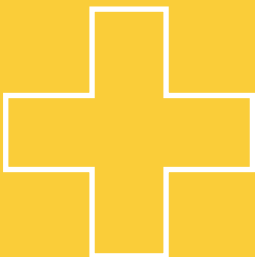# ITGL

PARTNERS IN
POSITIVITY

YOUR
JOURNEY TO
INTUITIVE
HEALTHCARE

THE INTUITIVE VISION

The NHS is a world class healthcare provider which has been the envy of the world since its creation in 1948. However, chronic understaffing, record waiting lists, restricted funding, and the recent effects of the pandemic, threaten the long term sustainability of this national institution.
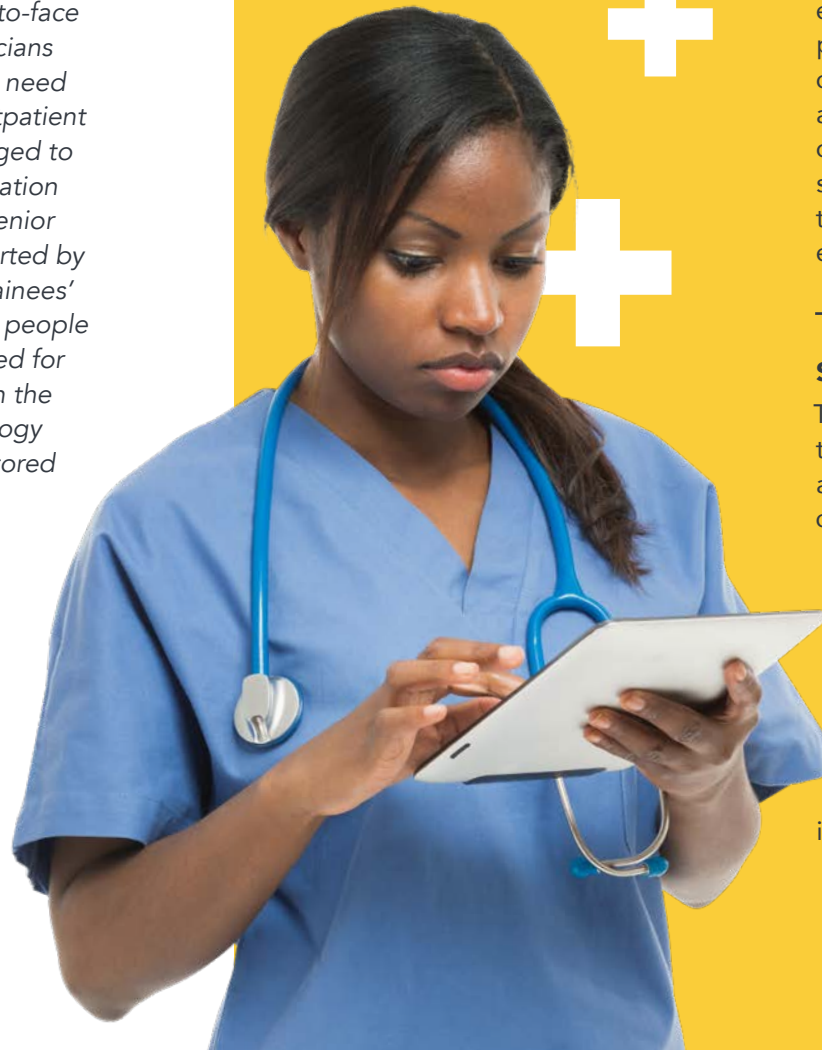
The intelligent use of digital technologies will allow the NHS to streamline services while increasing accuracy and patient experience – protecting services for the future with Intuitive Healthcare.

"*In ten years' time, we expect the existing model of care to look markedly different. The NHS will offer a 'digital first' option for most, allowing for longer and richer face-to-face consultations with clinicians where patients want or need it. Primary care and outpatient services will have changed to a model of tiered escalation depending on need. Senior clinicians will be supported by digital tools, freeing trainees' time to learn. When ill, people will be increasingly cared for in their own home, with the option for their physiology to be effortlessly monitored by wearable devices. People will be helped to stay well, to recognise important symptoms early, and to manage their own health, guided by digital tools.*"

NHS Long Term Plan - Jan 2019

YOUR JOURNEY TO INTUITIVE HEALTHCARE

THE IMPETUS FOR CHANGE

The world is changing, and with those changes come new expectations and opportunities for patient care. Demands on the NHS continue to expand, while facilities and funding are finite. Healthcare organisations need to develop new skills and capabilities to thrive, so they can continue to deliver safe, efficient, and patient centric services.

