

CAPITA



Meet
Mrs Jones

Transforming the lives of people with frailty

Innovative digital solutions for
improved patient care



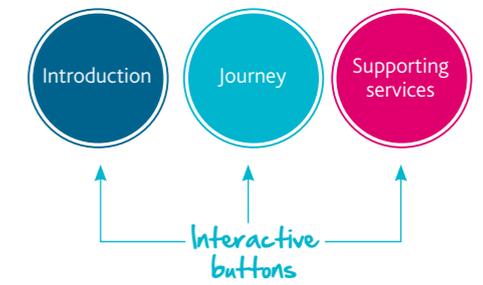
We understand the importance and complexity of frailty and have created an innovative range of digital products and services which can be used to facilitate high quality care. The patient journey described here illustrates how we apply our talent and technology to help you improve care outcomes and experiences. Our range of solutions continues to grow as we work with global experts and learn from our existing customers and partnerships.

Introduction

Meet Mrs Jones, a frail 74-year old widow who lives alone in a small town in rural England. She suffers from multi-infarct dementia, hypertension and type-2 diabetes. Mrs Jones cares for herself on a day-to-day basis but finds it increasingly difficult to be physically active. She usually cooks for herself but sometimes finds it hard to do this and has recently started to lose weight. Mrs Jones's only daughter lives in London and visits occasionally, usually along with her own two children and husband. Mrs Jones enjoys these visits but their frequency varies considerably and the distance her daughter has to travel is considerable. Mrs Jones wants to retain her independence and does not want to rely on her daughter for support. She wants health services which are easy to understand, easy to access and which support her independence where possible.

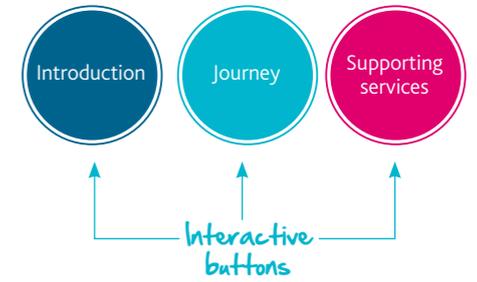
To help her plan for her future health needs, Mrs Jones has prepared a care plan with her GP. The aim of the care plan is to ensure that she receives high-quality, consistent care, however the range of chronic illnesses that Mrs Jones suffers from makes her care requirements challenging for providers.

What follows is a description of a series of important encounters which Mrs Jones has with the NHS, which are typical for many people like Mrs Jones and illustrate the range of services people living with frailty require. Capita offers a wide range of innovative digital solutions that are currently in use across the NHS, social care organisations and emergency services to help meet the issues faced by patients like Mrs Jones. The solutions described on Mrs Jones' patient journey are available to enable you to deliver excellent outcomes for your patients.





Mrs Jones's Journey



Mrs Jones collapses at a bus stop near her home. A bystander calls 999

999eye
enables the emergency services control room to view live images of the scene through the bystander's smartphone

ControlWorks
The call is triaged and the closest available ambulance is sent to take Mrs Jones to hospital

On arrival in A&E, Mrs Jones is identified as a high-risk patient during the triage process



Office365
Mrs Jones is discharged from hospital and arrives home

Wireless network infrastructure
Once feeling a bit better, our wireless networks enable Mrs Jones to hold a video call with her family



Mrs Jones undergoes surgery

Mrs Jones is admitted to a ward where she continues to be monitored throughout her stay

Wireless network infrastructure
Doctors identify that Mrs Jones has a fractured femur and requires surgery

Shared care record
During assessment, doctors and nurses refer to and update her shared care record to ensure she gets the right care

Concerned that she may not be coping, her daughter comes to visit

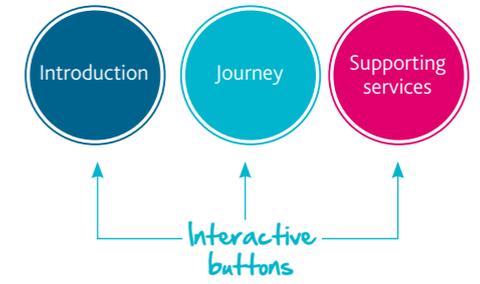
Clinical content/ triage
Her daughter phones 111 to ask for advice. The operator uses our clinical content to assess Mrs Jones

