



# Why Vodafone for Healthcare

The future is exciting.

**Ready?**



# Why Vodafone for healthcare?

The NHS is facing unprecedented demand on its services, forcing it to rethink its care models and find smarter, more efficient ways of delivering patient care at scale.

Healthcare organisations trust and depend on Vodafone to deliver technology, connectivity and support to vital health and social care services: 60% of UK health organisations and 69% of the emergency services rely on us for their communications.

We believe that any new care model should place the service user at its centre, and that to achieve real change, the NHS must transform the way it works. Technology is key to this process, and innovation can help to deliver higher quality care at lower cost.

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# Section 1

All over the world, health services are facing the same problem: How to deliver better services on tighter budgets, with ageing populations suffering from ever more complex conditions.

Today's healthcare model, with its focus on the hospital and on treating critical illnesses as they arise, has to change. Instead, future healthcare models must support people in maintaining wellness, as well as connecting disjointed health and social care services.

The NHS five-year plan and NHS 'Vanguard' sites are pioneering new care models to act as blueprints for its future. More cohesive management of disparate services is both more efficient and better for service users. At Vodafone we want to support initiatives like these wherever we can.

We have identified nine key trends that are driving change and opening up opportunities:



**The population is ageing**

An ageing population, increase in chronic diseases and unsustainable care costs are driving the need for 'virtual' care; the number of e-visits to primary care is expected to reach 100m globally this year.

**Chronic diseases are on the rise**

In part due to our Western lifestyles, chronic diseases are on the rise, each with different care requirements.

**The cost of care is unsustainable**

The NHS is facing a shortfall in funding of £30billion by 2020-21. Action is needed to reduce demand, and simultaneously increase efficiency and funding.

**Some diseases are preventable**

The transition from treating patients in need of immediate care to providing overall health and wellness for large groups is leading to Population Health Management and the use of Big Data. This term is given to the large and complex volume of information that's generated by every digital process around the world – and it's vital in helping organisations to work smarter and more efficiently. By collecting patient data, clinicians can use predictive analysis to prevent potentially deadly conditions.

**Mobile health is growing**

The need to have patient information in multiple locations, together with the need for service users to take more responsibility for their own care, is driving mobile health solutions.

**'Home Sweet Home' is a real option**

Patients' desire for greater independence is leading to care being delivered in many different settings. And M2M (Machine-to-Machine) technology, which connects machines wirelessly, is opening up a range of possibilities around care in the home.

**Security will remain a priority – for everyone**

Security is a priority for any organisation, but in a health service where service user confidentiality is paramount, extra care must be taken to protect patient records.

**Service users expect more**

Patients are better informed and more demanding, requesting healthcare earlier, more frequently and with a more personal approach.

**The healthcare model is changing**

The move from activity-based to value or outcomes-based funding means the current fragmented care approach will be replaced by a collaborative model. Health and care will become more accessible, cost effective and easier to audit.

# Meeting healthcare demands

We understand the challenges that the NHS is facing, and we are already working in partnership with healthcare organisations to address them.

By talking to individual service providers we can uncover key concerns and start reaching meaningful solutions. Many of these solutions lie in innovation, but we know that keeping pace with technological advances is a huge task. And it's just one of many challenges that service providers are grappling with. How do you:

- Lower costs while maintaining quality and safety?
- Target resources most effectively?
- Access valuable capital locked up in estates?
- Reduce preventable hospital admissions?
- Join up care delivery across different care organisations?
- Free staff to spend more time with patients?



**In England over 15 million people have a long-term condition – which means 25% of the population use:**

- **50% of GP appointments**
- **70% of hospital bed days**
- **70% of the total health and care spend**

**Over 2 million unplanned admissions every year for the over 65s – that’s almost 70% of hospital emergency bed days**

**The NHS spends over £25,000 on diabetes every minute – that’s 10% of its budget being spent treating a preventable disease**

# Section 2

## Responding to healthcare challenges – How we can help

We support healthcare providers in rethinking how they approach healthcare challenges, large or small.

