



**A transformative approach  
to healthcare provision**

## The healthcare industry landscape

For years, the healthcare industry has made efforts towards greater digitalisation but challenges such as budget restrictions and time and resource limitations have prevented the necessary changes.

In 2020, the world faced its first global pandemic, forcing the British healthcare system to embrace technology more tightly than ever before. This was critical to ensuring continuity of service at a time when much of the economy had ground to a halt. The Covid-19 pandemic has been a trigger for increasing acceptance of technology as an essential tool in the conduct of daily operations. Video calling, telemedicine, and messaging have all become fundamental to the continuity of service provision and the protection of healthcare employees.

Whilst many healthcare providers now lean more heavily on technology to deliver their services, many still aren't seeing the full benefits possible. Faster communication, improved access, safer record storage, speedier record retrieval, and the ability to quickly cross-reference patient records make a higher level of service possible.

But years of limited capital investment for larger projects and reduced age-weighted real-terms funding per person sit against a backdrop of increasingly complex service provision for a growing population. This makes technology critical for healthcare providers if they are to meet objectives and KPIs.

Now is the time for healthcare providers to capitalise on the cost-efficiencies, service delivery benefits and improved RoI that is waiting for them. To do this, they must shift their operational processes to ones that fully embrace technology and all it can offer, as they deliver increasingly complex healthcare services to a growing number of patients.



## About this ebook

So, what is next for healthcare providers?

This ebook includes expert leadership commentary from invenioLSI professionals consolidating key observations from the Healthcare Strategy Forum, Nov 2021, which welcomed more than 150 NHS leadership/budget holders.

Data-driven AI, digital capabilities, big data, Robotic process automation (RPA), cloud services and cyber security all stood out as the most talked-about technology capabilities amongst this group of decision-makers and influencers. However, a survey of those in attendance revealed some interesting insights into how the healthcare industry is increasingly turning to technology to provide answers to the challenges it faces today. It also reveals some striking directional similarities with local government.

## Achieving long-term objectives within the NHS

Since the NHS was established in 1948, the population reliant on its services has expanded by almost 30%. Increased life expectancy, migration and greater medical awareness are all contributing to increased pressure on the UK's health services.

The long-term NHS plan requires patient attendances at hospital to be reduced by a third. Our research revealed that almost half of healthcare providers plan to achieve this through an increase in remote or video consultations. A further 31% plan to increase pre-referral advice and guidance, whilst the final 25% of those asked, plan to increase referral assessment services to achieve this reduction on hospital attendees.



# How technology is supporting the goals of healthcare providers

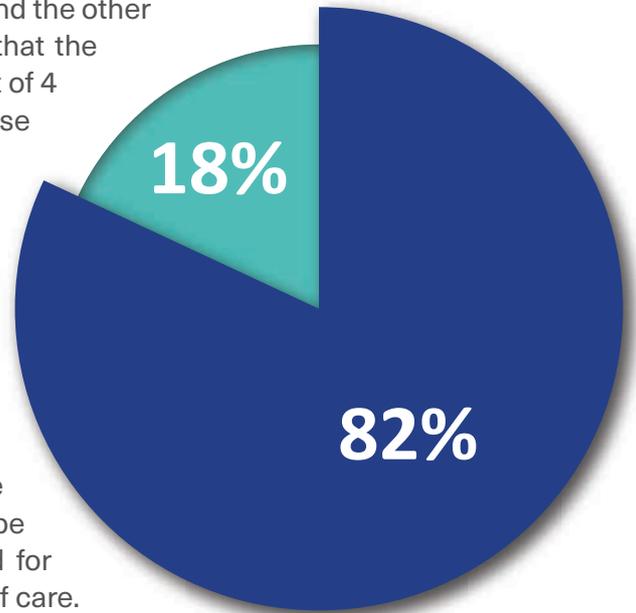
The NHS currently has a total budget of £2.2bn. Around 55% of this budget is allocated to improving patient safety, patient experience and quality of care.

## Mobile Working Solutions

With around 50% of our respondents being influencers, and the other 50% budget decision-makers, it was interesting to see that the majority of respondents (9 out of 10 influencers and 3 out of 4 decision-makers) expected to see a considerable increase in their IT budget in the coming years.

However, we were surprised to see that, despite Covid-19, only one-third of respondents felt that we would see an increasing movement towards remote monitoring.

