

digitalhealth

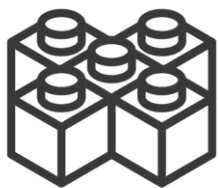
**REWIRED**  
BIRMINGHAM 12-13 MARCH 2024

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# Matthew Boazman

CEO, Birmingham Women's  
and Children's Hospital NHS  
Foundation Trust

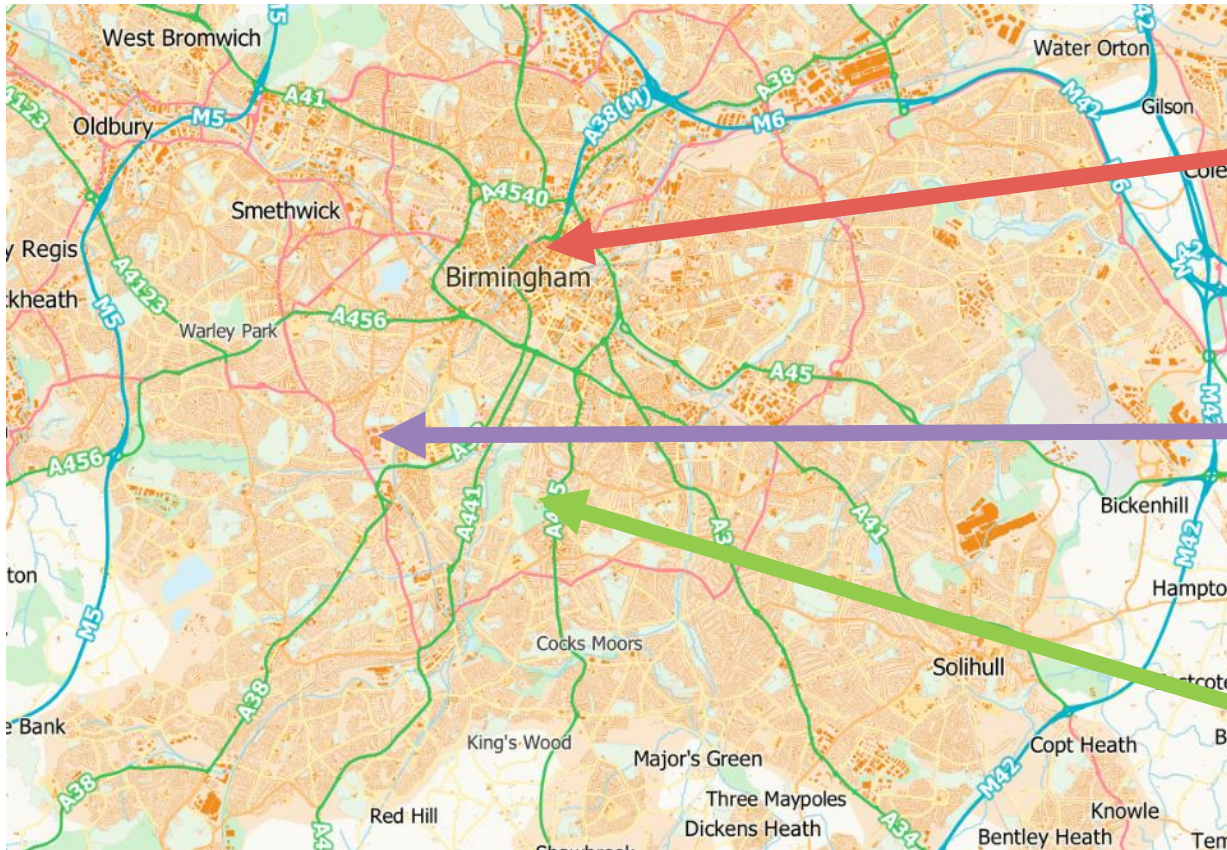


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CARE  
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# A team of 6,000 people delivering specialist care across the region, UK and internationally