SETTING THE DESTINATION

The Intuitive Healthcare setting of the future is rich with technology, and able to support patients and clinicians, wherever they are. Patients can access highly personalised support services while clinicians save time and are able to focus on people rather than processes. This is an infrastructure that will support technological advances for years to come, while providing vital efficiencies and insights for healthcare organisations.

THE INTUITIVE EXPERIENCE

✓ **The Intuitive Healthcare experience is frictionless with no barriers to getting things done.**

✓ **Users see their expectations met.**

✓ **Things just work.**

✚ INTUITIVE CARE

Intuitive care is entirely people centred, with technology working in the background to ensure that patient experience is as seamless as possible. Patient and clinical data (augmented with real-time information from connected devices, sensors, and instruments) improve clinical outcomes, increase efficiency, and build confidence in the healthcare system.

Digital technology removes the barriers of time and place, and provides patients with vital inclusivity and equality of experience. The result is a perfectly personalised and contextual healthcare environment. Artificial intelligence responds to the contextual requirements of the individual, leading to better patient outcomes and more efficient clinical processes, freeing clinicians' time to look after patients and consequently reducing clinical stress and improving retention.

✚ INTUITIVE SAFETY

In the Intuitive Healthcare environment, holistic cybersecurity balances privacy, ethics, and learning from data, without any compromise. Data is protected while being appropriately shared to achieve better patient care. Regulatory compliance is met through a system that has security built in. Smart cameras, hyperlocation tagging, and intelligent lighting create a physically safe and secure environment for staff, patients, and assets.

✚ INTUITIVE OPERATIONS

Infrastructure is managed and fine tuned through a single-pane-of-glass. Data reveals how spaces and resources are being used, building a picture of the people and activities in different spaces to improve planning and efficiency. The resulting efficiencies in energy consumption and resource allocation, drive cost savings and contribute to CO_2 reductions. Leaders are able to develop strategy through modelling and analysis of data, building resilience and creating an infrastructure that is always ready to respond to change.

INTUITIVE TECHNOLOGIES

What do we need to create the Intuitive Experience? A mix of existing and developing technologies, using connected devices to collect patient health data, predict health issues, and diagnose, treat, and monitor patients both in and out of the hospital.

Environmental IoT brings safety, security, and sustainability to the healthcare premises.

Developing technologies are integrated as they mature into successful healthcare tools.

Wearables monitor activity, falls, sleep, glucose levels, ECG, and blood pressure.

Vital sign patches transmit patient data from home to hospital.

Smart cameras increase security and safety while reducing energy consumption.

Artificial intelligence speeds clinical processes and increases accuracy.

Trackers provide location and safety alerts for patients, staff, and assets.

Smart medication confirms patient adherence and drug efficacy.

Sensors enable real-time monitoring and adaptive control of heating, cooling, and air quality.

Virtual and augmented reality aids complex surgery and augments clinical training.

Personal devices enable symptom recognition and self-management.

Robotics devices augment surgery precision and streamline surgical team activities.

Access controls ensure seamless access while protecting people and assets.

Blockchain technology creates perfect clinical records and audit trails.

YESTERDAY'S CHALLENGES

We have long been familiar with the concept of medical technology and of the benefits to be gained from digitalising processes. The current state for many healthcare organisations is one where information, processes, and health practices have been gradually digitalised over the last two to three decades. The non-digitalised elements that remain are generally surrounded by manual, siloed processes. This lack of cohesiveness leads to complex workarounds, significant inefficiencies and delays, and disjointed experiences.

The hard truth is that the adoption of new technologies is difficult. Results can be far from seamless and the advantages sought are rarely achieved in full, if at all.

TOMORROW'S CHALLENGES

Cybersecurity must be considered from the outset. If security is not built-in to the foundation of all digital services, healthcare organisations will leave themselves exposed and vulnerable to breaches, malware, and loss of patient data.

Mandatory compliance with standards, such as DSPT, must dictate the management of the vast quantities of sensitive health data stored on devices.

Lack of standardisation and interoperability across different vendor supplied devices has the potential to generate information silos, security gaps, and burdensome management.

Patients must have access to adequate digital devices and connectivity to achieve equality of experience.

Clinician confidence in digitalised systems and subsequent adoption can be hindered by lack of awareness and understanding.