Healthcare organisations need to be able to respond rapidly to both foreseeable and unforeseeable social, technological and economic changes. Healthcare organisations that can react in this way are more likely to turn these events to their advantage – and not just survive, but thrive.

By working with you, we can develop innovative solutions that will improve the way you operate and how you administer patient care.



**By preparing for the future,  
your healthcare organisation  
can deliver:**

**1**

Better operational  
agility



**2**

Better patient care



**3**

Better connected  
employees



# 1 Better operational agility

To succeed in the future, you need to strike a balance between maintaining reliable services and remaining flexible and prepared for change.

- New technologies in fixed and mobile devices, cloud storage and data sharing are improving, and developing healthcare provision. Cloud-based services reduce capital expenditure and management burden.
- Simple efficiency improvements can achieve great savings, but only if there is a thorough understanding of individuals' roles within your organisation.
- Access to accurate, real-time management information and ability to analyse large quantities of data to support meaningful decision making is critical if improvements are to be made to frontline care and support services.
- Staying agile means remaining accessible to service users and professionals but impenetrable to hackers. Protect patient data with a solution that allows lost or stolen devices to be de-activated and wiped remotely.



### **Enable convenient, cost-effective remote working**

Let's imagine a healthcare organisation that operates out of a large, old building; maintenance and upkeep consume a significant amount of the organisation's budget.

If the organisation were to use **cloud computing** and become more agile, it's possible to imagine a scenario where staff could work from other locations. This would release significant capital through the lease or sale of part or all of the estate and enable more effective patient outreach for the long-term. Such a move is dependent upon the ability to communicate and share information with other offices. One way to achieve this is through Hosted Enterprise fully converged voice services.

#### **Fully converged voice services:**

- No capital expenditure (Capex).
- Priced per user. If numbers decline, so does your cost.
- No dependence on your buildings.

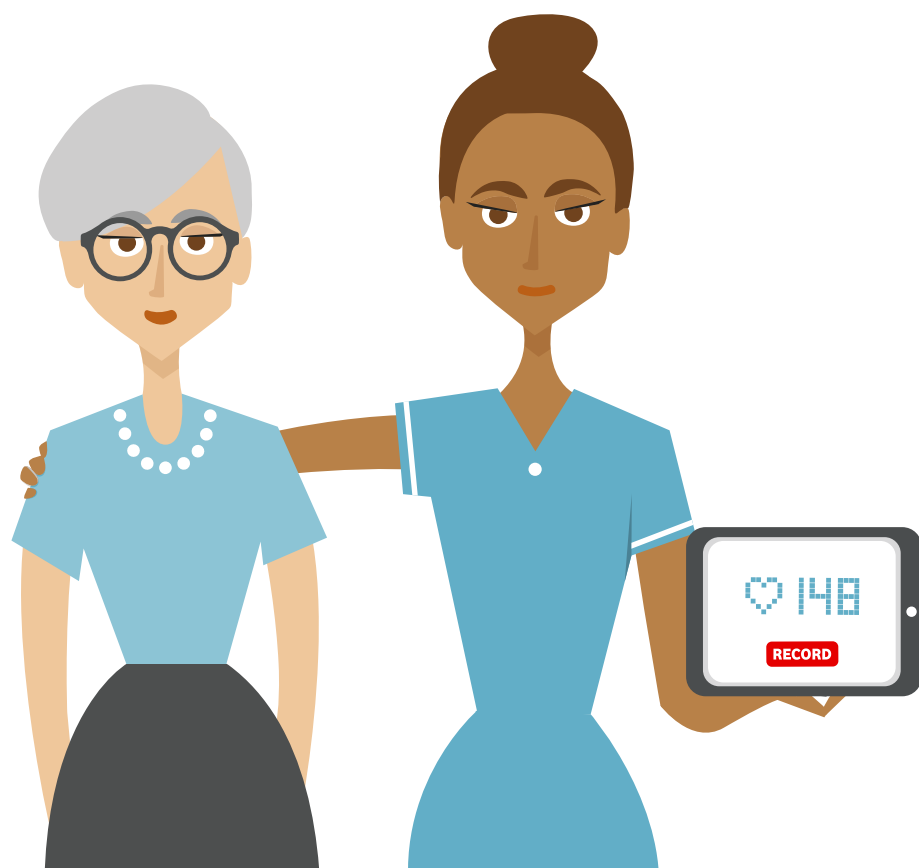
#### **Fully flexible network services:**

- No core network, meaning if sites close, the cost is reduced in line.
- Service and management costs linked to access sites, so if these close, the cost reduces in line.

