

KEEPING IT HEALTHY



CONTENTS

- 03 GETTING ON WITH IT
- 04 HELPING THE SECTOR MAKE SAVINGS
- 05 INNOVATING ELECTRONIC HEALTH RECORDS
- 06 FOLLOW ME PRINTING FOR DIGITAL CARE
- 07 DRIVING PRINTING INNOVATION IN HEALTHCARE

Annodata is one of the UK's longest standing, independent providers of Managed Services, covering Document Management, Unified Communications and IT.

For more information on how Annodata can help you become a more efficient enterprise, please contact:
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GETTING ON WITH IT

Achieving transformation across the healthcare system is more important than ever. Consisting of over 7,300 separate locations and served by more than 1.3 million staff, the National Health Service are under pressure to reduce costs through the reduction of infrastructure, heightening flexibility, mobility and security.

“THE NHS NEEDS TO GET ON WITH IT.”

DR ROBERT WACHTER,
MAKING IT WORK³

Creating a fully digitised NHS is no small task, nevertheless, it must harness digital technology to improve services and patient care. Dr Robert Wachter, Clinician and Digital Expert, has written a report on Health Information Technology in England¹, stating that the goal of digitisation of health systems is to promote healthcare’s Triple Aim²: better health, better healthcare and lower cost. To achieve healthcare’s Triple Aim, all areas of the NHS must be efficiently managed, which, according to the Five Year Forward View, can enable £22 billion in efficiencies.

The NHS must improve their key systems, better workplace tools and processes to make it easier for healthcare professionals to work effectively and securely. These key systems must provide the ‘electronic glue’, making

better use of data, with heightened transparency, productivity and drives economic growth.

As a high volume of NHS workflows falls into the area of document management, this must be at the top of the agenda. The storing, scanning and printing of patient records is vital in healthcare organisations and yet, it must not get in the way of delivering high-quality patient care. Document management can be complex, time-consuming and lead to missed efficiencies. The use of intelligent digital systems, however, can significantly improve these clinical workflows. In this time of austerity, the one thing that the NHS cannot afford to do is to remain a largely non-digital system. In simple terms, the NHS needs to get on with IT.



“NATIONALLY WE WILL FOCUS ON THE KEY SYSTEMS THAT PROVIDE THE ‘ELECTRONIC GLUE’ WHICH ENABLES DIFFERENT PARTS OF THE HEALTH SERVICE TO WORK TOGETHER”

FIVE YEAR FORWARD
VIEW, NHS

¹Chaired by Clinician and Digital Expert Professor Robert Wachter
²Five Year Forward View, NHS, 2014