Salus Integrated Urgent Care Hub
A link is sent to connect Mrs Jones to a GP to hold a consultation via video call

CHC Invoicing
The GP organises a nurse's visit for Mrs Jones - he recommends admitting Mrs Jones to a care home on a temporary basis

The Telepresence suite
in the care home enables specialists in different locations to work together to deliver Mrs Jones's care

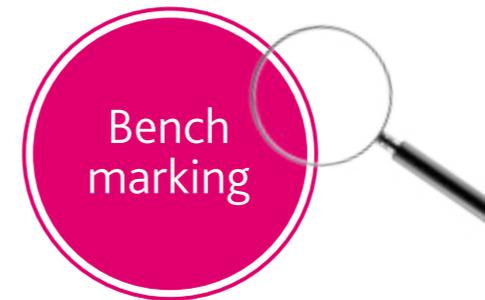
Social Isolation Index
After a short stay, Mrs Jones returns home where her recuperation is supported by locally targeted social inclusion programmes and services

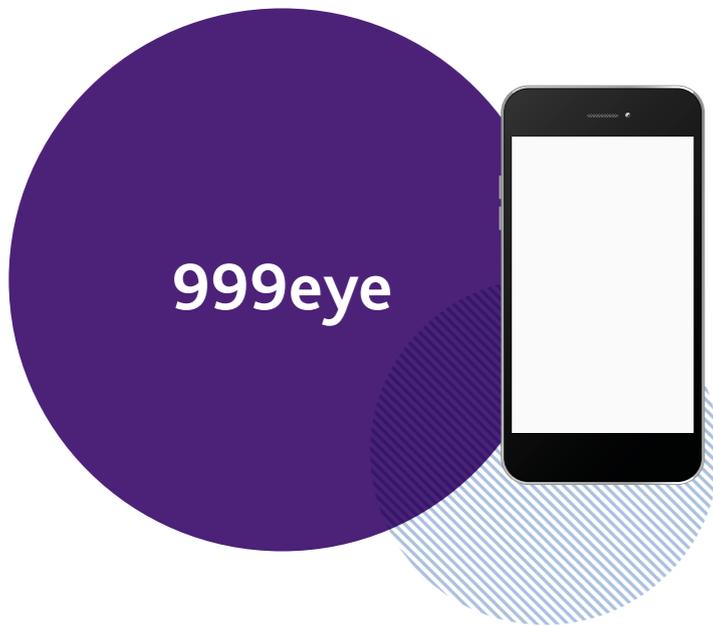


Supporting services

Please click each service for more information

In addition to the solutions outlined across Mrs Jones's patient journey, we also deliver a range of supporting services that enable health organisations to optimise performance, comply with regulation and provide patients with the high-quality care they require.





Solution overview

999eye is the first-ever smartphone solution that enables emergency control rooms to be at the heart of unfolding incidents by viewing live footage or photographs taken by eye witnesses at the scene.

Without the need for previous application download by the user, the solution allows control room staff to get eyes on the scene by requesting permission to access a caller's smartphone camera, enabling them to decide if the initial response needs to be escalated or not.

This ground-breaking solution can help advance the way 999 calls are handled and bring significant benefits to your organisation and the public.

What are the benefits?

- Helps 999 operators to assess the scenario and better select the appropriate resources to dispatch to the incident
- Operators can provide more qualified information to partner agencies to help manage incidents more effectively
- GPS coordinates are delivered, helping to pinpoint the exact location of an incident
- Asking users if they want to use the 999eye service can help to reduce hoax calls
- Data streaming is fully encrypted and the service is securely hosted

How we help

- 999eye was launched by Capita in collaboration with the West Midlands Fire Service
- We have almost 30 years' experience of providing critical messaging to the public sector, helping organisations improve communications in order to manage and direct resources more effectively





Solution overview

ControlWorks is a next generation control room and contact centre solution that provides seamless interoperability with back office and other external systems, enabling a major step-change in control room efficiency.

By providing a single platform communication hub, we support emergency services to manage all their operations from a central viewpoint and improve the experience of callers through enhanced contact management.

For each call, ControlWorks generates a record of the contact interaction and searches the caller's history to enable more effective decision making. In addition to this, for each incident our solution presents the most appropriate resource based on incident type, availability and requisite skill set.