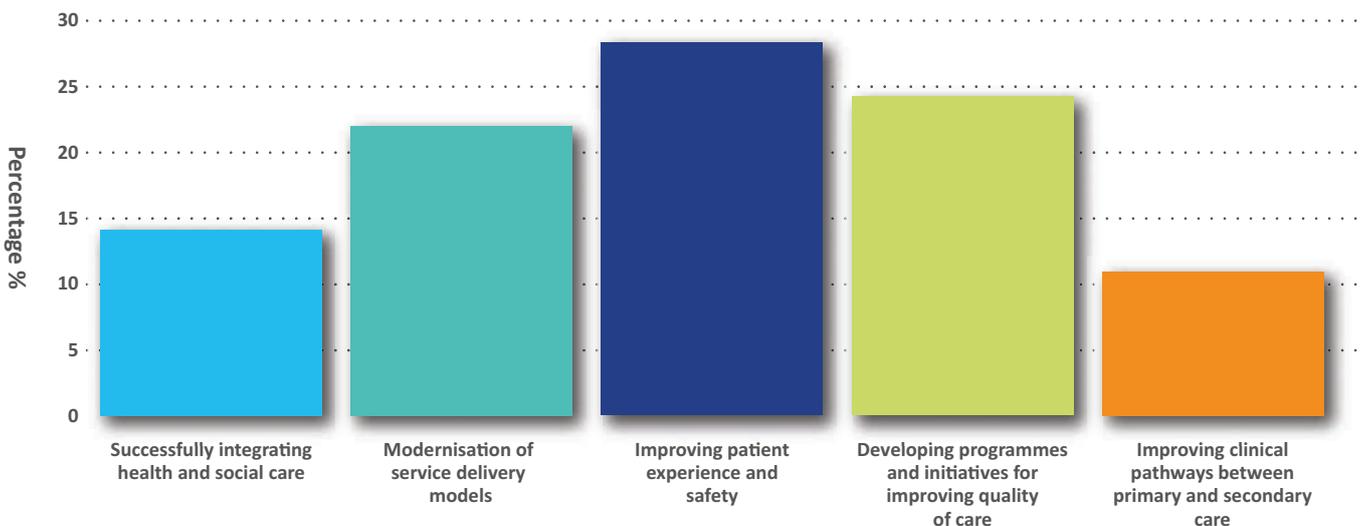
Likely a direct result of the pandemic, 82% of those asked expect to see an increase in funding for mobile working solutions, and 81% of those polled intended to increase investment in a patient self-service portal. More than 45% of IT budget decision-makers feel that this type of spend would fall within the 55% of budget allocated for improving patient safety, patient experience and quality of care.



Top strategic priorities for healthcare providers include the improvement of patient experience and safety (28%) and the modernisation of service delivery models (23%).

