



Defence Medical Services  
brings healthcare into the  
21st century.



## ABOUT DEFENCE MEDICAL SERVICES

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Defence Medical Services (DMS) is a single point for primary, intermediate and secondary health care, dental care, and occupational health/public health support. DMS takes care of about 200,000 service personnel and 50,000 civilians in the UK and abroad. It does this from around 500 medical centres, dental clinics and facilities on ships.

## WHAT DMS NEEDED

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It was all about improving the care and treatment of military personnel. DMS just had to change the way records were stored – on non-networked computers or on paper. Some service personnel even had more than one record as they moved between different locations during their career. To simplify and improve the way things were they needed one central database. It would give doctors, pharmacists, nurses and other health professionals access to the most up-to-date information on their patients - anywhere, anytime.

In the words of Robert Baxter, Deputy Chief of Defence Staff (Health), "Accurate, timely and relevant information is fundamental to effective decision making. DMICP has a great deal to offer in filling current gaps in our detailed knowledge of how we look after our people."

In April 2006, DMS chose Logica to help them with this. The contract was worth £80 million. For the next ten years Logica would work with DMS to provide the Defence Medical Information Capability Programme (DMICP).

## THE CHALLENGE

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In the military, people move around and move home every two to three years. It was essential to have a system that could gather, store, retrieve and analyze medical records and information. And then share this among themselves, with other MOD departments and with the NHS. So patient healthcare records could be communicated without posting envelopes and with no loss of contact. All in a timely, efficient manner. In deployed and non-deployed, operational and peacetime environments

"Logica demonstrated a real understanding of the business and technical challenges of this exciting programme. Their NHS and commercial experience allows them to bring innovative approaches to ensure we deliver an efficient service on time. Critical to the success of this programme will be our integrated team of MOD and Logica personnel."

Richard Williams,  
Programme Director, DMICP



## OUR ANSWER

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The close partnership between DMS and Logica brought together a powerful combination of skills from within the public and private sectors. This was key to the programme's delivery on time and to budget.

Together we made a plan to build a system that would:

- unite healthcare and dentistry into one system for use across all military bases
- incorporate the EMIS clinical information tool used by 55% of NHS GPs, and the reporting tool COGNOS
- work with the NHS National Programme for IT - an integrated Health Record (iHR) would preserve clinical data quality across past and future systems as personnel entered from and returned to NHS care
- store records centrally on Logica's integrated health record server at South Wales.

## A SUCCESS STORY

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The DMICP marks a turning point in the healthcare of military personnel. The complexity of this programme, both in terms of business transformation and technology, cannot be underestimated. The joint risk reduction exercise completed during the bid phase contributed to the programme's successful delivery.

Now DMS can:

- access and cross reference military personnel's health records at the click of a button - from field hospitals, ships, even from battlefields
- give soldiers and civilians speedy diagnosis and treatment, spend more of their time caring for patients and use medical resources better.
- restrict iHR access to authorized people
- open and save data easily on the new user-friendly Windows based system (the old one worked on DOS)
- reduce record duplication, store corruption free data and better meet government health directives
- allow senior staff to keep up to date with reporting.

Once in place in UK army sites, the system was extended to Air Force, Navy and permanent overseas bases by 2008. And in the future it will be linked to the NHS electronic patient record scheme.

## WHY WORK WITH LOGICA?

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We are highly rated by the MOD's supplier relations group. It's no wonder. We understand defence issues. No matter how complex the system or services, you can rely on us to deliver. Our deep experience of health systems has helped clients like NHS and UCLH. We also have a big part to play in the Paradigm Secure Communications led Skynet 5 team and the ATLAS consortium delivering DII(F).

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Logica is a business and technology service company, employing 39,000 people. It provides business consulting, systems integration and outsourcing to clients around the world, including many of Europe's largest businesses. Logica creates value for clients by successfully integrating people, business and technology. It is committed to long term collaboration, applying insight to create innovative answers to clients' business needs. Logica is listed on both the London Stock Exchange and Euronext (Amsterdam) (LSE: LOG; Euronext: LOG). More information is available at [www.logica.com](http://www.logica.com)

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