This extensive capability solves many of the key problems faced by control rooms today by streamlining processes and delivering significant operational efficiencies at a lower cost to help you take a long-term strategic view of your control room transformation.

What are the benefits?

- Clear and intuitive user interface that provides instant visibility of resources and their location
- Integrates with existing technologies to drive one view of the truth to ensure maximum efficiency when co-ordinating and collaborating
- Maximises collaboration between emergency responders and partner agencies
- Offers product suite flexibility combining functionality of ICCS, CAD, Mapping and Contact Management
- Deployable in contact centres, control rooms, front desks or mobile operations
- Offers a modular, scalable solution that meets the evolving operational needs of the emergency services

How we help

A range of emergency services across the UK use our ControlWorks product suite to enable control room transformation and collaboration to deliver excellent outcomes for the public.



Shared care record



Solution overview

The shared care record supports all providers at the point of care - from hospitals to care homes to ambulance services.

By linking patient data from primary, secondary, social and community care in a secure store, the record provides a summary of all patient interactions across all services as well as details of recent events and episodes of care.

It also includes key clinical and demographic information and a comprehensive summary of a patient's physical and mental health. This enables care providers to plan, monitor and proactively manage the care delivered to individual patients across care settings to ensure integrated, patient-centric care.

What are the benefits?

- Improved patient experience as care providers see complete history of patient and services used
- More seamless patient journey across service silos
- Reduced risk as critical information is shared e.g. dementia diagnosis by GP
- Utilising a portal that is accessible by patients, we empower patients and encourage individuals to take control of their health
- Data can be collated so GPs and commissioners can identify high risk patient groups and undertake proactive interventions
- Can be used on the move by community care providers
- Includes latest NICE guidance for confident clinical decision making

How we help

The shared care record supports GPs, commissioners, A&E teams, 111 operators, nurses, care home staff and many other allied health roles at the point of care, enabling them to plan, monitor and proactively manage the care delivered to individual patients across care settings.

To discover more click here



For a case study click here





Wireless networks



We chose Capita IT Enterprise Services for this project due to their excellent credentials in the healthcare market and a track record for technology delivery within a specified budget. In particular their partnership with Cisco proved an important factor in allowing us to... increase efficiency and help us provide true 21st century care for the people of Grampian.

Paul Allen, NHS Grampian, Head of ICT Infrastructure

Solution overview

Specialising in Mobility Solutions Wireless (WLAN), LAN and Security, our services include design, migration and implementation of highly available network infrastructure to support digital transformation across the NHS.

Through our network and mobility expertise we can enable secure, reliable and flexible access to clinical and patient information while introducing collaboration methodologies and mobility in the delivery of patient care services, all with an aim to enhance the patient healthcare experience and raise healthcare standards.

Our solution spans:

- Refresh of core infrastructure
- Upgrade of core network capacity
- Delivery of wireless capability to support access for patients and staff
- Comprehensive break/fix and network maintenance service with 24/7 support
- Training during implementation to enable teams to develop their own skills base, manage infrastructure proactively to maximise the capability

What are the benefits?

- We can help your organisation meet the challenge of delivering publicly available WiFi to all primary care providers by the end of 2017 and secondary providers by the end of 2018
- Enables increased staff productivity
- Facilitates more dynamic, flexible and collaborative working
- Delivers improved services to patients
- Supports applications such as Electronic Patient Records (EPR), Bed Side Services and Secure Guest Access
- We understand how and why technology and innovation is fundamental in supporting healthcare delivery

How we help

- We have delivered some of the largest Public Sector Networks (PSN) in the UK
- We are a recognised supplier by the NHS Purchasing and Supplies Agency (PASA) for providing solutions which are driving improved healthcare services
- We are recognised by the industry as the UK market leaders for enterprise wireless, mobility and BYOD services
- For University Hospitals of Morecambe Bay NHS Foundation Trust we delivered a 10Gbps, highly resilient, highly available core network supporting 6,500 staff across the Morecambe Bay health and care geography

To discover more click here



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O365 deployment and implementation

Solution overview

Our team of analysts, architects and deployment specialists create innovative solutions for healthcare organisations.