Birmingham  
Children's  
Hospital



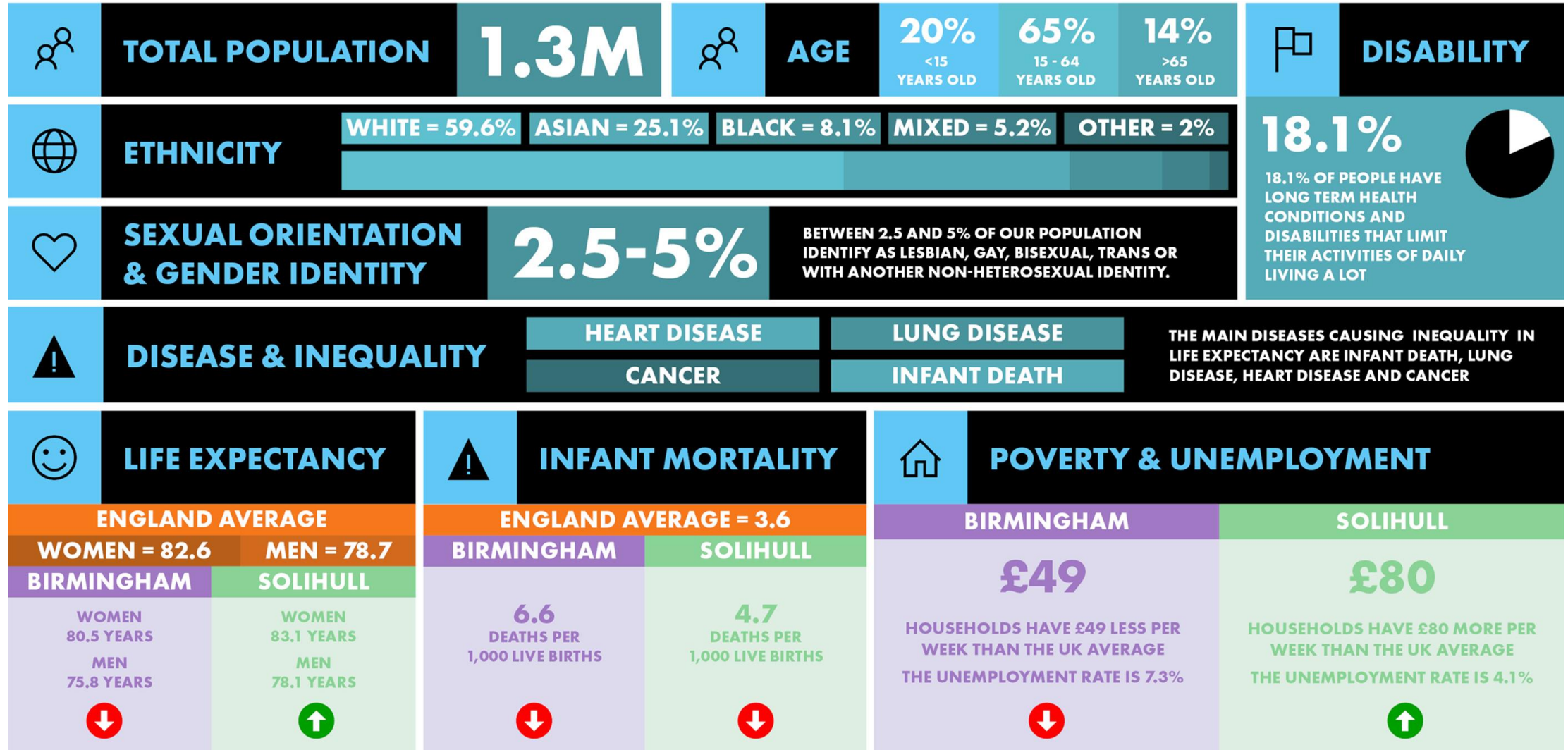
Birmingham  
Women's  
Hospital



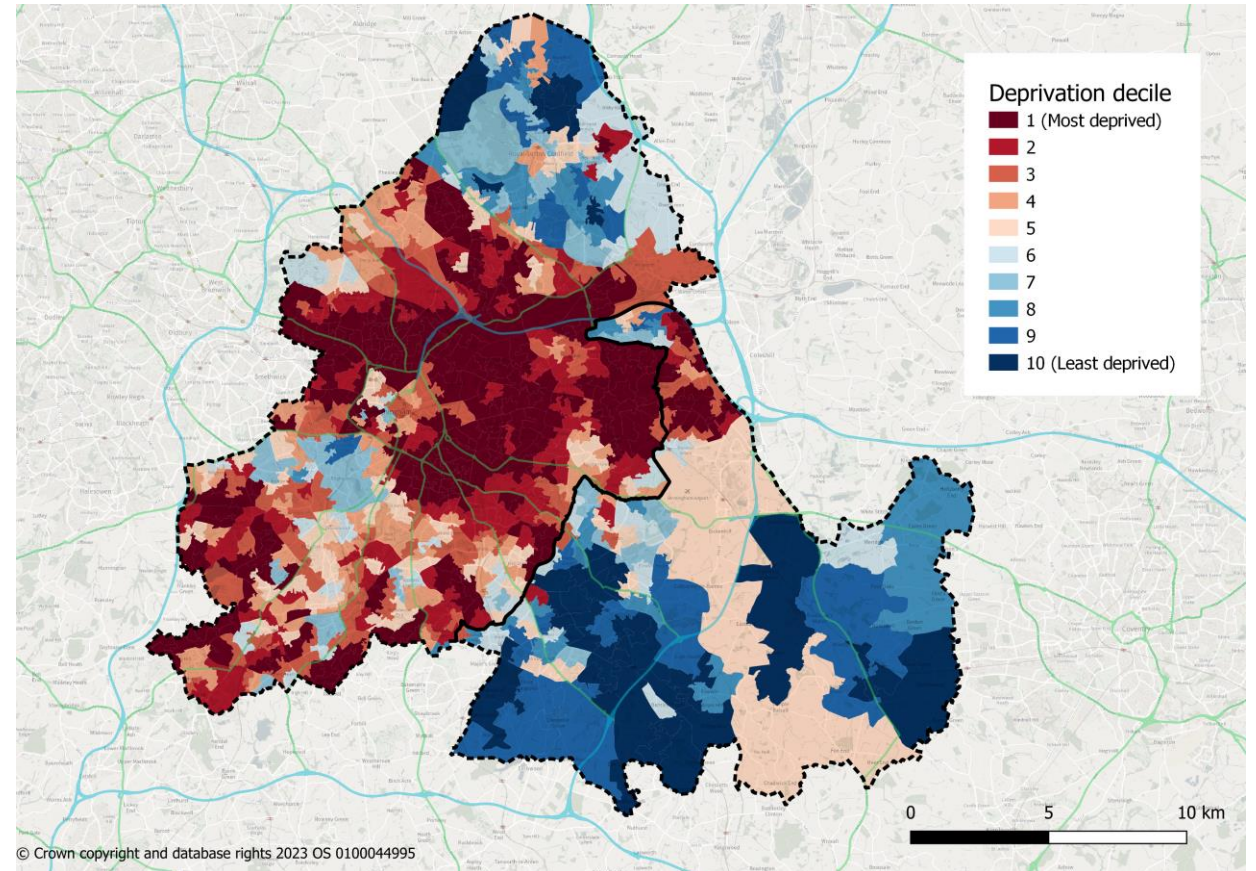
The  
Parkview  
Clinic



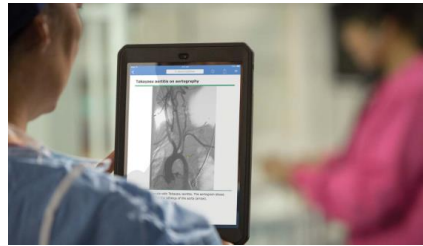
# In a diverse region with significant health challenges