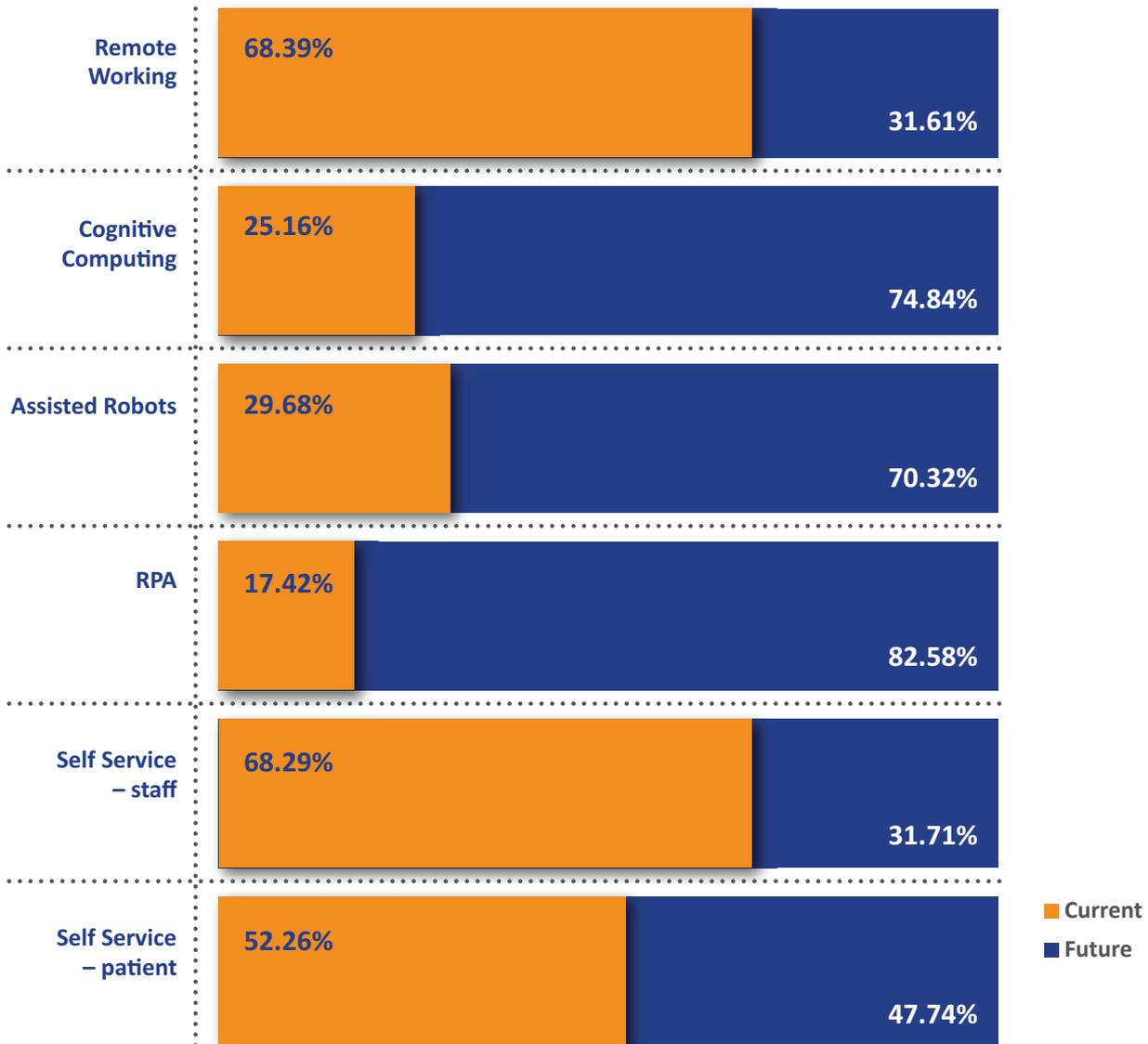
- Increase
- Decrease
- Stay the same

### Top Strategic Priority



Whilst the last two years have seen the widespread introduction of virtual surgeries, video calls and e-consulting, many providers have a long way to go if they are to fully embrace technology and the benefits it can offer.

This is reflected in the survey which found that 3 out of every 4 participants strongly intended to start a program on cognitive computing and assisted robotics.



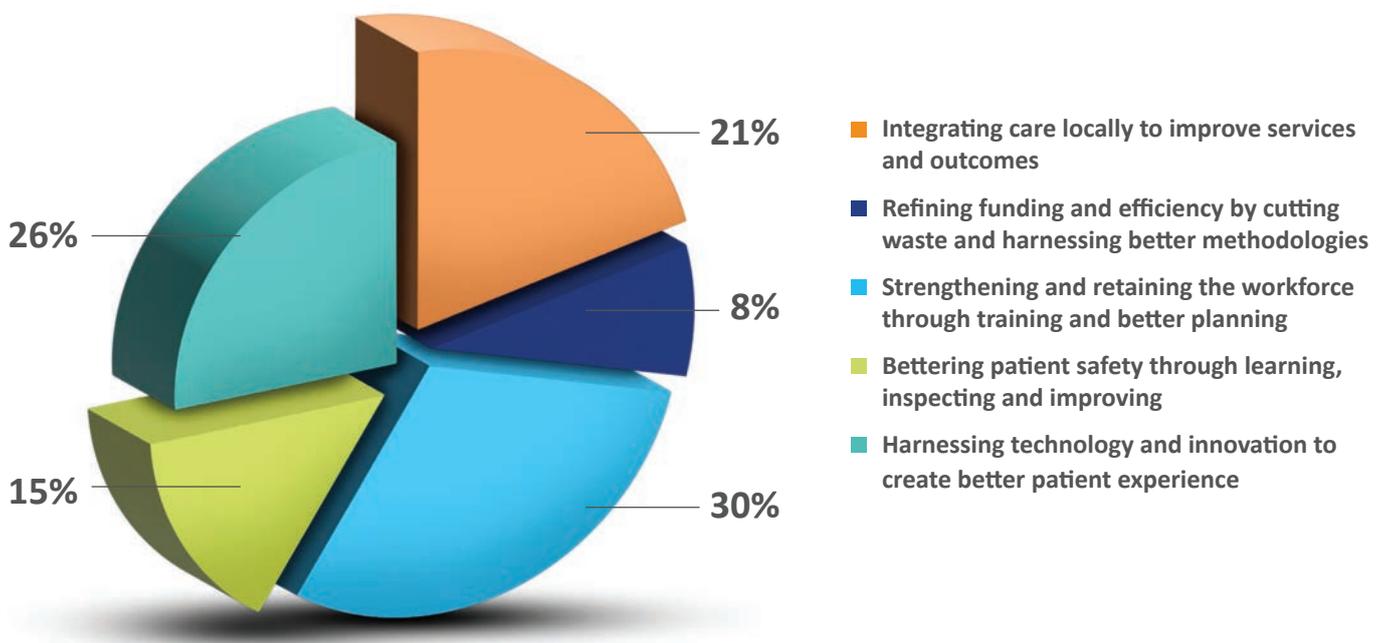
The second-largest body of healthcare providers said their top improvement initiative was harnessing technology and innovation to create a better patient experience. With faster recall capabilities, more accurate search capabilities and enhanced integration opportunities, the use of AI, machine learning and data-driven insights make it easier to create a better patient experience.

## Improving the prognosis for healthcare staff

The NHS considers its staff to be its key asset, which was reflected in one-third of respondents confirming that training and strengthening their staff was their main priority.

In 2019, the GP network was already stretched, with 4 in 10 GPs planning to leave the profession within the next 5 years. The challenges of the pandemic placed the profession under greater strain, which has led to rising workloads and around 300 fewer full-time equivalent, fully-qualified GPs in England than we had just one year ago.

