



Healthcare in the UK is going through unprecedented change driven by the need to ensure that the patient or citizen is at the centre of the services being delivered. The reformation in Healthcare services aim to increase efficiency and provide improved, transparent services to patients and citizens that is localised and personalised.

Healthcare establishments are also having to cope with changing care needs from a population that is living longer, dealing with longer term chronic conditions whilst at the same time dealing with all aspects of acute Physical, Mental and Social Health.

Each Health Service entity must at the same time maintain financial integrity and continue to drive savings, The largest of these services, the English National Health Service (NHS) facing financial challenges as part of the drive to deliver £20billion of efficiency savings by 2014-15 and is being driven by the Quality, innovation, Productivity and Prevention (QIPP) programme.

Many initiatives are in play to drive healthcare services that are preventative and proactive in nature, ensuring wherever possible care in the home rather than in hospital, and quality driven rather than quota driven.

Timed initiatives such as “digital by default”, “Safer Hospitals, Safer Wards Technology Fund” “paperless hospital” and “on line access to GP health records” all are linked to and empowered by Information Communications and Technology (ICT) solutions.

## Technology enabling positive change

At Risual we firmly believe that technology adoption is at the heart of positive change and reformation. We help our customers realise their full potential with clear value to **ENGAGE** - patient and citizen or customer engagement strategy, **EMPOWER** - workforce empowerment strategy, **ENHANCE** - Enhancement of infrastructure operations and processes.

Our Customer centric approach drives partnerships with our Public Sector Customers that are collaborative and mutually beneficial. Feedback in our Customer Surveys state that the very best relationships we have thrive where the engagement is long term, strategic, supportive and based on defined value. These relationships produce very clear results with significant cost savings through:

- deploying Microsoft technologies to increase the efficiency of service delivery, staff productivity and hardware performance
- consolidating distributed and disconnected software solutions on to the latest Microsoft platform
- focused optimisation of spend with Microsoft

## Customer Aligned Strategies

Risual are committed to customer interactions that provide a platform for continued and relevant solutions alignment to critical priorities. For Healthcare, our customer aligned strategies include **Connected Health, Health worker Empowered Computing, and Health optimised infrastructure**. These strategies are underpinned with vision and scoping engagements that align key priorities with integrated Microsoft product solutions capabilities.



# Solutions across Healthcare



## Care Integration framework

Providing an Information Communication and Technology strategy for modern Healthcare needs where Healthcare entities have seamless connectivity with each other for patient centric care management, data access, collaboration and communication. A secured and connected infrastructure that optimises patient care and experience.



## Care Orientated Computing

Empowering the workforce with a computing strategy that allows Healthcare Workers to have an optimised engagement with patient or citizen in a care pathway. This solution provides a framework for optimised computing within Primary Care, or Secondary Acute or Community. Care Orientated Computing will determine user profiles and needs for computing access, from identity for security and applications to needs of flexible mobile computing at patient bedside, community or remote working.



## Virtual Clinics

Enabling more flexibility in the options available to engage with patients, Citizens or healthcare partners involved in a care pathway. Utilising Instant Messaging, Video and Voice technologies to communicate with Patients where it is preferred or quicker than a face to face interaction.



## Community Member & stakeholder management

Delivering a platform that allows for communication with community members to be managed and meaningful, whether it is documentation distribution, news feeds or scheduled contact.

# Primary Care - Commissioner



## CCG Collaboration portals

In the face of reformation many disconnected organisations are finding that they must communicate and collaborate seamlessly as integrated teams. Whether it is access to standard documentation, meeting and calendar management, critical information distribution, Collaboration portals will enable a platform for delivery.



## Commissioning Intelligence portals

With an emphasis on localised and personalised care it is important to gain as much insight as possible into the Care needs from the population being served. Taking into consideration population demographics to determine or map / locate or anticipate care requirements and deliver this information to key decision makers.



## Citizen Outreach Service

Utilising technology to help personalise interactions with patients and citizens in the local community and alongside Commissioning intelligence formulating outreach campaigns that can inform and effect health and wellness issues as well as give flexibility and ease to engage with the commissioning entity.



## CSU Shared Service Framework

An optimised infrastructure architecture that provides for the needs to the new care commissioning groups. Taking into consideration both service definitions for both server and end user along with the flexibility to provision applications and information as required. A secure model for federation of distributed or disconnected user domains can underpin the communication and collaboration requirements

## Secondary Care Acute - Provider



### Patient Costing and Analysis portals

Care intelligence portal that allows for mapping of patient care with commissioning payment frameworks. Score carding achievements versus targets and highlight care costing anomalies as well as mitigating any penalties.



### Care alert notifications

The delivery of proactive alerts where patient care may be compromised, the chance of readmission understood and or early intervention needed



### Patient workflow and pathway management

A reporting and tracking portal that enables care providers to understand where patient is in an utilised care pathway, ensure patient safety and experience is upheld and highlight timing challenges.

## Community Care - Provider



### Care Community collaborative portals

Enabling seamless collaboration across multiple agencies (Healthcare, Government or Charitable) that require to be involved in case management and care needs, document sharing, authoring and distribution, the provision of shared care calendars, as well as reporting and communication platforms.



### Community service line reporting

An intelligence and reporting portal that can ensure the continuous, consistent and appropriate care of patients across multiple disciplines or systems.



### Learning, care and assessment portal

Provision of a learning portal that will aid with the formulation and distribution of material that is associated with care needs, this may be aided workflow or step through of education material for learning disabilities or online assessment forms that would automatically report on tracked learning and progress.

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