FROM VISION TO REALITY

How do we address the challenges and bring all the intuitive technology together to create a seamless, intuitive experience?

YOUR NETWORK IS THE PLACE TO START

This is a digital transformation with high-speed and scalable connectivity at its heart. An underlying smart, streamlined network that is always-on, always-available, and always encrypted. Because critical devices like heart monitors cannot fail and patient data must be always be protected.

This is the future of medical networks: agile, safe, and compliant.

THE INTUITIVE NETWORK

"The long-term sustainability of health and social care is dependent on having the right digital foundations in place"

A plan for digital health and social care - June 2022

We need both connected devices and a streamlined network to help healthcare organisations to work seamlessly together.

+ FLEXIBILITY AND SCALABILITY

Scale on demand to support round-the-clock, seamless patient access to services and continuity of care.

+ MEDICAL GRADE PERFORMANCE

Patient care cannot be interrupted by network outages, downtime, or security breaches.

+ END-TO-END SECURITY

Fully encrypted and compliant with NHS Digital Standards, upholding the highest levels of security.

+ OPERATIONAL SIMPLICITY

A streamlined network architecture simplifies the deployment of critical software upgrades and creates a more scalable, intuitive infrastructure.

THE INTUITIVE DESTINATION

IMPROVING PATIENT OUTCOMES

+   +   +   +

+ FASTER FIRST RESPONSE

Automated monitoring systems provide real-time tracking of patients and equipment, driving a faster first response to patient interventions, and ensuring optimal use of critical machinery.

+ EMPOWERED WORKFORCE

Reliable and compliant, the modern virtual care network boosts productivity. It allows healthcare professionals in every setting to collaborate and to access information in real time, using multi-factor authentication to securely manage patient identities and ensure data privacy.

+ OPTIMISED CARE

Easy access to personal health information, with electronic health records accessible anywhere, anytime, via a secure platform, optimised for a range of devices. This improves speed of access to accurate information for clinicians while also increasing patient opportunities to understand and manage their own wellbeing.

+ NEXT GENERATION IT

Next generation IT improves data management and security, ensuring round-the-clock access to an always-on, fully resilient, highly-secure network.

Intuitive Healthcare enables innovation in healthcare delivery, with more convenient and personalised experiences for patients through devices such as wearable sensors.

Real-time remote patient monitoring and virtual consulting results in reduced number and length of hospital stays, relieving the demand on hospital beds.

Automation improves accuracy and speed of admin, diagnosis, disease and pharmacy management, and emergency notifications.

Increased productivity and collaboration leads to evidence-based decision making at scale, reducing clinical workload and improving resource allocation.

New insight and control enables the efficient prioritisation of resources with instant access to patient information.

Patients feel empowered with more autonomy and information sharing, enabling people to self-care when appropriate, reducing pressure on health services.

YOUR EXPERIENCED GUIDE

ITGL is one of the UK's leading Cisco Gold Partners and an award winning public sector specialist.

ITGL is passionate about supporting the NHS and its role in society. We work with healthcare organisations across the UK, helping them to build on their digital foundations to enable innovation that is both ambitious and sustainable.

NHS
Essex Partnership University
NHS Foundation Trust

"ITGL worked to fully understand the requirement and scope the design and migration plan to provide minimal impact on live clinical and non-clinical services across the whole EPUT estate.

ITGL provided full training to ensure a smooth transition for support of the solution. EPUT and ITGL teams worked in partnership to resolve any obstacles that arose to deliver a successful migration.

Additional activities by ITGL's Client Success team ensured EPUT reaped the benefits of its investment."

NHS
Cheshire and Wirral Partnership
NHS Foundation Trust

"The project was well planned and executed. All ITGL staff involved have been a pleasure to deal with and are always friendly and accommodating.

For me, the high level of competence and approachability demonstrated by ITGL staff is major plus point as a customer and builds for a great relationship for future projects."

NHS
Nottinghamshire Healthcare
NHS Foundation Trust

"ITGL provided the consultative approach and flexibility needed to ensure the success of the network refresh project, providing critical services to the Trust."

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![ITGL logo — PARTNERS IN POSITIVITY]

WE'RE PROUD
TO SUPPORT
INTUITIVE HEALTHCARE,
AND FROM START TO
FINISH WE'LL HELP
YOU ACHIEVE IT.

READY TO
GET STARTED?

Talk to us at health@itgl.com