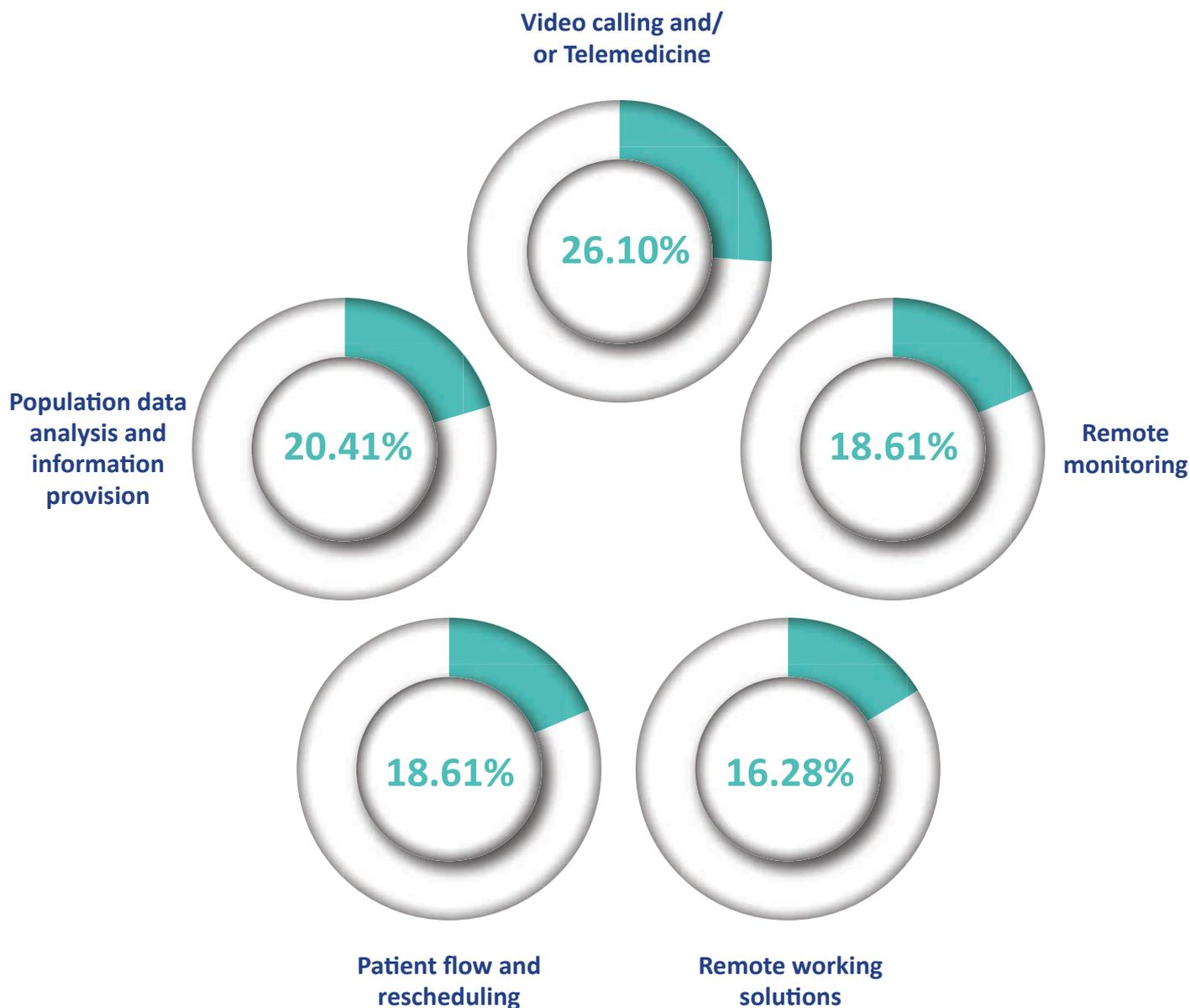
### Top Improvement Initiative



Modern technology offers the opportunity to automate communications and administrative duties, freeing time committed to these tasks by trained or qualified staff. By introducing automated workflows to relieve healthcare providers of these repetitive administrative tasks, communication can be conducted more rapidly and more efficiently, and job satisfaction would be expected to increase as doctors experience fewer demands on their time.

