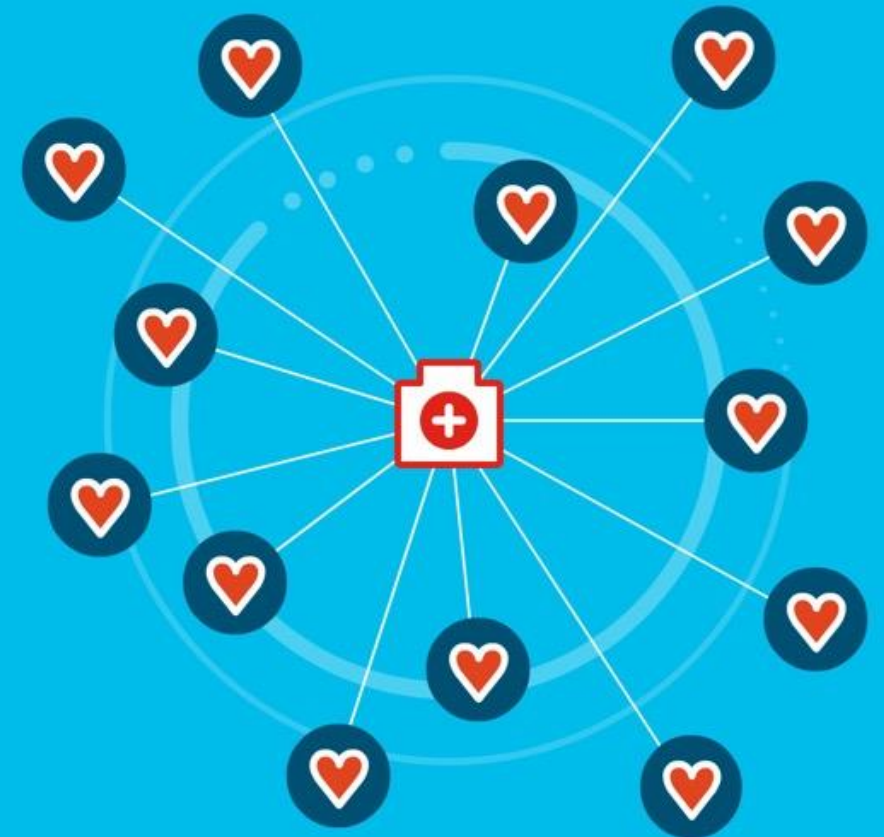# Connecting hospital to home
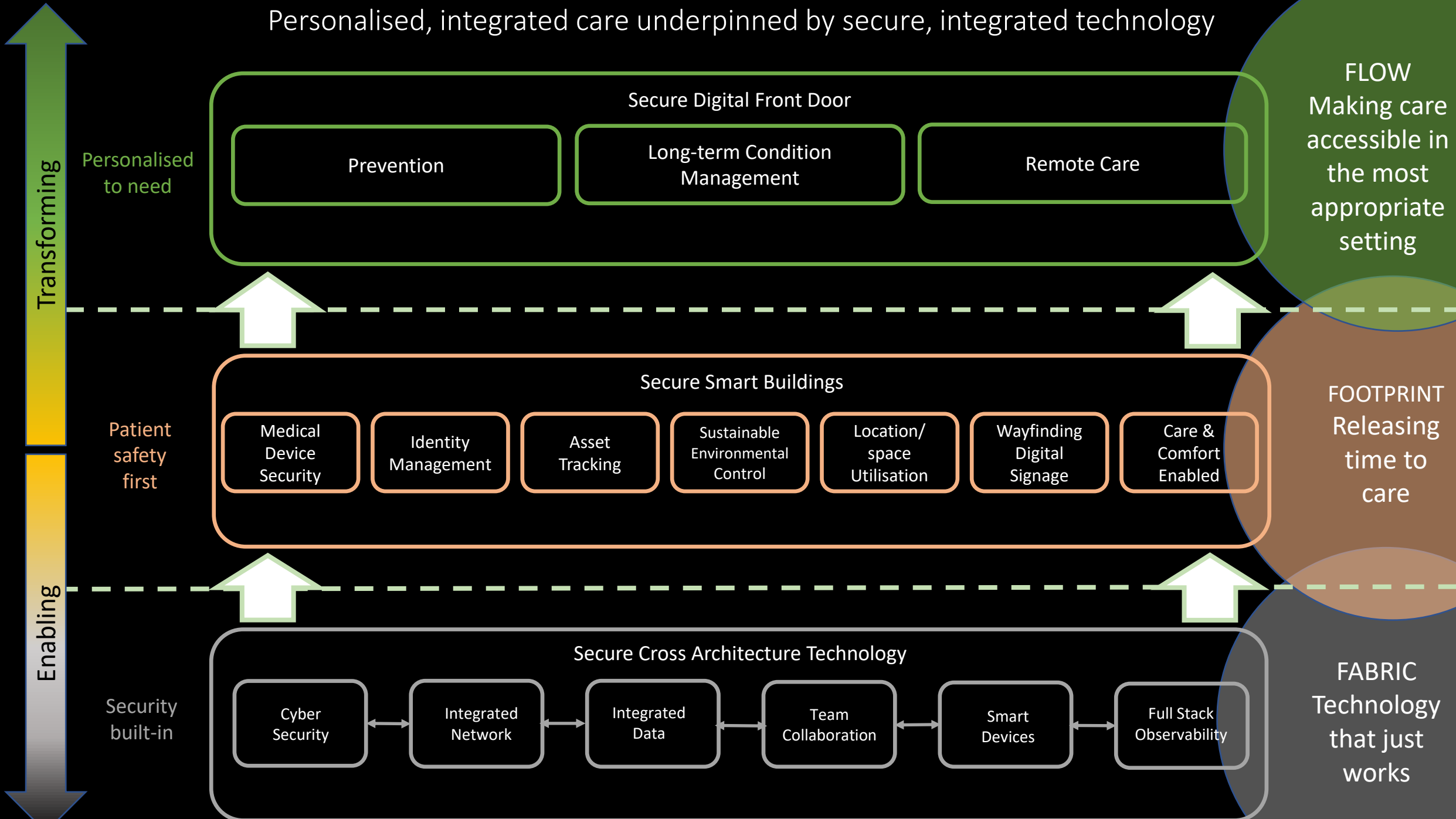
Personalised, accessible and secure

