The Lifetrack product is customizable to each operating environment and we believe it can be customized for the healthcare industry with NIC's assistance. We estimate that we need one full time engineer to complete all engineering for the healthcare industry and to provide ongoing support to the early customers.

Question 46	In terms of measuring the impact of your innovation, to what extent do you have access to the necessary skills?
Potential Answers	<ol style="list-style-type: none"> 1. No access to skills 2. 3. Moderate access to skills 4. 5. Full access to skills
Innovator's Answers	Innovator's Comments
1. No access to skills	We look to the NIC for guidance as we do not have systems in place or skills to measure the impact of Lifetrack within the healthcare industry.

List of Attached Files			
File Name	Brief Description	Attached By	Attached Date
Lifetrack Quick Guide.pdf	Lifetrack Quick Guide	Stuart Glendinning Hall	15-Jun-2007
lifetrack spec forms.pdf	Lifetrack shift handover customisation form	Stuart Glendinning Hall	17-Jun-2007