## 2 Better patient care

Traditionally, individual providers were responsible for better patient care, but future success will be achieved through collaboration between different care providers and by increasing patient involvement in their own health and treatment. Here are five key suggestions to help you improve patient care:

- Enable better decisions at the point of care by allowing access to patient records in the field.
- Allow easy consultation with clinicians, wherever they are. A unified communications solution lets staff see when their colleagues are available and talk using voice and video chat.
- Help carers create and share personalised care plans with patients using connected tablets and cloud-based business solutions.
- Make remote patient monitoring a reality by issuing wearable devices and sensors that can be used to track conditions, medication intake or even location.
- Enable primary care organisations to offer Wi-Fi for in-patients and visitors by providing secure mobile broadband solutions.



### **Deliver remote patient monitoring**

Here's another fictional scenario, this time helping patients self-manage their conditions. Imagine being able to cut the number of face-to-face appointments within a primary care setting, while also giving patients more control over their own treatment. That's the potential benefit of allowing patients to stay in their own homes with remote care services, using **mobile and M2M technology** for assisted living.

- This is particularly pertinent for elderly people who stay in their own homes for longer.
- Remote care services let patients with chronic diseases monitor and manage their conditions at home rather than in hospital, which can improve their quality of life.
- Connected healthcare devices let people monitor their heart rate, blood pressure, blood sugar and other key health indicators around the clock in their own homes, so patients with chronic conditions can avoid trips to hospital for routine check-ups.
- M2M can monitor exactly where and when energy is being used, identify infrastructure problems and wasteful behaviour, and even adjust facilities systems like air conditioning remotely and automatically.

### 3 Better connected employees

Staying connected is a vital part of the future of healthcare provision. It makes life easier for staff and lets them focus on delivering the best patient care. Here's how you can help healthcare staff be more connected and productive:

- Make sure your staff can be reached wherever they are with one fully-managed solution for fixed and mobile telephones.
- Give staff access to shared, online work schedules accessible anywhere, on any device.
- Empower your people by deploying a solution which allows easy monitoring of patients, alerts, interactive messaging and clinical workflow.
- Reduce the administrative burden and the need to return to base by providing connected devices that can capture patient notes at the point of care.
- Check in with patients via video chat, email and SMS, reducing the need for face-to-face visits.



### **Help staff to make better decisions in the field**

Now imagine a scenario in which members of your team are either spread around a primary care site or working in the community.

How do you enable clinical decision-making at the point of care?

To avoid time and money being spent liaising with other members of the team, or having to return to the office to consult case notes, your team have to have the information they need on hand.

**Total Workforce Mobility** is a suite of mobile applications, technologies and services that helps your staff spend less time on administration and more time caring for patients, and empowers them to take action wherever they are.

#### **Total Workforce Mobility:**

- Allows your frontline clinical staff to work more productively and enables better decision-making for improved patient outcomes and safety.
- Facilitates innovative ways of working and introduces crucial scheduling and effective use of resources.
- Improves productivity by at least 20% and can give an ROI within two years.
- Supports multi-disciplinary team working environments (Vodafone UK's online community), allowing staff to share best practice.
- Provides a tailored solution built on a thorough understanding of working practices.

# Section 3

## Case studies: How Vodafone is helping healthcare organisations across the UK

Vodafone solutions help create an environment for healthcare innovation. We help service providers rethink how they approach healthcare challenges, large or small. We do this via a range of fully-managed solutions that address specific communications and technology needs, and by providing practical advice on how to get the most out of technology.

On the following pages we look at three very different examples of our approach from recent partnerships with NHS service providers.