Declan Hadley, Healthcare Lead UK&I

11th May 2023

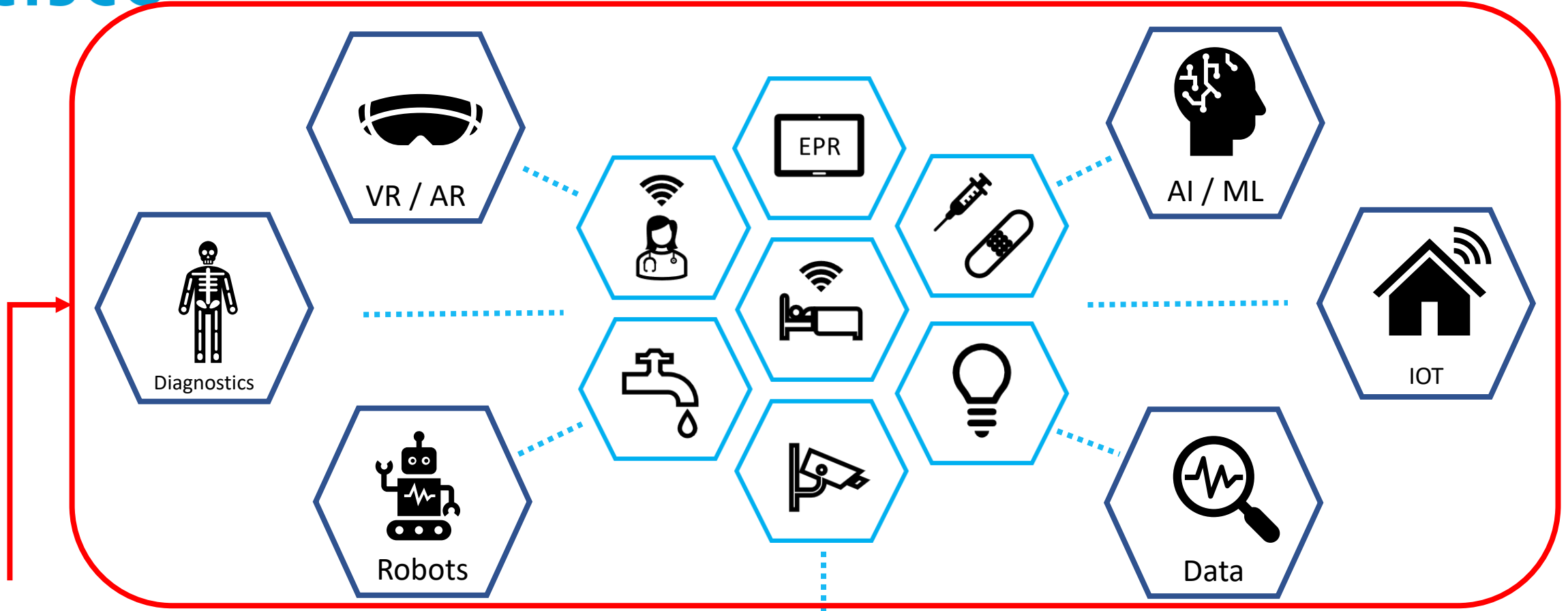# Personalised, integrated care underpinned by secure, integrated technology

