Making healthcare digital. For good.

Transforming healthcare through technology

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Introduction

Healthcare organisations across the UK are facing unprecedented challenges. An ageing population will need more care in the future, but budgets remain under severe pressure. It means there is now an urgent need to find smarter and more efficient ways of treating these increasing numbers, with the highest standards, but with limited resources.

The NHS Long Term Plan, published earlier this year, makes it clear that transformational change is needed, and we are indeed seeing health systems embracing change, with a shift towards place-based, patient-centric healthcare, enabled by technology.

This transformation can’t happen overnight. But with the right approach, technology can help health organisations deliver both short-term needs, such as improving efficiency, and longer-term goals to achieve significantly better outcomes for each patient and entire populations. Cloud, AI and IoT are changing everything we know about healthcare. Citizens, patients and workforces are demanding a digital experience akin to other industry sectors.

If properly integrated into an organisation’s overall digital strategy, innovation can enable reform, contain costs, improve access and save lives. It could be realising the financial benefits of an improved cloud infrastructure or the clinical productivity gain of remote monitoring with smart IoT devices in the home, or the use of AI for risk stratification, more precise medicine and clinical effectiveness. In all these cases, it’s clear that health organisations need to harness technology to deliver lasting and positive change.

Making healthcare digital is about using technology, data and analytics to help healthcare providers face tomorrow’s challenges with confidence, today.
Our experience

At PwC, we combine unrivalled understanding of the challenges facing the different parts of the health system with an ‘intelligent digital’ approach that provides the strategic support, insights and the best digital solutions to deliver short and longer-term goals.

As part of a global network, we draw upon knowledge and experience from around the world, applying a creative approach to adapt and refine as needed.

We want to prevent threats, rather than react to them, so we focus on the full range of factors from the outset - data, technology, process and people.

How we can help

Technology’s potential to transform healthcare is immense. But understanding where to start can be daunting.

We can be your partner in delivering technology change, whether that’s specialist advice on how emerging technologies (such as robotic process automation and blockchain) may shape your business in the future, developing a comprehensive digital strategy or deploying digital solutions that will help you become leaner, smarter, faster and more agile.

As specialists in healthcare we have a deep understanding of the issues and pressures facing the sector. To that, we bring technology expertise that can help identify, design and procure the optimal solutions. In all cases, we focus on delivering outcomes that make a real difference to costs and patient outcomes.

To ensure we can provide the best strategy and digital solutions, we have formed strategic alliances with world-leading tech companies, including: DXC Technology, Microsoft, Google, GE Digital, Oracle, Salesforce, SAP, HP, Micro Focus, Workday.

Here are some of the ways we could help you.

Digital front door

What’s the issue?
Without an integrated digital solution, care decisions for individual patients can be slow and inappropriate, and public health data is difficult and costly to obtain. A solution is needed which can improve decision making and acknowledges the Long Term Plan’s demand for a digital-first approach.

How do we approach it?
Our expertise in the design of integrated care partnerships (ICPs) within the overall context of integrated care systems (ICSs) makes us perfectly placed to be your business change partner for the Digital front door. We will help you through the process from the high-level design, through the road mapping and developing the operating model, to selecting the appropriate technology, implementation plan and deployment support.

What difference can we make?
This integrated solution will help ensure better care decisions for patients, as well as potential access to medical records for citizens to support self-care strategies. It can also provide a greater data source for targeted interventions to improve health across populations.

Optimising electronic health records (EHR)

What’s the issue?
Organisations across the NHS have not always implemented technology in the best way, and in many cases, they haven’t updated it and so have been unable to use its full potential – instead turning back to spreadsheets and other less efficient ways of maintaining health records.

How do we approach it?
Our priority will be for you to get more out of your technology, but that doesn’t have to mean large scale investment. Instead, we will review your current solutions from both a technical and business perspective along with a review of your priorities and need. We will identify inefficiencies, particularly any functionality you have, but are not using.

We can then focus on implementing ways to make your technology work better for you – potentially by recommending updates or training, or simply identifying the resources you already have but weren’t aware of.

What difference can we make?
We will make sure you get the most out of your technology. You won’t always have to make large scale investment, but you will be able to make better use of your systems, to deliver better data quality and reporting.

Your organisation will be more efficient, as you’ll no longer be spending time on manual workarounds, and it will make your organisation more flexible to future change, having got used to using technology effectively.
Integrated Care Records (ICR)

What's the issue?
Making the right decision at the right time can be crucial for a patient and for the overall efficiency of your organisation. But decision making can be hindered because it’s often difficult for health and social care professionals to access complete and accurate care information.

How do we approach it?
We can help create an ICR solution, starting by helping you to determine the most suitable strategy and reviewing your current systems. We will then identify the most appropriate technology and work with you to introduce it, bearing in mind crucial factors like data quality, data analytics, security, and IT infrastructure strategies.

We will also be there throughout implementation, with planning, deployment support, business process mapping, and definition of roles and responsibilities.

What difference can we make?
Integrated care records mean improved decision making, with professionals having immediate, secure access to complete and accurate records. By enabling system-wide analysis and reporting, ICR also delivers improved population health outcomes.

Population Health Management (PHM)

What's the issue?
The introduction of Population Health Management (PHM) is central to the Long Term Plan in improving public health by transforming current planning from risk stratification to advanced modelling and insights. Health service leaders now need to address the practicalities of introducing it.

How do we approach it?
We have a large team of health analysts and health actuaries, and as a global organisation, we have international experience of PHM. Drawing on this expertise, we can work with you on the key steps including data collection and linking, data platform development, risk stratification, impactability and intervention modelling, and implementation.

What difference can we make?
PHM will improve population health through data-driven decision making to plan and deliver targeted care from prioritised resources to improve patient outcomes per unit cost. It means care is better co-ordinated and focuses on improving patient outcomes driven by need and not by existing services.

Our team

Our team of experienced health technology experts are ready to work with you to devise, plan and deliver solutions that drive transformation and ensure your operational and financial systems are focused on outcomes.

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