

Digital Equality and Inclusion via Integrated Care

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Delivering integrated Health and Care solutions

Health

The right clinical decisions with the right outcomes keeping the patient at the centre of their own care journey.

190m
Clinical notes created

687,000
Social Prescribing visits/activities

20 million
Patients treated

Procurement and Commissioning
Social Prescribing
Electronic Patient Records
Patient Flow Management
Technology Enabled Care

Local Government

Joined up efficiently delivered services for all throughout their life journey.

Social and Education case management
Youth Services
Financial Assessment
Housing and Transport
Procurement and Commissioning
Technology Enabled Care

5m
Pupils and parents supported

37K
Care workers supporting 900K adults

750K
Young people supported to engage in education

Care

Joined up care services to help support businesses drive greater operational efficiencies, attract and retain staff whilst delivering person centered quality compliant care.

25%
Of UK social hours managed

60m
Medications administered

22m
Digital plans submitted

Compliance and Governance
Digital Care Planning and Rostering
Medication Management and EMAR
Technology Enabled Care
E-Learning
Policies and Procedures

Digital equality and inclusion issues

- Access to Technology
- Affordability
- Digital Literacy
- Content Relevance and Language
- Socio-Economic Barriers
- Disabilities and Accessibility
- Age-Related Challenges
- Policy and Infrastructure
- Privacy and Security
- Gender disparity



Source: Dall-e 4.0 illustration that represents the concept of digital inequality and inclusion. The artwork shows a split environment highlighting the disparities and challenges in digital access and inclusion.

Integrated Care: Model for the Future



Transform Care

- Avoids hospital admission (Step up)
- Frees up desperately required hospital beds (Step down)
- Provides choice, with clinical guidance, for those wishing to remain at home
- Empowers patients to take control of their own health
- Better outcomes for patients



Enhance Care Provider agility and stability

- Staff feel valued and their skills enhanced with investment and training
- Safe and cost and effective commissioning of regulated Services

Holistic information available at a glance

- Integrated Care Dashboards
- Clinical Patient Flow Dashboards
- Holistic Patient Data
- Stakeholder portals (Unpaid carers)

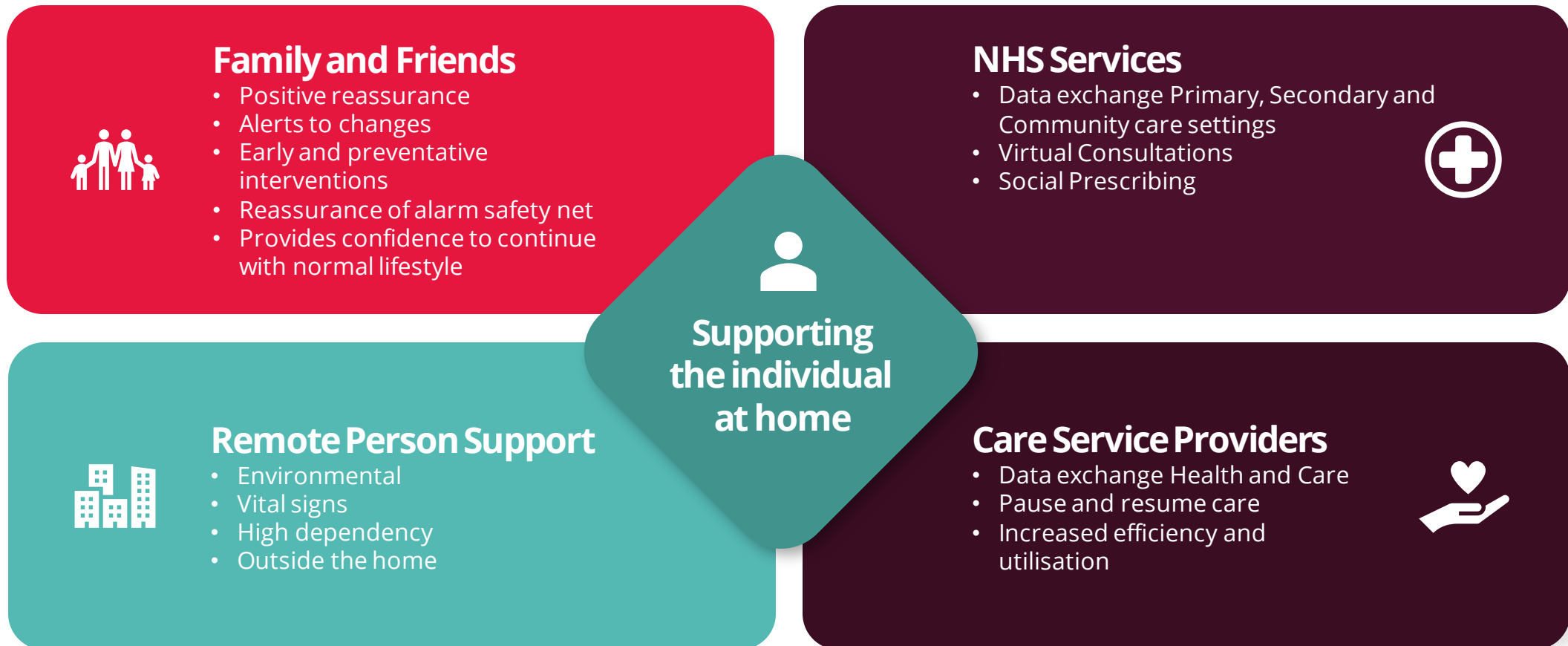
Census 2021 data shows increase in substantial unpaid care in England and Wales | Carers UK