Transforming

Enabling

Personalised to need

Patient safety first

Security built-in

Secure Digital Front Door
- Prevention
- Long-term Condition Management
- Remote Care

FLOW
Making care accessible in the most appropriate setting

Secure Smart Buildings
- Medical Device Security
- Identity Management
- Asset Tracking
- Sustainable Environmental Control
- Location/space Utilisation
- Wayfinding Digital Signage
- Care & Comfort Enabled

FOOTPRINT
Releasing time to care

Secure Cross Architecture Technology
- Cyber Security
- Integrated Network
- Integrated Data
- Team Collaboration
- Smart Devices
- Full Stack Observability

FABRIC
Technology that just works

Are you ready for transformation?

VR / AR

EPR

AI / ML

Diagnostics

IOT

Robots

Data

If you want this
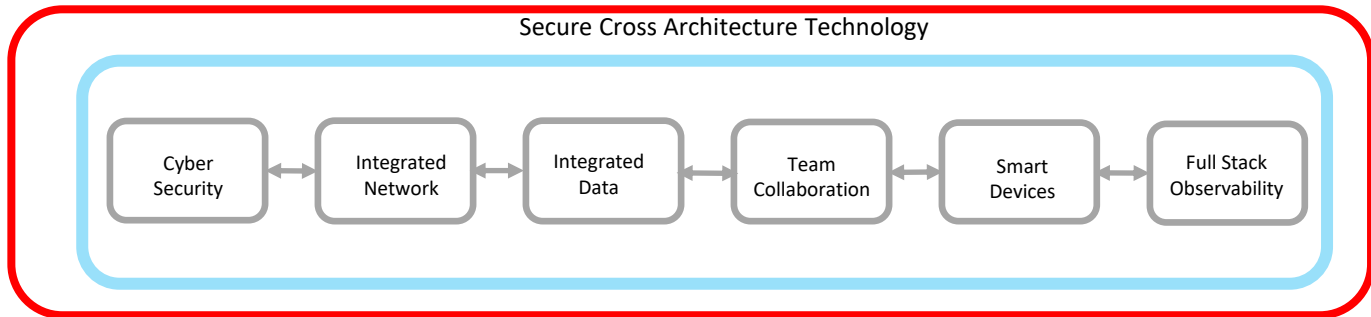
Then you need to do this