# Where health inequalities continue to impact widely on CYP

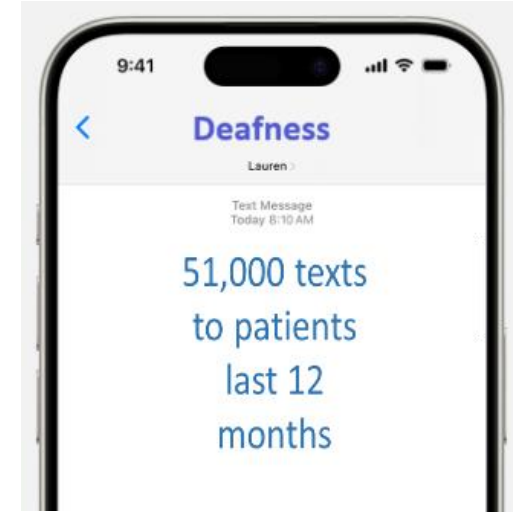


# The risk of digital exclusion and dangers of assumptions- local data and communities



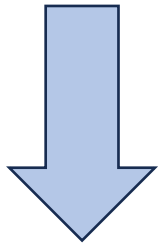
75% letters sent  
accessed online

Correlation between  
Digital Access and choice  
more mixed



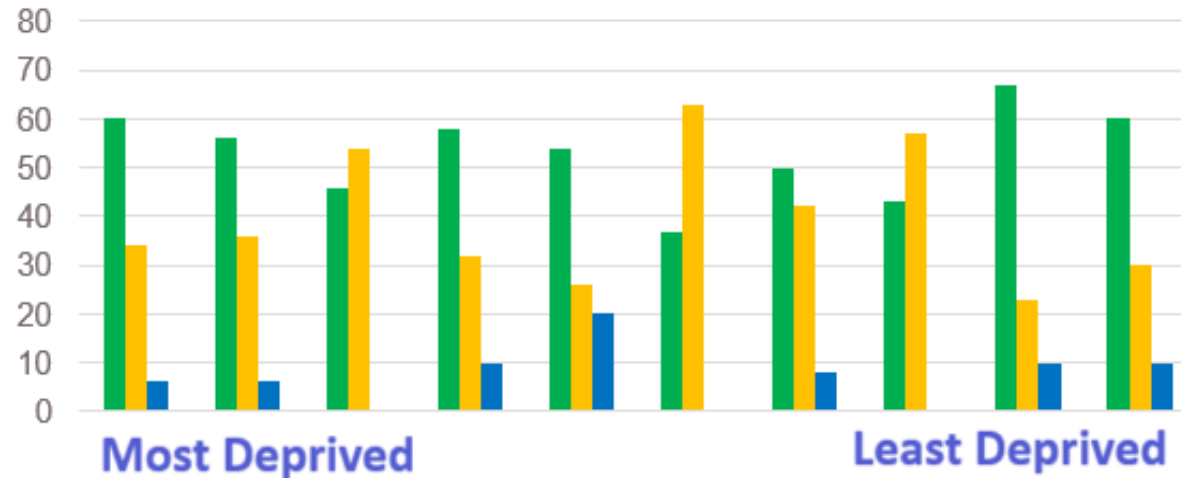
Digital Poverty  
In Birmingham  
Reducing