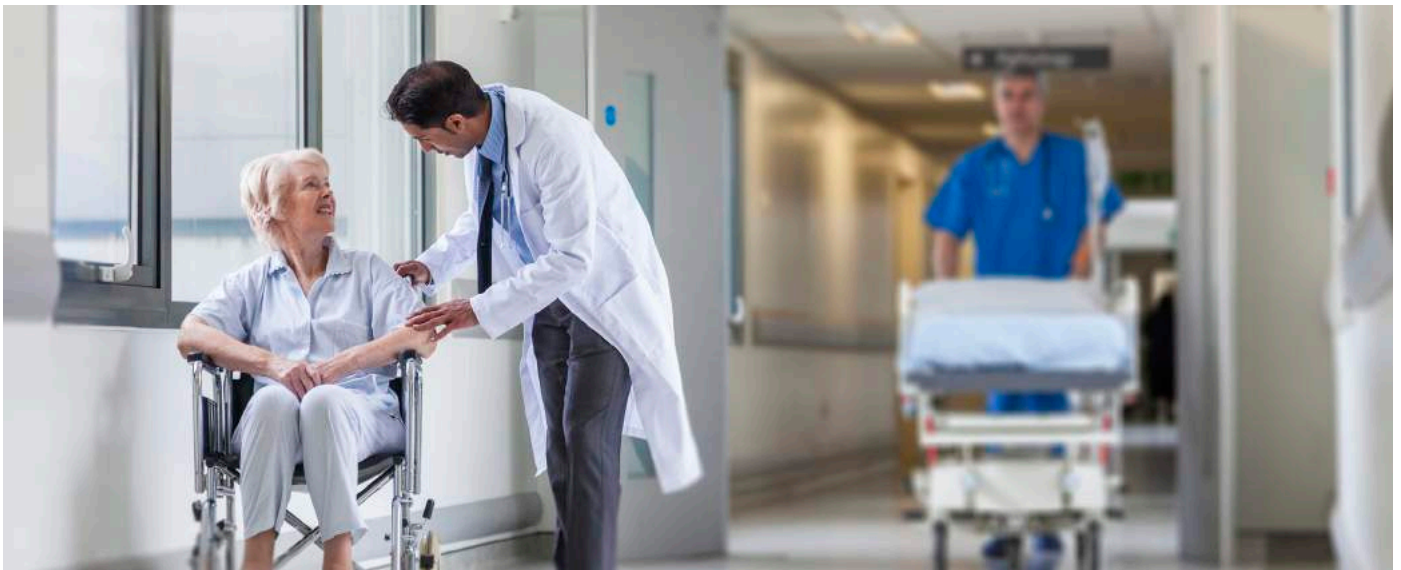
³Making IT work: harnessing the power of health information technology to improve care in England, Dr Robert Wachter, 2016

HELPING THE SECTOR MAKE SAVINGS

Digitising a world as large and complex as the NHS is change of the highest order.

NHS providers remain under continued pressure from the constant increase in demand for care, issues with discharging medically fit patients, and high costs, particularly of agency staff. As a result, many providers are missing the national waiting time standard

for A&E care. Financially, the sector ended 2015/16 in deficit (£2.45 billion) for the second successive year. Halfway through the year, the NHS reported a deficit of £1.6 billion, predicting an end of year loss of £2.8 billion.



“IN 2015/16, NHS PROVIDERS ENDED THE YEAR WITH A RECORD DEFICIT OF £2.45 BILLION, WHILE PERFORMANCE AGAINST WAITING TIMES AND OTHER KEY INDICATORS HAS DETERIORATED.”

NHS IMPROVEMENT

The A&E Attendances and Emergency Admissions Report⁴ has revealed that:

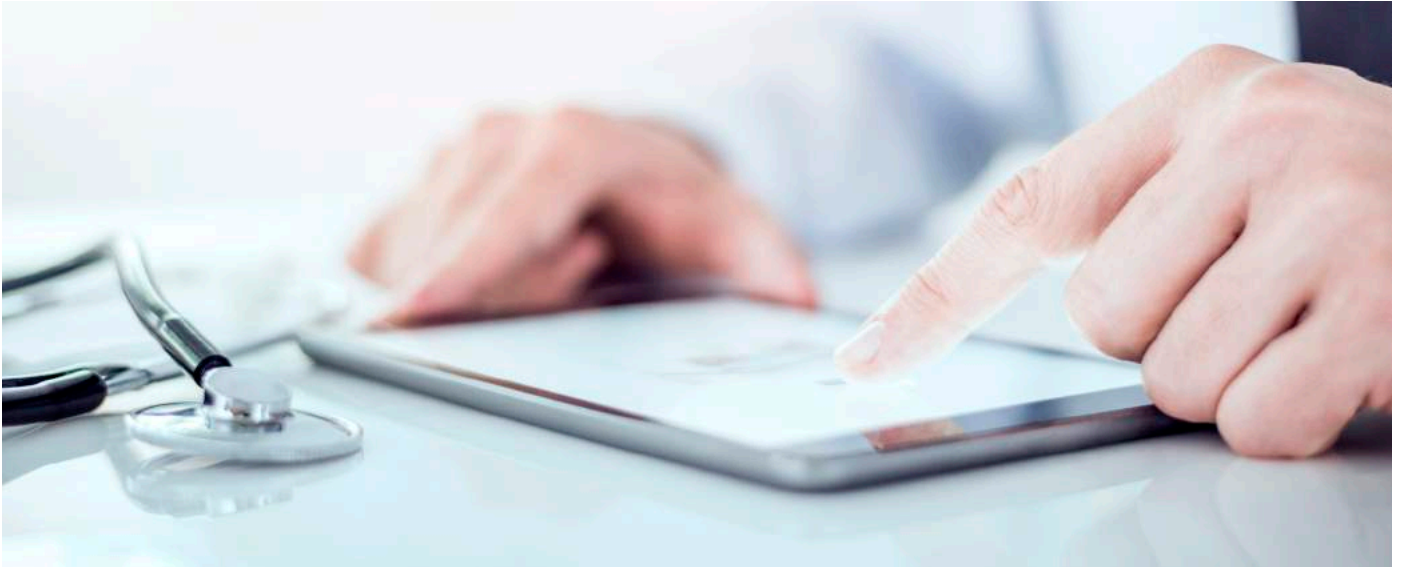
- There were 493,000 emergency admissions in the month, 5.3% higher than the same month last year and emergency admissions increased by 5.8%.
- 85.4% of patients were seen within 4 hours in A&E departments, compared to 91.4% for the same month last year.
- There were 38,200 four-hour delays from decision to admit to admission this month, which compares to 23,500 in the same month last year. Of these, 100 were delayed over twelve hours (from decision to admit to admission), compared to 46 in the same month last year.

The NHS is under increasing pressure to deliver higher quality integrated services with less resources. With chronic underfunding, the health service is under great strain to provide the service required to adequately care for our sick population.

“IN 2018-19, REAL-TERMS NHS SPENDING PER PERSON IN ENGLAND IS GOING TO GO DOWN”

SIMON STEVENS,
CHIEF EXECUTIVE OF NHS
ENGLAND.

INNOVATING ELECTRONIC HEALTH RECORDS



Many healthcare providers are moving to cloud solutions to manage the data storage because of the promise of significant savings. All the reputed cloud-based storage providers by default provide the right amount of security within their infrastructure. But sometimes the cloud is not necessarily as secure as other forms of storage, and since providers know this fact they have to spend extra bucks on security, expenditure that can offset cost savings.

You can encrypt the data before uploading as it is a good idea just to be on the safe side. To make sure that your data remains safe from hackers, you can write a small script that reads the file in binary and encrypts it with a secret key that only you know. When you wish to download it back, you will have to use the same key to decrypt it.

Healthcare IT leaders' stance on cloud-based storage data, transfer, and retrieval are often mixed. Some are quite firm believers in the power, cost-savings, and scalability afforded by the cloud while others share concerns ranging from data ownership and security to patient protection.

A key way of bringing the NHS provider sector back into financial balance is to focus on the management of electronic health records. In recent years, there has been multiple high level reports on serious failings in patient care, with a recent report announcing that the NHS has identified 173 cases of likely patient harm, arising from the loss of half a million pieces of confidential medical correspondence. The NHS exist at a time where almost half of NHS employees are still routinely posting hard copies of documents to each other or rely on insecure USB flash drives.

Jeremy Hunt's goal for a paperless NHS is the impetus the NHS need to rethink the document management workflow with adopting cloud-computing as a central component to NHS document management. In

his NHS report, Dr Robert Wachter has stated that storing patient data in a cloud-based system is "tremendously attractive". Cloud computing is a key component to improving collaboration between NHS departments, managing, sharing and securing sensitive data. When running a thousand desktop printers, that's a thousand devices using electricity, and potentially printing unnecessarily, adding to toner and paper costs. There's also a repair cost in terms of maintaining a thousand printers and replacement costs. Each printer is replaced after three to five years, so you're looking at a couple of hundred printers a year.