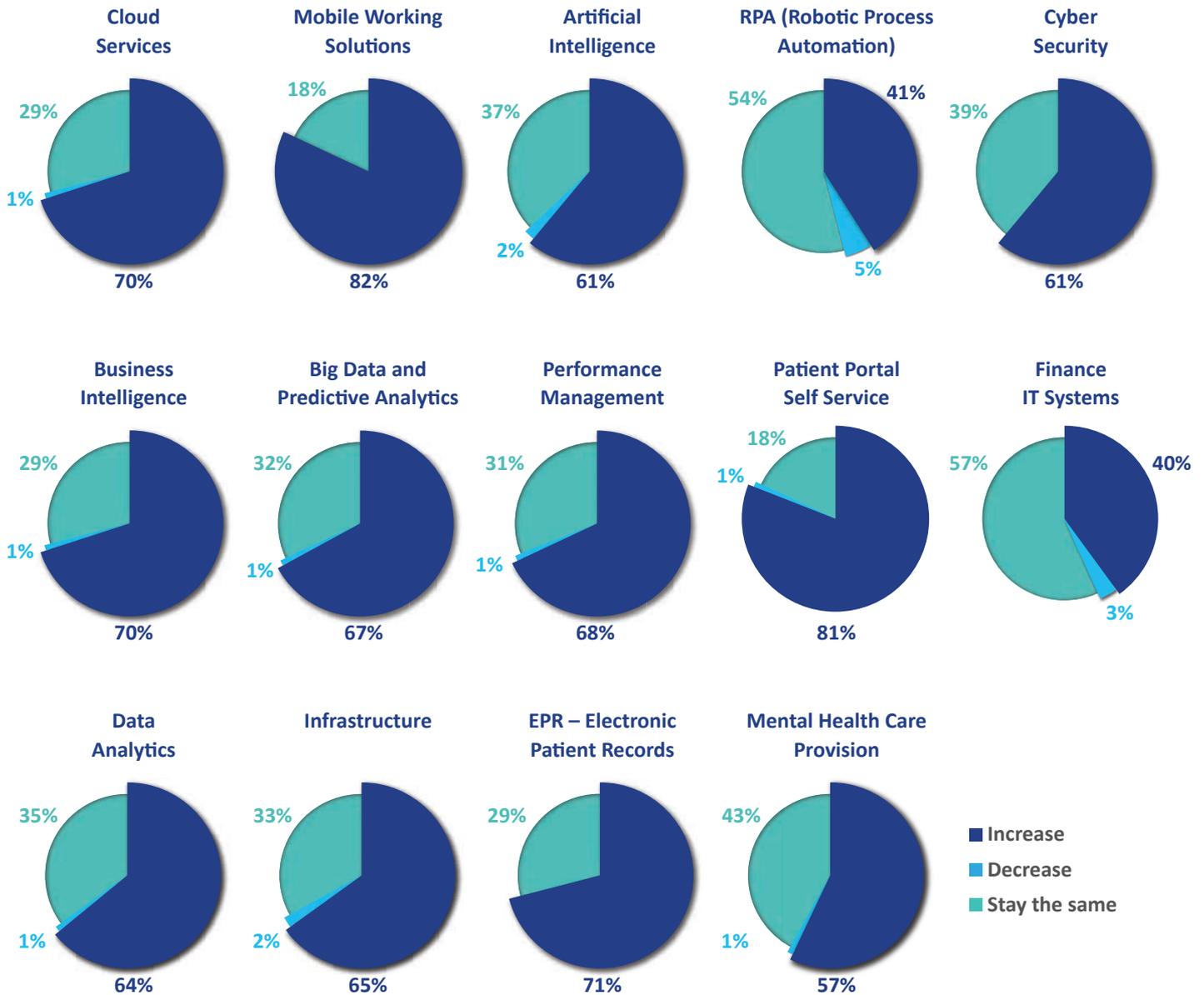
When asked what measures healthcare providers would like to see in the fight against Covid-19, 26.1% said they would like to see greater use of telemedicine and video calls, whereas 20.4% would like to see greater use of technology patient flow and rescheduling.

# Which of the following would you consider important in utilising digital technology in the fight against Covid-19?



## Creating a data-centric health service

One of the more prominent emerging trends that became apparent at the Healthcare Strategy Forum was increasing momentum towards the NHS becoming a data-centric entity, rather than an IT-process-centric entity. This was supported by Data-driven AI, Digital capabilities, Big data, RPA Cloud Services, and Cyber security all standing out as the most talked-about technology capabilities amongst decision-makers and influencers.