With expertise in healthcare IT stretching far beyond traditional licencing provision and management, we have a comprehensive suite of services to assist organisations in assessing options for:

- O365 licensing
- Cloud readiness
- Design, deployment and implementation

To help meet your clinical and business challenges we also provide managed services to optimise your cloud usage, support deployment and maintain flexibility to align to business plans.

What are the benefits?

Office 365 changes the way you access information and collaborate both inside and outside your organisation. We:

- Identify the most economically advantageous deployment and procurement approach
- Help unify a healthcare regional economy through collaborative working practices and technology
- Maximise your existing IT assets
- Improve productivity, lower costs and reduce risks
- Enable user access control allowing you to fine tune the security, usage and administration of your cloud across your organisation

How we help

Our expertise in healthcare stretches far beyond traditional licensing provision and management. We go further to provide end-to-end services from hardware and software procurement to fully managed services and business productivity technology and are Microsoft's number one public sector partner.

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Clinical content and triage solutions



Solution overview

We deliver telephone-based healthcare and patient assessment comprising a technology platform and/or clinical content – with authoring functionality - that supports decision making.

Our solution can be implemented for a single call centre or as a national service and can be designed for clinical or non-clinical call handlers with questions that are structured to lead the call handler to a recommended course of action.

Patient safety is paramount with points along the process that enable clinical or emergency intervention if required. Our internal clinical authoring team of doctors and nurses continuously review and update content to ensure ongoing service quality.

What are the benefits?

- Enables new models of healthcare provision e.g. telephone based services
- Ensures individuals access the right care at the right time
- Delivers efficiency and cost reduction as patients that don't need to be in hospital or A&E are directed to more appropriate services
- Confident and safe decision-making based on latest evidence and best practice that is continually updated
- Customisable to local needs
- Delivered through a range of channels: face to face, web, telephone, text message to provide patient choice
- Patients can quickly access high quality healthcare advice and take control of their own health

How we help

- We deliver the most widely used system in the world
- Our technology supports 320 million people globally
- It is used to power national health systems around the world from Australia to Scotland to Canada
- Proven to be safe and highly effective in a number of studies
- We have a proven safety record in 100 million patient encounters
- Our triage solutions have saved the NHS £213m and 1.7 million GP consultations
- Our clinical content is identical to GP assessments in 98% of cases

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Salus Integrated Urgent Care Hub



Solution overview

Our powerful, integrated patient relationship management solution utilises accredited clinical content to enable appropriate outcomes for patients in need of medical advice.

Utilising a sophisticated triage system, Salus connects people, information and systems, enabling medical teams to improve clinical decision making and co-ordinate the delivery of patient care.

When patients call 111, our solution enables both clinicians and non-clinicians to assess patient symptoms to reach a recommended outcome. This could be self-care advice, referral to local services, connection to a consultation via video call or to initiate emergency dispatch.

Once the care advice has been provided, our solution allows both patients and relatives to receive details of the interaction and any required care and can even automatically schedule a subsequent doctor's or nurse's appointment.

By integrating care in this way we facilitate collaboration and effective, robust case management across the patient pathway.

What are the benefits?

Our solution:

- Delivers consistently high quality healthcare advice
- Improves patient care and compliance
- Is fast, intuitive and easy to use
- Can be implemented quickly and inexpensively
- Responds quickly to changes in practices and processes
- Facilitates collaborative care and effective, robust case management across the patient pathway
- Ensures that all information relating to the encounter and patient is fully auditable
- Provides decision-making information, data capture and information delivery at the point of patient contact

How we help

- Globally our decision support technology has taken over 100 million calls, making it the most extensively used and trusted health triage system in the world
- Our decision support technology has a proven safety record in over 100 million clinical triage encounters

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CHC Invoicing



Solution overview

Managing Continuing Healthcare Costs (CHC) is an expensive, time-consuming task for commissioners that involves managing multiple invoices from multiple suppliers.

We solve this problem by deploying a unique paperless processing solution that connects finance and care data to automate the invoicing process. Invoices are submitted to providers in a web-based portal for online confirmation. Once confirmed, they can be paid immediately, while any disputed items can be flagged to the CCG for investigation. By directly linking patient care information to invoices in this way we improve efficiency, reduce cost and improve accuracy.

What are the benefits?

