

# SAFEGUARDING THE HEALTH OF THE NATION

Discover how Computacenter is enabling the NHS to deliver digital care services and improve patient pathways across the system

LETS GO 





## TRANSFORMATION IN HEALTHCARE

The ability to deliver quality patient care has always been impacted by internal and external factors. But today, these factors are more disruptive than ever before.

Societal, technological and institutional challenges have created the perfect storm for healthcare providers across the UK. The impact of longer waiting lists, ageing populations, greater regulatory demands and fewer clinical resources has been compounded by the Covid-19 pandemic. But new challenges can also highlight new opportunities.

Healthcare providers have already started to successfully harness digital technologies to transform the patient and clinician experience. The pace of transformation is now accelerating as organisations prepare for a new era in healthcare where digital care service models become fundamental.

From enabling clinicians with mobile devices and empowering patients with accessible services, Computacenter understands your challenges and aspirations. Here, we look at four strategies for delivering better outcomes and experiences for patients and clinicians through greater transformation and digitalisation.

# 1

## ENABLING CLINICIANS

How to optimise efficiency, boost collaboration and enhance mobility

From the ward to the waiting room, clinicians need to be able to access information and to collaborate with colleagues as they move around the hospital campus. By enabling frictionless and flexible working with smarter mobile devices and better Wi-Fi connectivity, clinicians can dedicate more time to caring for patients.

With secure and reliable access to apps and electronic patient records, clinicians can deliver the right interventions at the right time - even if they are working remotely. By enabling multi-disciplinary teams and front-line staff to collaborate in real-time, patients can be diagnosed and treated faster.

For example, Computacenter supported the creation of a new

Collaborative Cancer Care Unit, which means multi-disciplinary teams can share patients' medical images and records more easily. By fast-tracking the development of cancer treatment plans and minimising the need to travel to meetings, the new unit has helped to free up clinician time, improve the patient experience and reduce costs.

From deploying collaboration technologies and upgrading mobile devices to providing user support services and optimising clinical workflows, Computacenter can help you take a digital-first approach to support people as set out in the "What Good Looks Like" framework for the NHS.



**Frees up clinicians to spend more time with patients**



**Enhances access to data and services to support patient care**



**Enables faster and smarter healthcare decisions and interventions**





## 2

# EMPOWERING PATIENT EXPERIENCES

### How to simplify access to healthcare services

Mobile apps, patient portals, wearable devices: digital technologies are key to empowering patients with new experiences and transforming the delivery of care.

By enabling virtual engagements and creating 'hospitals without walls', patients and clinicians can connect more easily, reducing the need to travel to appointments and waiting times. For example, Computacenter helped Worcestershire Acute Hospitals NHS Trust deploy the digital technologies needed to enable in-patient remote visits. This provided patients with a vital link to their loved ones during the Covid-19 pandemic when hospital visits were restricted.

When patients and their families and friends need to attend a healthcare campus, digital technologies can enrich their experience by providing wayfinding services and check-in kiosks.

With a 40-year track record in IT transformation in the health sector, Computacenter will help you balance accessibility with security when designing and deploying new digitally-enabled services. We will help you empower patients with experiences that make healthcare more preventive, predictive and precise.



Reduces waiting times  
for healthcare



Maximises utilisation  
of hospital beds



Increases clinician time  
with patients

# 3

## DELIVERING CARE SAFELY

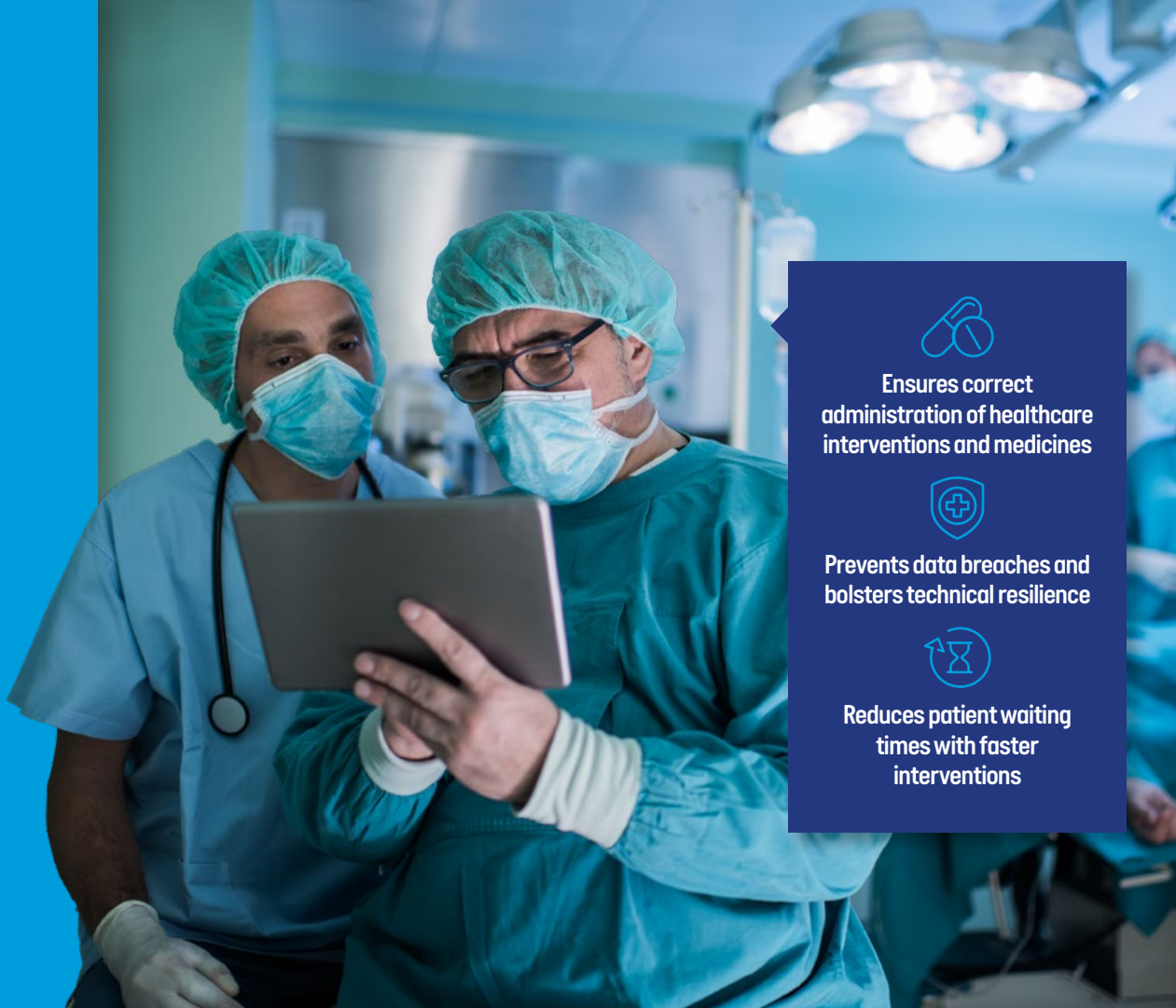
How to maximise the security and availability of technology platforms