## The emergence of a BYOD culture

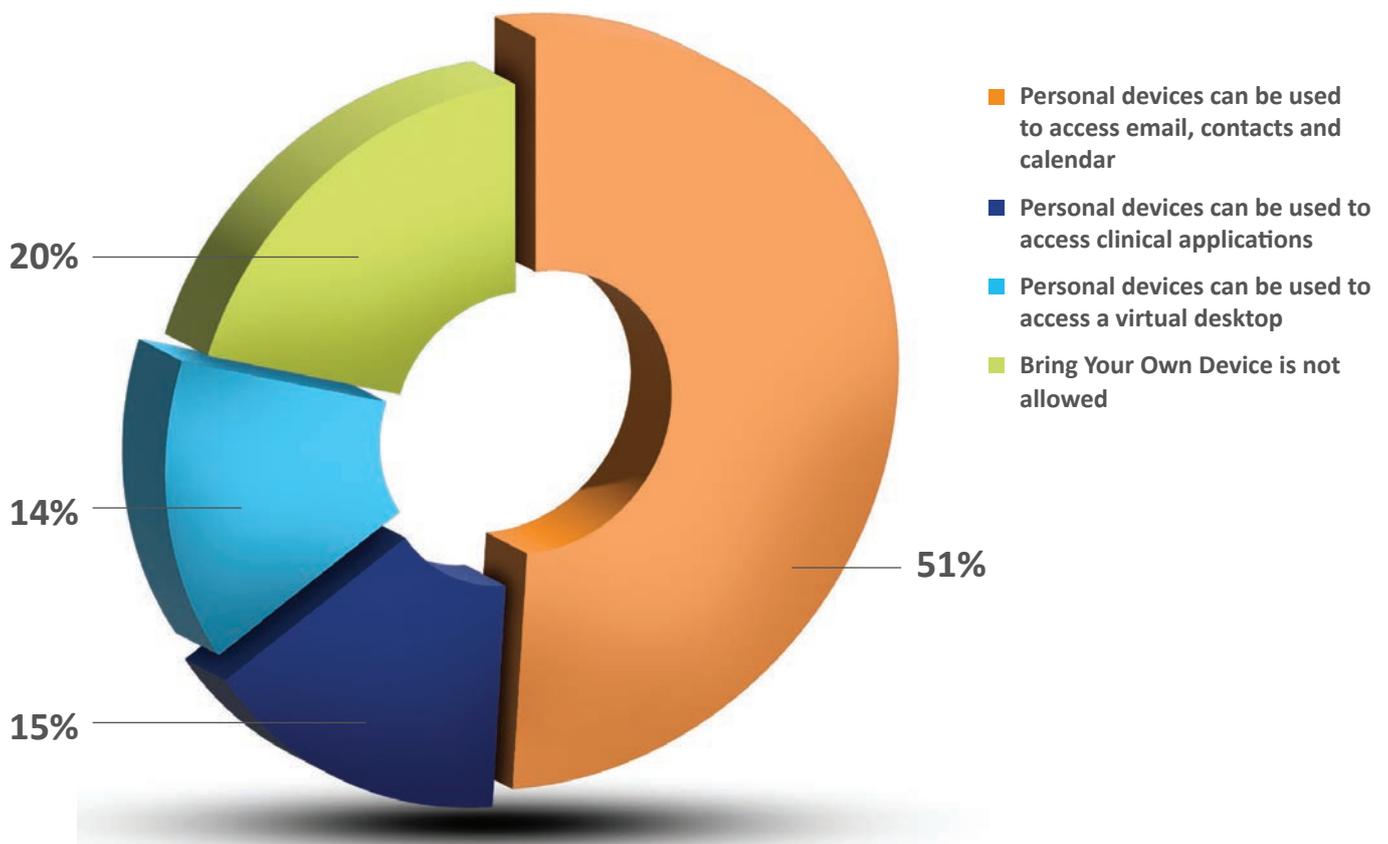
With a greater reliance on digitalisation, how far will a Bring Your Own Device (BYOD) policy infiltrate the healthcare service?

4 out of 5 respondents confirmed that they do believe in a BYOD policy, however, only 51% of respondents in our survey of Healthcare Strategy Forum attendees said that personal devices are already being used to access email, contacts and calendars. Just 15% can use their own devices to access clinical applications, automatically restricting the ability of staff to work remotely. A sizeable 20% of respondents confirm that BYOD is not permitted at all within their working environment.

These numbers are reflective of the balance that service providers are having to find between showing healthcare staff a greater level of flexibility and securing confidential and personal data in a world where the black market value of personal data is increasingly recognised.

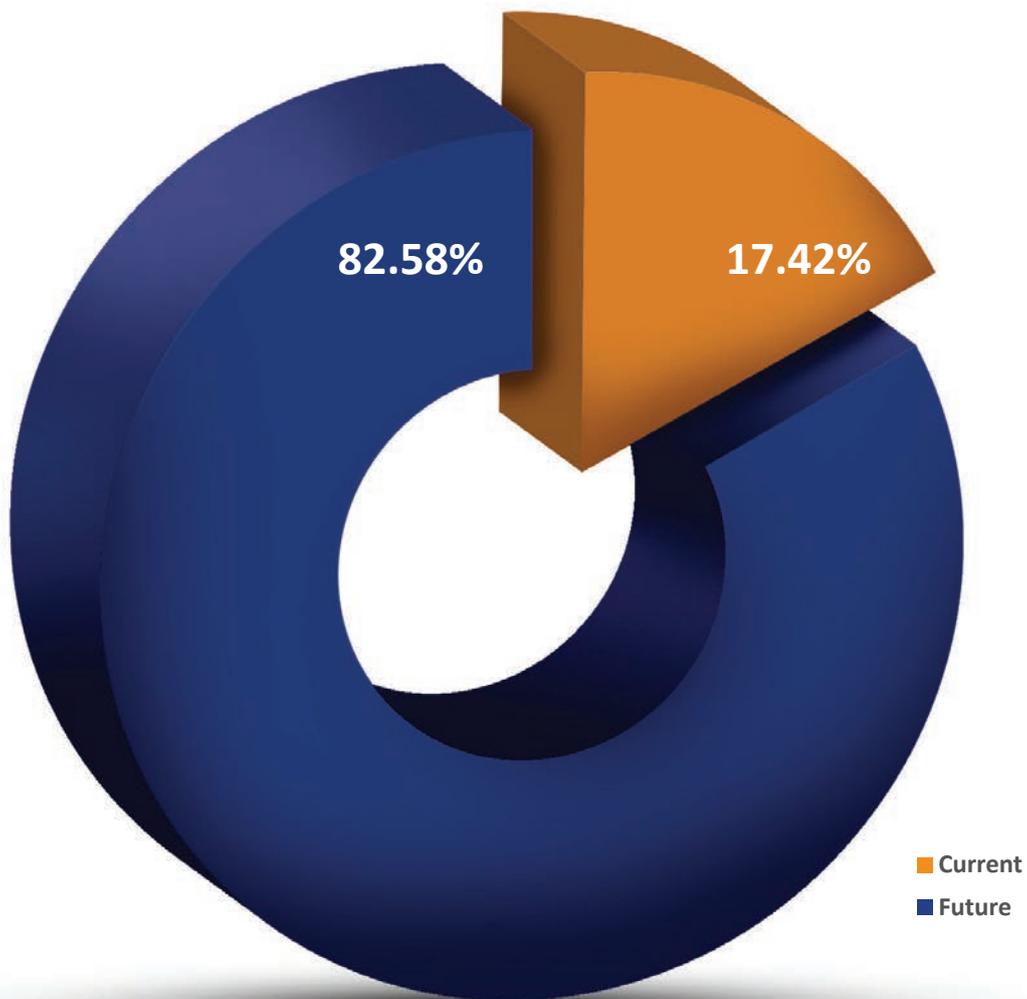
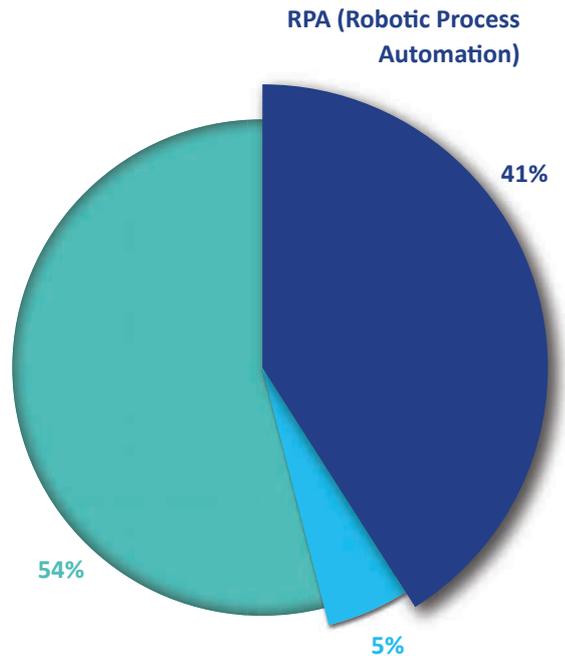
It's only with greater security and confidence that healthcare organisations can afford staff the increased flexibility that we are now accustomed to seeing in other industries.