- Immediate and significant cost savings
- Provider invoices are more accurate and reflect the care provided
- Reduced invoice processing costs
- Volume of disputes and associated admin time is significantly reduced
- Patient records are more accurate
- Improved financial management and service planning
- Faster payments to providers maintains cash flow

How we help

- Generated £200k savings p/a for one CCG by implementing our solution in two care homes
- Another CCG cleared a backlog of 3,000 invoices within a few months of implementation
- CCGs report improved staff satisfaction, fewer complaints and better financial management

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Telehealth



Capita worked hand in hand with my team, sharing their knowledge and experience to help us build the right infrastructure, the right foundation for our digital future.

Lee Coward, ICT manager

Solution overview

We can deliver both the robust, secure and reliable network infrastructure to enable more flexible models of care as well as the TelePresence and video and web conferencing capability that facilitate dynamic collaboration between medical staff and patients, particularly in remote areas.

By extending these digital solutions, patients can attend appointments and receive care without the need to travel to hospital leading to improved outcomes for patients, staff and organisations.

What are the benefits?

Our video and web-conferencing solutions:

- Support the vision of the NHS's 'Better Care Together' programme which seeks to join-up health and care services so that people can manage their own health and wellbeing and live independently in their communities for as long as possible
- Enable access to flexible, 24/7 clinical assessment services and reduce acute admissions to hospital
- Are rapidly scalable
- Allow your team to focus on clinical rather than technical delivery

How we help

University Hospitals of Morecambe Bay NHS Foundation Trust

We provided the core infrastructure to support an on-net video conferencing solution, an initiative seen as fundamental to improving care for remote patients in a geographically dispersed area.

By upgrading the high-grade LAN capacity to support video traffic and delivering a new wireless infrastructure throughout the estate we enabled this key project to take place.

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Social Isolation Index



Solution overview

We have developed an evidence-based index for assessing the risk of populations being isolated.

We generate an 'isolation score' by linking data from key variables including income, age, household composition, lifestyle and economic factors to key council data such as proximity to services, support and public transport.

This information enables hotspots to be pinpointed down to postcode level to highlight the risk of individuals becoming isolated. The identification of these hotspots facilitates more effective and efficient targeting of council and health resources.

In practice, this can be seen in innovative new support roles such as 'care navigators' who can direct frailty patients towards services that can help facilitate smooth social integration to improve care outcomes and experiences.

What are the benefits?

Exploring innovative models of care that incorporate these tools:

- Helps dispel the myth that frailty is an inevitability that we are powerless to change
- Allows patients to integrate effectively with services in their local communities
- Enables effective and proactive frailty management
- Unlocks rapidly reducing health economy capacity
- Focuses valuable care professionals to rapidly reduce risks associated with frailty

How we help

Innovative programmes such as these can deliver benefits quickly. In Coventry and Rugby, for example, when the frailty cohort was managed and discharged by an integrated frailty team utilising tools such as the Social Isolation Index the following benefits were delivered:

- Reduction in admissions by 38%
- Reduction in the length of stay by 62% from 11.1 days to 4.2 days

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Cyber security



Solution overview

Improved cyber security has become an urgent priority for all healthcare organisations. We boast a full range of services covering people, processes and technology to assist organisations in dealing with this threat.

We offer:

- Perimeter assessment security packages that assess your organisation's external perimeter which carries the greatest exposure to external threats
- A series of packaged training and certification programmes and interactive digital simulation packages to educate your workforce and build cyber resilience
- Bespoke packages that are tailored to the specific needs of your organisation

What are the benefits?

- Our perimeter assessment security package delivers an accurate understanding of security risks enabling preventative action to be taken before events occur
- Our cyber security certification programmes provide:
 - Business assurance that best practice steps to minimise cyber threats caused by human error are taken
 - The understanding and confidence to recognise and react to cyber risks effectively

How we help

Benefits realisation from a recent programme included:

- 94% improvement in clear desk breaches
- 24% improvement in avoidable laptop losses
- 60% improvement in phishing incidents

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CHKS account management is invaluable. I know I will get the one-to-one support from someone who understands the way an NHS trust works and that makes a big difference when it comes to interpreting data.

Dr Marc Farr, Director of information - East Kent University Hospitals Trust

Solution overview

iCompare is our game-changing health intelligence solution that can be used for performance analysis, service planning and driving successful improvement initiatives. It delivers intelligence and insight that allows Acute Trusts and CCGs to see what excellence looks like at clinician, speciality, organisation and health economy level.