Secure Cross Architecture Technology

Cyber Security ↔ Integrated Network ↔ Integrated Data ↔ Team Collaboration ↔ Smart Devices ↔ Full Stack Observability
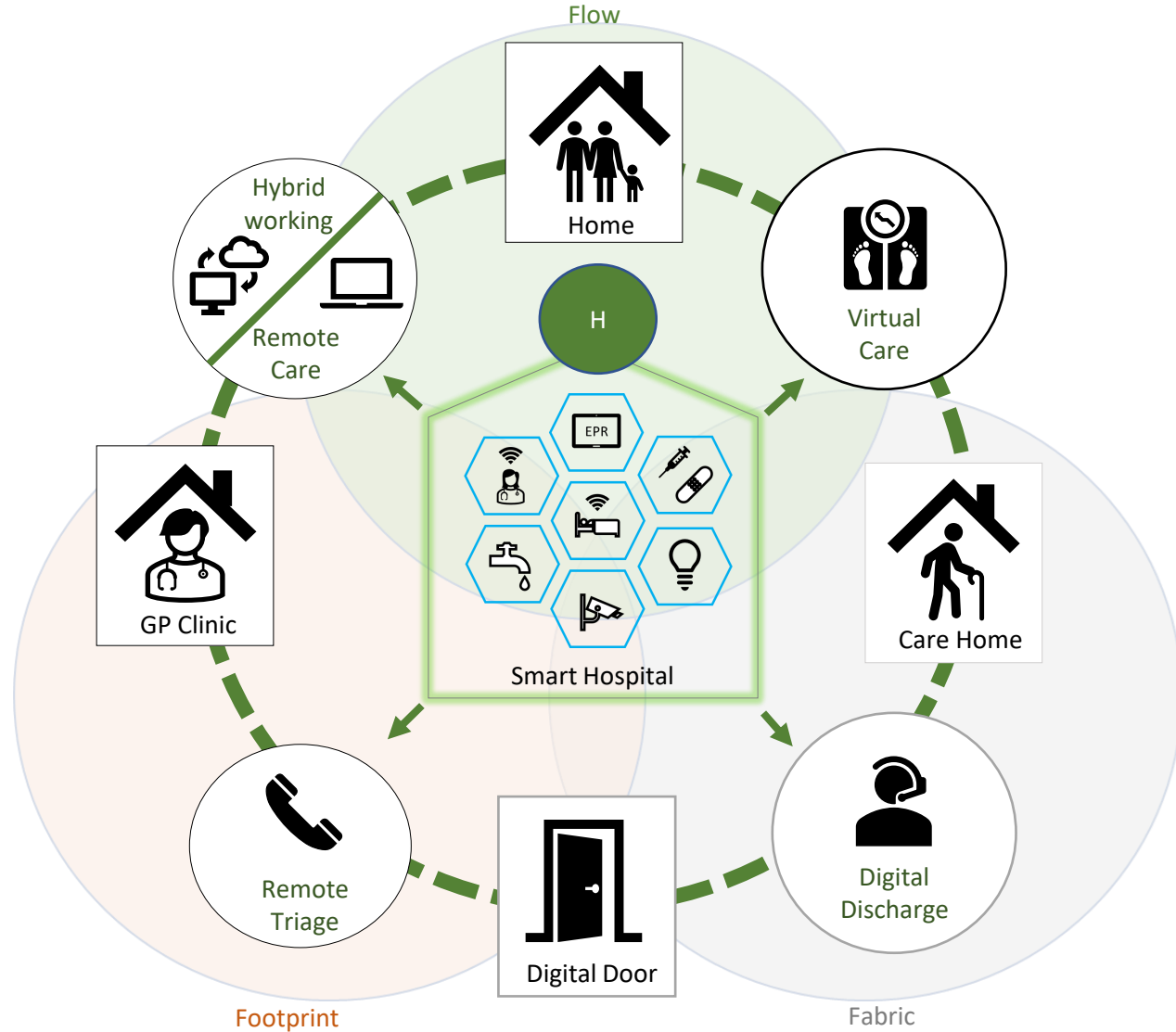
Secure, Integrated and Personalised Care

Secure, Virtual Care

- Personalised Communications
- Automated Workflows
- Remote Triage
- Remote Monitoring
- Virtual Consultation