### BYOD Policy



## Has the healthcare industry tired of RPA already?

75% of participants felt that NHS authorities are planning to invest and commence programs on Cognitive Computing and Assisted Robots, whilst 80% anticipate the future adoption of RPA and intelligent automation solutions to support improved service delivery. Despite this optimism for greater RPA reliance, healthcare spend decision-makers and influencers feel that RPA spend is likely to remain stagnant. Perhaps RPA fatigue is catching up with the healthcare sector?



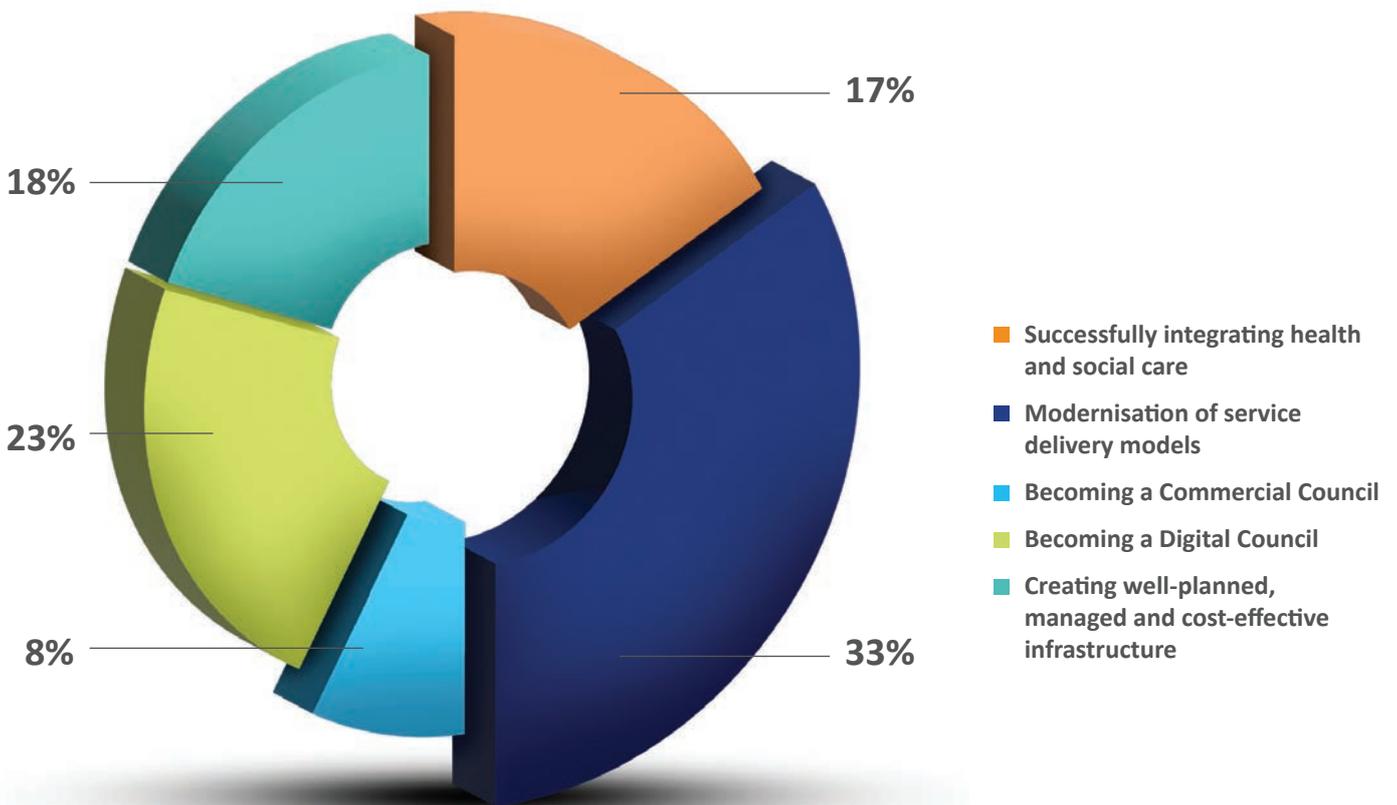
## Unlocking greater inter-agency collaboration