By comparing performance across a range of quality, safety and efficiency indicators, iCompare creates an in-depth overview of performance. More importantly, it also highlights risks and allows users to drill down to patient-level detail and investigate further.

What are the benefits?

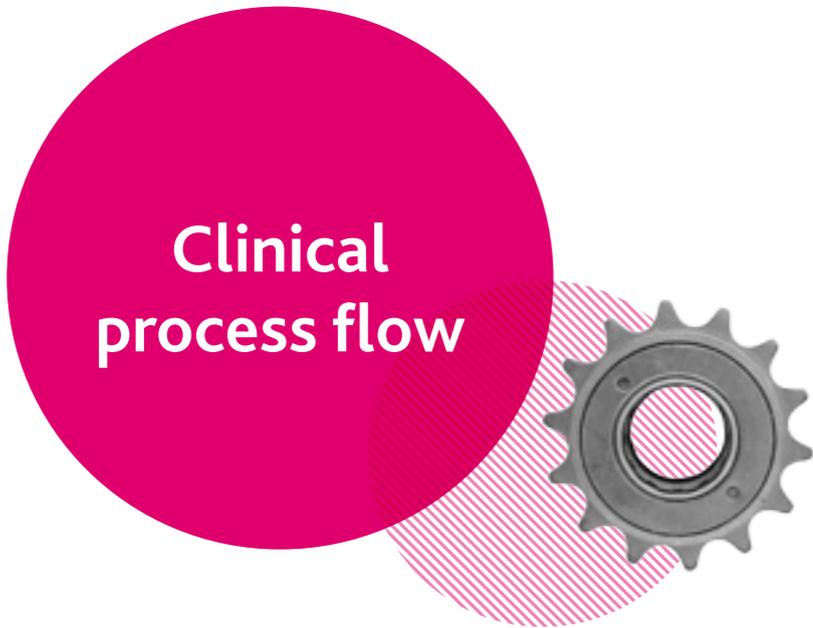
Our solution:

- Quickly analyses vast amounts of data to identify areas of good performance and pinpoint potential risks
- Compares performance against peers to find and address unwarranted variation
- Collates supporting evidence for consultant appraisals and regulator visits
- Can be used to monitor and report on performance and improvement activity with customised dashboards and target performance levels
- Engages all staff in data-driven improvement to build a culture of ownership

How we help

- We analyse 1.35bn rows of data each year
- We have worked with over 70% UK health trusts and boards
- We run the national information and benchmarking programmes in Wales and Northern Ireland





“The Cymbio team took a supportive and constructive approach, recognising that improvement relied on the successful adoption of the new operating procedures. Cymbio was instrumental in making sure staff felt listened to and could play a part in changing our systems and processes. The challenge will continue to be staff engagement, but having Cymbio’s insight and input has undoubtedly helped.”

Liz Fellows, Assistant director of operations, East Sussex Healthcare NHS Trust

Solution overview

Waiting list management is a central part of high quality service delivery as issues in this area can lead to patient risk, costly corrective action and inaccurate reporting.

Our solution creates an accurate and up-to-date view of referral management and waiting list position. Once we have identified errors and data quality issues, we work with Trusts to develop new processes, train staff and implement sustainable improvements.

This approach helps ensure that the service quality and reputation of healthcare providers is not compromised and that unnecessary costs are not generated.

What are the benefits?

Our solution helps:

- Regain control of waiting lists
- Reduce clinical risk of inaccurate waiting lists
- Ensure accurate and reliable waiting time reporting
- Increase data quality
- Improve admin efficiency
- Validate patient records quickly and accurately

How we help

- We have 12 years’ experience of improving patient administration processes and waiting list management
- In recent work with 35 trusts we developed 1,696 quality procedures and completed 15 enterprise-wide process definition programmes
- In one NHS Trust we helped reduce DNA rates from 10% to 8% and met new target of registering 80% of referrals within 48 hours





The whole process of accreditation is about making changes that will improve quality, and this is achieved by improving processes and standards along the way. CHKS was a supportive partner in this process and I think any hospice in a similar situation will regret not having embarked on the accreditation journey sooner.”