Backlog Ready

Flow

Home

Hybrid working

Remote Care

Virtual Care

GP Clinic

EPR

Smart Hospital

Care Home

Remote Triage

Digital Door

Digital Discharge

Footprint

Fabric

Secure, Smart Hospital

- Patient safety
- Wayfinding & Signage
- Environmental Control
- Asset & Identity Management
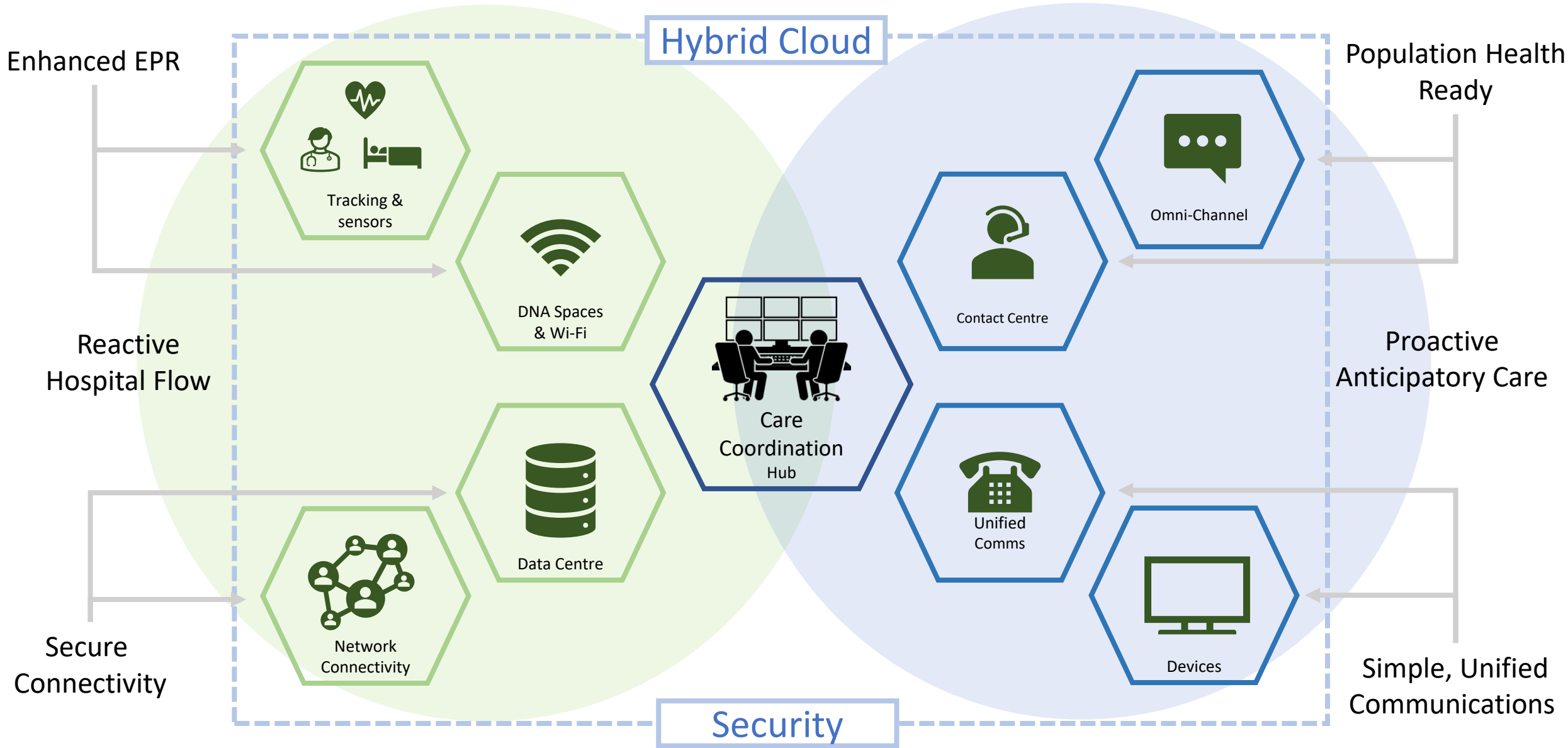- Medical Device Security