A notable observation is that 72% of respondents in our survey are planning to focus on integrated care systems across locality. We really welcome this drive as we feel NHS authorities have a great opportunity to collaborate with local government and police, sharing data with the appropriate governance framework, resulting in improved citizen/patient care.

Public sector and local government also have similar strategic priorities, such as integrating successfully with health and social care and modernising their service delivery models, incorporating technology where appropriate to do so.

By increasing collaboration and integrating police, healthcare and public sector, we feel all three bodies could find that they are able to enhance citizen care and make measurable steps towards improved delivery of their own objectives.

### Local government strategic priorities



## Conclusion

IT investment is something we'll be seeing more of in the wake of the Covid-19 pandemic as organisations realise the importance of embracing technology to protect against the impact of future pandemic situations.

Many healthcare organisations recognise the importance of investing in infrastructure to benefit from AI, improved business intelligence, data analytics and more, but the key focus for most healthcare providers is centralised around service provision.

AI, data-driven solutions, RPA, and analytics-driven insights to deliver patient safety and quality of care is the wave on which we all need to ride for the next decade or so. This is essential if healthcare organisations are to deliver improved patient services in the face of greater demands, with a restricted budget.

Embracing technology to create an integrated care system across locality is the best opportunity to enhance citizen and patient care, drive down costs and improve results with an inter-agency approach to service delivery.





Succeeding Together

## Working with invenioLSI

invenioLSI is a specialist SAP-based implementation and support services company, a SAP Gold Partner, invenioLSI is recognised as the number one, independent SAP Solutions provider for Public Sector and Services organisations.

It has established niche positions in targeted private sector (Media and Supply Chain) segments, local government, education, healthcare and policing. With more than 23 years' experience deploying SAP solutions to the public sector, invenioLSI specialises in providing the exact skills and experience required by our public sector clients, even cherry picking the skills and experience that will best serve our customers when recruiting staff.

We develop long term, strategic relationships with Federal, State and Local Public Sector customers together with private sector multinationals, with contracts that often extend to 10 years or more.

Fully international, our EMEA HQ is near London, while our North America HQ is in Waltham, Mass. Our customer portfolio includes the State of Nevada, Govt of the Kingdom of Saudi Arabia, Penn State University, State of Hawaii Dept of Transport, Govt of the United Arab Emirates, City of Phoenix, Govt of Qatar, Universal Music Group, Dow Jones, News UK, Penguin Random House and Johnson Matthey.

invenioLSI uses its own IP, Cloud, Digital and Analytics skills and capabilities to accelerate SAP-based projects, offering clients faster time to value and shorter roll-out times. This capability enabled us to achieve SAP Recognised Expertise in the Public Sector and become the world's leading SAP Tax and Revenue Management (TRM) consultancy. We were the first to implement SAP TRM for Public Sector on SAP S/4HANA®, and the first SAP partner to implement SAP S/4HANA® core tax administration solution, globally.

Our experts in healthcare and public sector consulting and SAP TRM can help you implement an agile platform to address the challenges of today. We use emerging technologies to go beyond automated tasks and look at data in real-time, predict outcomes based on trends, and create substantial organisational efficiencies.

**For more information on how invenioLSI could help you switch to an agile platform to deliver improved customer care, better efficiencies and enhanced operational effectiveness, call us today on 0330 440 1800.**

i NHS England website » Funding and efficiency <https://www.england.nhs.uk/five-year-forward-view/next-steps-on-the-nhs-five-year-forward-view/funding-and-efficiency/#44>

ii Overview of the UK population – Office for National Statistics (ons.gov.uk)

iii <https://www.bmj.com/content/364/bmj.l960>

iv The British Medical Association. <https://www.bma.org.uk/bma-media-centre/latest-gp-workforce-data-for-england-shows-drop-of-1-700-full-time-equivalent-gps-in-six-years>

v Statistics source: [www.healthcarestrategyforum.com](http://www.healthcarestrategyforum.com)



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