Sean O’Healy, Chief executive, Galway Hospice Foundation

Solution overview

Accreditation reassures staff, patients and regulators that health and care providers are delivering safe, high quality services built around the patient.

We work with health and care providers to apply international healthcare quality standards. Our accreditation and certification services enable health and care providers to improve patient care and outcomes.

Our standards cover the core principles of healthcare delivery from patient safety to risk management. We work with you to understand where standards are being met in full, in part or not at all, and create a framework for improvement. We also provide a dedicated client manager to provide advice throughout the accreditation process.

What are the benefits?

- Creates a framework for delivering high quality care across the whole organisation
- Provides a mechanism for continuous improvement
- Ensures compliance with regulation and guidance
- Involves all members of staff on a quality improvement journey offers independent recognition of your commitment to quality
- Provides assurance for the management team
- Provides an evidence-base of best practice for new policy development and implementation
- Improves communication and dissemination of information
- Formalises the audit and quality improvement process

How we help

We are the leading healthcare accreditation service in the UK and have unrivalled experience in developing and applying quality standards in both the UK and internationally.



CHKS have been an invaluable partner for the hospital. Initially the accreditation standards acted as guidance to put in place the architecture of quality systems required to facilitate real change throughout the organisation”

Gordon Dunne, General service manager, Cappagh National Orthopaedic Hospital

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Risk stratification



Solution overview

Risk stratification assesses the relative risk of patients in your local population by analysing medical histories.

By identifying high-risk individuals GPs and CCGs can budget and plan effectively for their care, as well as deliver proactive interventions to keep them well.

We can risk stratify all patients at practice, group and borough level, using multiple risk-stratification metrics that are updated every day.

What are the benefits?

Our solution:

- Takes a proactive rather than reactive approach to keeping high-risk patients healthy
- Provides a proactive approach to preventing medium risk or 2nd tier patients from becoming high-risk patients
- Supports budgeting processes as organisations can plan for the care required

How we help

- £2m annual savings have been achieved by proactive management of COPD patients across a group of 3 CCGs
- Our solution is enabling early identification of dementia patients by combining primary and secondary care data sources
- GPs are actively using risk stratification to prioritise limited resources e.g. for adult health checks and smoking cessation

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Managed print solutions



It's been a huge project, the success of which is owed to Capita successfully providing a scalable solution to meet our clinician's needs along with our close working relationship and joint drive to get it right.

Janet Richards, Clinical business manager, Aintree NHS Foundation Trust

Solution overview

Our solutions cover the whole lifecycle of a piece of paper including scanning and archiving, offsite bulk printing, hybrid mail, visual communications devices and a full suite of IT services. We offer a comprehensive customer audit and consulting service to take a deep dive into your print fleet, current workflow processes and the associated issues and costs.

By engaging key stakeholders around the opportunities for improvement, we propose and deliver a solution that addresses the key issues and delivers rapid costs savings to help you work towards the NHS target of delivering paperless services by 2018.

Our solutions deliver full, proactive strategic management of every aspect of your print environment, providing training, technology, preventative maintenance, service support and remote monitoring to deliver a more effective, more reliable and less wasteful print fleet.

What are the benefits?

Our delivery of the following benefits has enabled us to become the leading provider of managed print services to the UK public sector:

- Takes a proactive rather than reactive approach to keeping high-risk patients healthy
- Greater control of what people are printing and why
- Typical savings of between 15-40% of print-related costs
- Better service quality
- Significant costs savings throughout the life of the contract
- Increased security of information
- Providing more accurate information reduces risk for patients
- Enhanced functionality such as scanning capability
- The ability for users to print from any device in your network
- Reducing the need for paper records means there is less need to physical storage space

How we help

Aintree NHS Foundation Trust

- Optimised medical records management
- Scanned 55.2m pages (around 350,000 files) of patient notes
- Less money spent on storing and managing physical archives and retrieving files from 3rd party archive businesses
- The Trust achieved a Year 1 saving of £1.2m followed by a Year 2 saving of £700,000

To discover more click here



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For more information please contact:

Giles Reid

Capita sales director

G.Reid@capita.co.uk

07585 404 480

CAPITA

Formed in 1984,

Capita employs 73,000 people,

interacting with 45 million people annually.

What we do...

Listen
Create
Deliver