Integrated Care: Patients

Patients' lives can be transformed by the way they receive their care services and ongoing treatment.

	Patient Flow and Bed Management	Transfer and Discharge Management	Remote Patient Management
Benefits	<ul style="list-style-type: none">• Reduced waiting times• Timely access to care• Better care continuity	<ul style="list-style-type: none">• Increased access to necessary care• Minimised risk of errors• Early access to post-discharge services	<ul style="list-style-type: none">• Improved patient engagement• Stakeholder portals• Assurance of available care• Greater independence and convenience
Outcomes	<ul style="list-style-type: none">• Decreased anxiety and stress of prolonged hospital stays• Reduced delays in receiving necessary medical attention• Receipt of coordinated care between units	<ul style="list-style-type: none">• Improved care quality and outcomes, reduced complications• Improved safety and improved communication of information• Access to necessary healthcare, rehabilitation and follow-ups	<ul style="list-style-type: none">• Control over their well-being and receipt of care• Peace of mind knowing care is available• Improved quality of life with fewer disruptions

Integrated Care example: **Placing the patient needs central to any solution** Enabling improved outcomes and a personalised care journey



Holistic Shared Record across Social Care, Community Care and Healthcare (GP, Acute, Mental Health)

The screenshot displays a comprehensive patient record for Evelyn Thompson. The interface is organized into several key sections:

- Header:** Shows the user profile (Dr. Louise McDonnell) and navigation options like 'User Profile App' and 'My Dashboard'.
- Patient Profile:** Includes personal details (DOB: 17 January 1932, Gender: Female), NHS number (485 777 3456), GP (Dr. Louise McDonnell), and patient status (DNR, Currently in ICU, Receiving at home care). It also lists a chronic condition: Chronic Obstructive Pulmonary Disease.
- Alerts and Notifications:** A notification states, 'This patient needs a GP appointment following their ICU admission.' with a 'Book appointment' link.
- Health Summary:**
 - Critical health information summary:** Lists allergies (Severe Food-induced anaphylaxis: Peanuts), medications (Severe Theophylline, Severe Metformin), and conditions (Severe Type 2 Diabetes).
 - Care Summary:** Details an active care package for Personal Home Care, starting on 29/03/2016, provided by Zenith Care.
- Patient Activity:** A timeline view for April 2024 showing various tasks and their completion percentages:

Task	Start	End	Days	Completion
Acute care	03/04/24	30/04/24	28d	50%
Inpatient Admission				100%
A&E Visit				75%
Outpatient Visit				50%
Social care	04/04/24	30/04/24	27d	25%
Assessment				50%
Service				75%
Primary care	09/04/24	22/04/24	14d	25%
GP Visit				0%
- Upcoming Events:**
 - Pulmonary Function test:** Acute care, 30/04/2024, 15:50, Lung Function Unit, Milton Keynes Gen. Hosp.
 - Social Care assessment:** Social care, 30/04/2024, 10:00, Home visit.
- Other Critical Information:** Includes a reminder for 20/04/2023 09:00 and a note that a Social Care Assessment is scheduled in 10 days.

Impact of Integrated care can minimise these issues....

Issues

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By Design

- Multi-channel communications
- At home with devices cheaper than high-cost locations
- Training, support and intuitive UX
- Personalised and sensitive to quality of life
- Social Prescribing
- More at home
- Engage stakeholders digitally
- Local government funding improvements
- Code of conduct and Ethical AI

....and reduce friction in the care system



- 1** As digital leaders, it's vital that we **use tech** to get people **more engaged in their care** and promote digital equity and inclusion.
- 2** We believe that **integration** is the key to **removing friction** from the care system and promoting **digital inclusion by design**.
- 3** By **placing the person at the centre of their care** we can **focus on prevention** and ensure they are more involved in their care.