Medical records need to flow freely around the healthcare environment, with ICT systems changing the entire fabric of NHS operations. As a result, there is mounting interest in cloud-based printing, drawn by the promise of reduced costs, streamlined document and print management systems, and improved efficiencies. Demand for cloud printing solutions is rapidly increasing and organisations are shifting from traditional on premise IT infrastructure to services deployed in the cloud.

FOLLOW ME PRINTING FOR DIGITAL CARE

Digital mobile printing has the capability to propel the NHS forward and is an essential tool to meet the needs of the healthcare environment.

Becoming paperless is not the cessation of printing, it's about changing the way the healthcare sector print in order to create a sustainable culture, preparing staff for the ultimate shift to digital systems and workflows.

With a greater emphasis on print and document management, Annodata's innovative printing solutions should be a high priority for the NHS. Clinical staff need access to workflow solutions designed to support their workload. With print, copy and scan capabilities, Annodata make the process of printing medical documents easy and secure.

Annodata are specialists in managed print solutions, liberating the NHS and maximising clinical engagement. With a deep knowledge of the NHS environment, its ambitions and working processes, Annodata's solutions specifically meet the needs of the healthcare sector.

Their Follow Me printing solution makes printing mobile, simplifies workflow, minimizes printed waste, protects confidential documents and increases user productivity.

Annodata's Follow Me solution creates an environment for printing where users can print securely whenever and from wherever they require, independent of location. User productivity and mobility is enhanced as this solution allows users to walk to the device of their choice to release their print jobs.

ANNODATA'S SOLUTION ACHIEVES:

- Reduction of IT team's workload – no need to manage print queues and devices
- Alleviating burden of medical staff
- Controls the print environment
- Improved resilience of the print network
- NHS agility and helps facilitate government transformation
- Security of a private cloud
- Enhanced productivity
- Cost efficiency and simplifies budgeting
- Innovation such as mobile working



With Annodata's solution, printing will not be released until the user has swiped their personal cards, meaning confidential information is never left

unattended on a printer. Annodata's Follow Me printing saves time for healthcare professionals and printing queues are eliminated.

A CASE STUDY

DRIVING PRINTING INNOVATION IN HEALTHCARE



THE CHALLENGE

Hampshire NHS were experiencing significant challenges with incumbent suppliers and a combination of printers from different vendors. With over 1000 devices, Hampshire NHS lacked a print strategy. With a lack of cost transparency, they were in need of a print management plan to simplify the processes for printing, copying, scanning and faxing.



THE ANNODATA SOLUTION

Annodata installed their Follow Me print solution, immediately reducing workload for healthcare departments and rationalising Hampshire NHS' print fleet to just 500 devices, freeing up floor space and providing 24/7 monitoring. Security was elevated and the Trust experienced reduced costs and better sustainability with a reduced carbon footprint.

Now, healthcare staff no longer have to wait for print queues. All data is stored on Annodata's secure datacentre, completely protected. They provided a fully hosted solution. Annodata reduced IT's workload due to them not needing to manage print queues and devices.

Healthcare professionals can walk to any device and collect their documentation using their secure door entry card system. Annodata's Follow Me Print solution is bringing Hampshire NHS the optimal use of resources, transforming business efficiency, productivity, enhancing visibility with integrated security.

ABOUT US

Annodata is one of the UK's leading independent providers of IT Unified Communications and Managed Print Services.

In an age of rapid technological change, they bring together printing, telephones and mobile, audio visual, document management, and collaboration tools to build and maintain your business

infrastructure, giving you the peace of mind to concentrate on running your core business.

Their long-standing relationships with leading global enterprises including Kyocera, O2, Ricoh, HPE and Mitel give you access to the latest technologies so you can be sure your business infrastructure will meet your needs now and in the future.

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