11.2% - 2018



8.6% - 2019

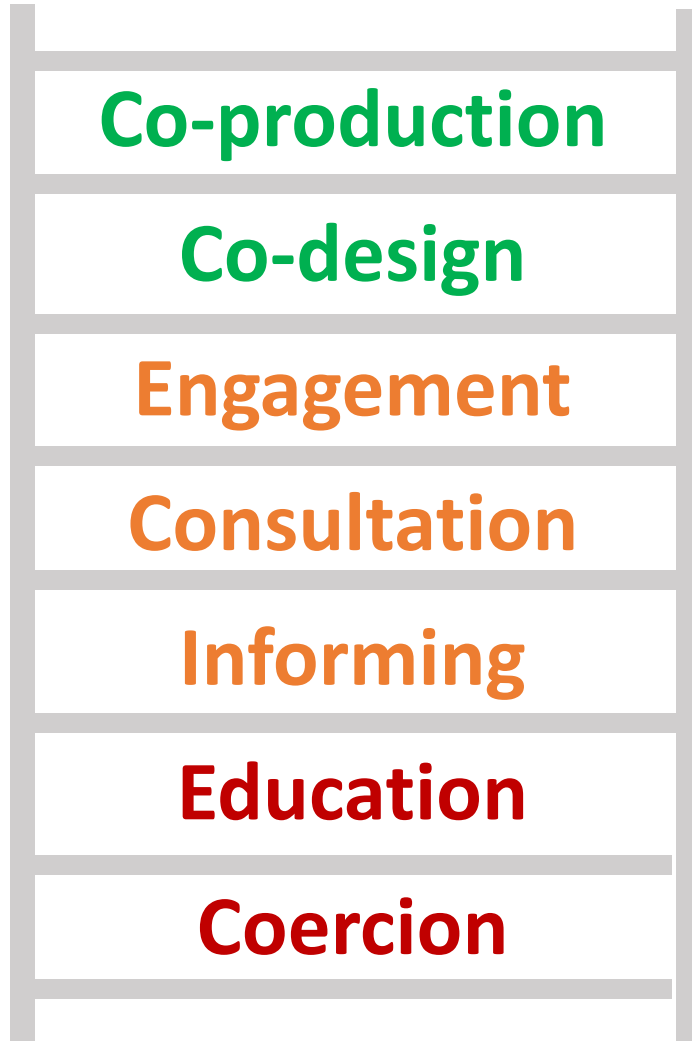
**digital poverty alliance**



4% of patients  
actively opt out of  
digital  
correspondence

■ Received 7 and 3 day reminders  
■ Received no reminders at all  
■ Received either a 7 or 3 day reminder

# Principle of co-production and design at the heart of our operating model

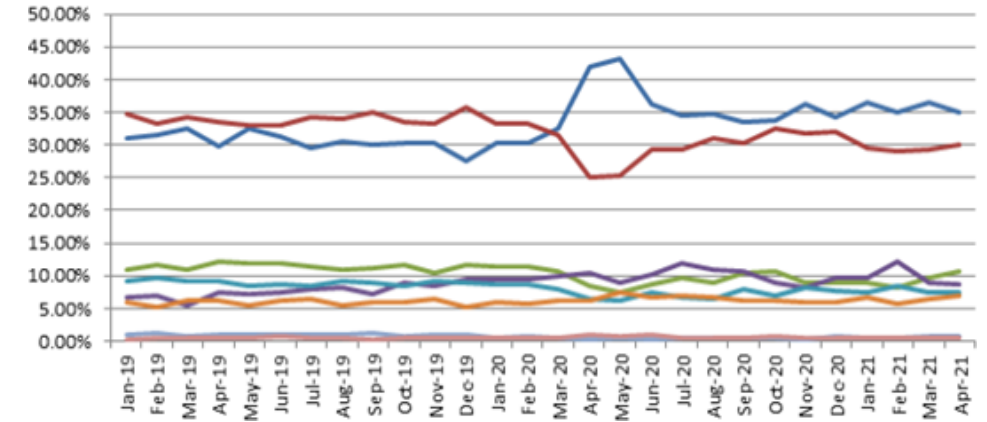


‘Doing with’

‘Doing for’

‘Doing to’

% of ED attendances by Ethnic Group



# Ensuring this is integrated with our wider approach across health & social care



# Utilising practical applications & adaptations



Birmingham Women's  
and Children's  
NHS Foundation Trust

## Video Interpretation Service



## Digital Default



## Multi-Language Accessibility



### Health Disparities and Health Equity

A cross-application topic for tracking and eliminating disparities in healthcare, such as race/ethnicity, gender, and socioeconomic status.



#### MyChart is Available in Brazilian Portuguese

Caleb White • EMC2 Software Developer • Epic

Health Disparities and Health Equity, Interpretation & Translation in the Patient Experience, MyChart

## Promoting Equitable Care

with Epic and the Epic Community

Advancing health equity is a vital goal and challenge for many healthcare organizations and their partners. We're working with experts across the Epic community, sharing knowledge, experience, and best practices. As we learn from each other, we're developing software to meet your needs so that together, we can lead the way to more equitable health care.



# Changing the way we think about care

## Children's Hospital Alliance



Developing and rolling out an **NHS Artificial Intelligence tool**, created by Alder Hey NHS Foundation Trust, which uses 42 commonly-available data points to identify patients at the highest risk of missing their outpatient appointments.

**Health inequality focussed transformation**, piloting 5 different interventions to reduce WNB rates amongst the children at highest risk of missing their appointments. The Trusts developed bespoke pilot schemes, aimed at reducing inequalities by lowering the variation in rates of WNB between population groups.

**Over 4,000 appointments saved over a 2 month period**

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# Thank you

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