Patient safety is paramount - whether it involves protecting health records or maintaining clinical standards. With digital technologies, patient data can be seamlessly updated, accessed and shared across different teams and systems while ensuring safe practice - a key success measure of the "What Good Looks Like" framework.

As more clinical records and workflows becoming digitalised, healthcare organisations will need to strengthen their security controls. From enabling digital identity management to securing cloud resources, Computacenter will help you establish the tools and governance processes needed to address existing and emerging cyber security threats.

For example, we supported NHS Digital with establishing the technologies and processes needed to secure the network that provides connectivity for Health & Social Care Network (HSCN) across the UK.

Our specialists can also help you automate clinical processes and embrace evergreen operations to minimise risk and maximise resilience.



Ensures correct administration of healthcare interventions and medicines



Prevents data breaches and bolsters technical resilience



Reduces patient waiting times with faster interventions



# 4

## IMPLEMENTING SMART FOUNDATIONS

### How to meet the needs of digital-first healthcare

With digital technologies increasingly underpinning more clinician and patient experiences, healthcare organisations need to establish flexible and reliable foundations that can scale to meet future demand.

By harnessing cloud-based resources and software-defined architectures, organisations can build adaptable platforms that support the sustainable delivery of healthcare services.

To provide the seamless connectivity required for mobile and digital technologies and expected by clinicians and patients, networks will need to be

transformed and optimised. For example, Computacenter helped Frimley Health NHS Foundation Trust to transform its wireless network to support the launch of a new Electronic Patient Records system.

With end-to-end expertise, Computacenter will help modernise and future-proof your infrastructure across your ICS - from the workplace and the network to the datacenter and the cloud. By drawing on our skills and managed services, you will be able to free up internal resources to focus on delivering innovative projects that add greater clinical value and deliver better patient outcomes.



**Reduces risk and vulnerability threats through currency of platforms**



**Optimises cost of IT operations and maximises resource utilisation**



**Boosts flexibility, agility and scalability**

# ACCELERATING THE TRANSFORMATION AND DIGITALISATION OF HEALTHCARE

Enabling greater digitalisation, automation and collaboration is key to responding to today's healthcare challenges and Implementing Smart Foundations.

Computacenter will support you at every stage of your transformation. We advise on infrastructure roadmaps in line with your ICS goals. We source new solutions. We simplify operational management. And we optimise support.

Our solutions, skills and services will enable you to fast-track the implementation of richer experiences and the realisation of better outcomes. We will help you harness the full potential of digitally-enabled healthcare. We will help you make the UK a better and safer place to live and work.



## COMPUTACENTER: A TRUSTED PARTNER FOR HEALTHCARE

- We have 40 years' experience of supporting healthcare providers and take a user-focused, service-centric approach to IT
- Our specialists hold certifications and accreditations across the entire IT spectrum, including networking, security, datacenter, cloud and workplace technologies
- We have access to 10+ national frameworks, including Crown Commercial Services, HTE, and NHS Shares Business Services regional alignment with Scotland & Wales
- We have relationships with more than 1,100 IT vendors and 4,000 manufacturers, including specialist providers of healthcare apps and platforms
- Headquartered in the UK, we employ more than 16,000 people and are committed to operating ethically and inclusively



# LET'S TALK

To find out more about how Computacenter can help your organisation digitally transform its healthcare services, please contact your Computacenter Account Manager, call **01707 631000** or email **enquiries@computacenter.com**

## About Computacenter

Computacenter is a leading independent technology partner, trusted by large corporate and public sector organisations. We help our customers to source, transform and manage their IT infrastructure to deliver digital transformation, enabling users and their business. Computacenter is a public company quoted on the London FTSE 250 (CCC.L) and employs over 16,000 people worldwide.

[www.computacenter.com](http://www.computacenter.com)