## Nottinghamshire County Council

Nottinghamshire County Council offers care and support to people in the community. With more and more people receiving care in their own homes, the council needed a mobile solution to drastically reduce administration and increase the time Adult and Social Care Teams spent with service users.

The challenge was to create a saving of £153m before 2016, empower a mobile workforce with full access to data and free up frontline staff to visit more service users in the community.

### **How Vodafone helped**

Vodafone distributed iPads to 100 frontline care workers. Using Vodafone technology underpinned by Total Workforce Mobility, staff can access records offline and any notes they make are automatically added to office systems. This created a secure workflow that links to back-end systems and works with a range of devices.

### **Services and solutions**

- The result was a truly mobile workforce that could access information and record data anywhere.
- Care assessment administration was reduced by up to 90 minutes.
- Around £3,600 saved annually per device – a total annual saving of around £4.7 million.
- 20% reduction in travel time and costs, and a 16% improvement in productivity.
- 2,000 tablets will be distributed in the next phase of the programme.

“We’ll save around £4.7 million per year through the use of mobile devices for our care workers. If it can be done in Adult and Social Care, it can be done in any of the teams at Nottinghamshire County Council.”

**Adam Crevald, ICT Group Manager**



## NHS Western Isles

The NHS Western Isles serves 26,000 people widely dispersed across 280 locations. The remote geography and ageing population present a unique challenge to NHS administrators: reaching a GP or hospital can be difficult, time-consuming and dangerous, especially in the winter. So the NHS's mobile community teams provide a vital lifeline for the elderly and infirm.

But while staff spent 30% of their time travelling to and from appointments, and a similar amount directly with patients, more than 40% of their time was spent processing data from each visit.

How could they reduce time spent on administration to make more time for patients?

### How Vodafone helped

Vodafone gave staff revolutionary digital pens that radically reduce the time needed for data entry and administration. Staff can use the pens to write and securely transmit data to the main server through a mobile device or via a PC. Vodafone and Ubisys worked very closely with the NHS to customise the system and train community nurses.

### Services and Solutions

- The Vodafone digital pen solution is expected to enable nurses to make approximately 5000+ additional visits per year.
- Staff spend more quality time with their patients rather than on time-consuming administration.
- Patient data is securely transferred and stored and can be accessed by a range of health professionals, speeding up follow-up actions.
- Patients keep a copy of the records, to reassure them that information is accurate and up to date.
- For an investment of around £68,000, savings of £83,000 will be achieved each year.

“These new digital pens are fantastic and demonstrate NHS Scotland’s reputation as a world leader in new health technologies. I would like to congratulate all those involved in taking it forward so successfully.”

**Alex Neil, Secretary for Health and Wellbeing, Scottish Government**



## South Central Ambulance Service

South Central Ambulance Service (SCAS) was created in 2006 following the merger of four ambulance trusts. Since its reorganisation, SCAS has worked hard to make savings and improve service improvements. It decided to replace legacy IT and telecoms systems from the four pre-existing organisations with a single streamlined system.

### How Vodafone helped

Vodafone suggested a Unified Communications approach. As a single supplier, Vodafone could provide a resilient and integrated fixed and mobile communication solution across the service's footprint, as well as giving ongoing strategic advice.

### Services and Solutions

- Legacy systems from four pre-existing organisations replaced by a single, streamlined solution.
- Savings of around £500,000 will be recycled into frontline patient care.
- Reliable communications between SCAS' highly skilled teams will improve response times and patient outcomes.
- Managing a single contract with a single supplier will simplify administration and free up SCAS staff.

“Vodafone’s technology and can-do approach will benefit both our employees and the local communities we serve.”

**Vince Weldon, Associate Director of Information Management and Technology, South Central Ambulance Service**

# What next?

At Vodafone we are always seeking to understand the reality of the challenges you face.

We have the ability and experience to help innovate and create new solutions to support dynamic healthcare organisations.

For more food for thought, look at our **Healthcare Guide**, with more insight into the trends, technologies and opportunities opening up for healthcare service providers now.

Want to talk? We'd love to hear from you.

Contact your **Account Manager** or call  
**0845 894 2710**

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