EPR Ready

Types of intervention – enabled by digital tools

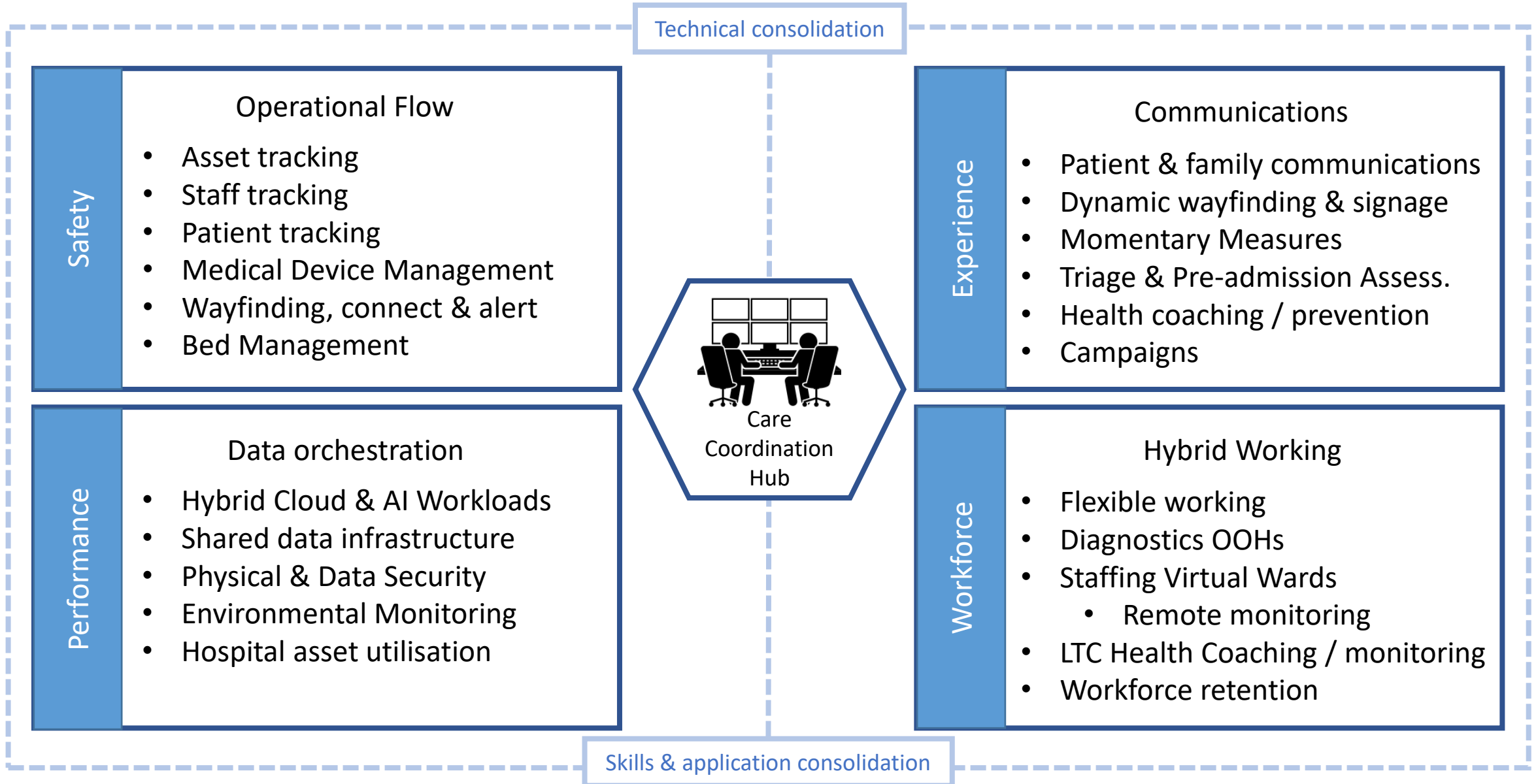| Enhanced primary care	Complex care management	Transitional care	Single point of access	Medicines optimisation
Top 18%	Top 2%	Inpatient/A&E	All	All
Multi-disciplinary teams in general practices	Complex care team MDTs (supported by geriatrician/GPSI)	A&E front door diversion	Multi-service single access point	High cost drugs review
Risk stratification	Care navigation	Integrated discharge teams linked to bed management and utilisation	Community services integration	Patient self-management support
Care navigation	Crisis response team	Discharge to assess	OOH/UC integration	Practice based pharmacists
Health coaches	Care home case managers	5Q Care Test implementation	Social care integration	Care home medication reviews
Community based consultants or consultant connect	Link to self-care and community assets	Trusted assessment system	Mental health integration	Prescriber training and education
Allied health professionals (e.g. physiotherapists) in general practice	EoL and hospice teams	Link to self-care and community assets	Primary care integration	Prescribing decision support
Practice based pharmacists	Single point of access to community services	"Welcome Home" programme (follow-up with discharges)	111/ambulance services integration	
Practice based mental health practitioners	Rapid response team			
Link to self-care and community assets	Specialist nursing teams aligned with community nursing			

- Integrated Call Centre
- Virtual Ward telemetry
- Scheduled daily calls
- Incident Management Bridge
- SMS / Social Media Spaces
- OMNI Momentary measures
- Social Media Campaigns

The Care Coordination Hub – Infrastructure

Incremental & integrated infrastructure towards a North star

CISCO

Technical consolidation

Safety

Operational Flow

- Asset tracking
- Staff tracking
- Patient tracking
- Medical Device Management
- Wayfinding, connect & alert
- Bed Management

Experience

Communications

- Patient & family communications
- Dynamic wayfinding & signage
- Momentary Measures
- Triage & Pre-admission Assess.
- Health coaching / prevention
- Campaigns

Performance

Data orchestration

- Hybrid Cloud & AI Workloads
- Shared data infrastructure
- Physical & Data Security
- Environmental Monitoring
- Hospital asset utilisation

Workforce

Hybrid Working

- Flexible working
- Diagnostics OOHs
- Staffing Virtual Wards
  - Remote monitoring
- LTC Health Coaching / monitoring
- Workforce retention

Care Coordination Hub

Skills & application consolidation

Final thoughts....

Its all about people...

- Confidence and competence
- Co-creation & engagement
- Trust in the partnership
- Process redesign

...which are all a lot easier, when the technology just works