



Digital Transformation

Paul McKeown – Head of Digital Innovation



Content

- Value to beneficiaries and our people
- The Nuffield Electronic Patient Record Project (NEPR)
working with InterSystems
- Technology's Restructure

Building a Healthier Nation

Hospitals | Fitness | Physio | Mental Health



Home



Work



Community



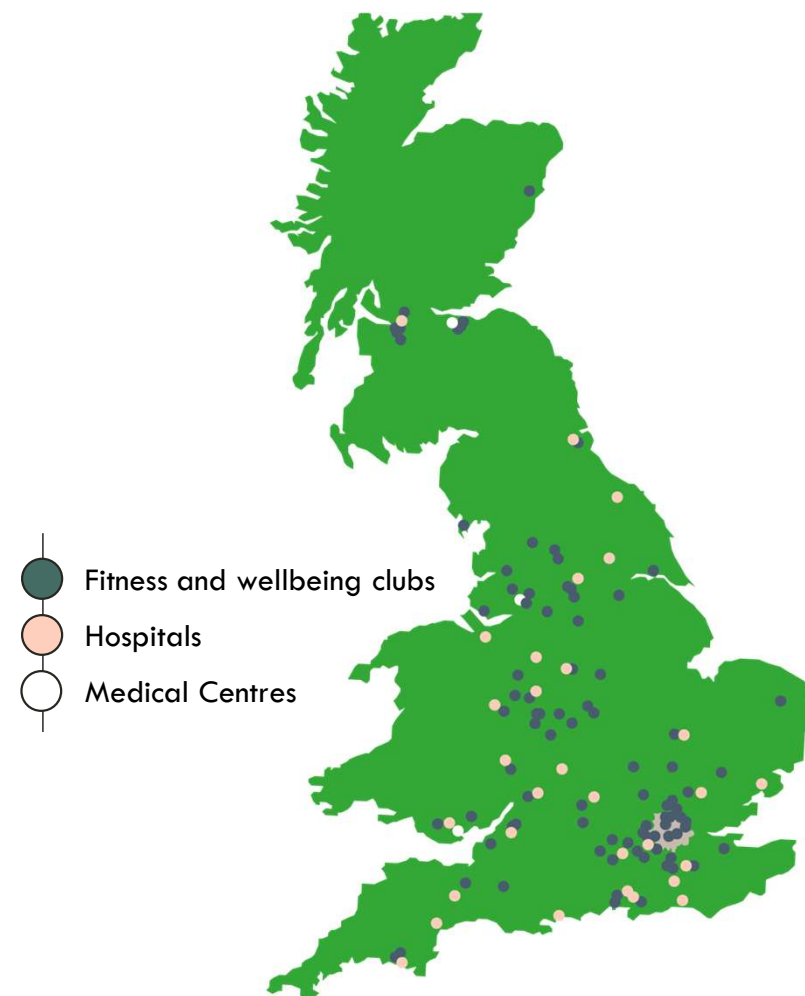
The experts in health, wellbeing and fitness

150 Workplace wellbeing sites

114 Fitness & wellbeing centres

37 Hospitals

5 Medical Centres





Our hospitals

- 100% rated Good or Outstanding
- Acquired Aspen Group & Opened St. Barts
- 5,200 Consultants & 1,500 Nurses

Our 114 fitness and wellbeing centres

- Mental Health Counselling
- Private GP services
- Physiotherapy
- 112 heated pools across the nation





Helping employers look after their workforce

- 50%+ of FTSE 100
- In-person and virtual clinical support & training
- On-site gyms

Flagship Programmes
delivering our
charitable purpose
2021:

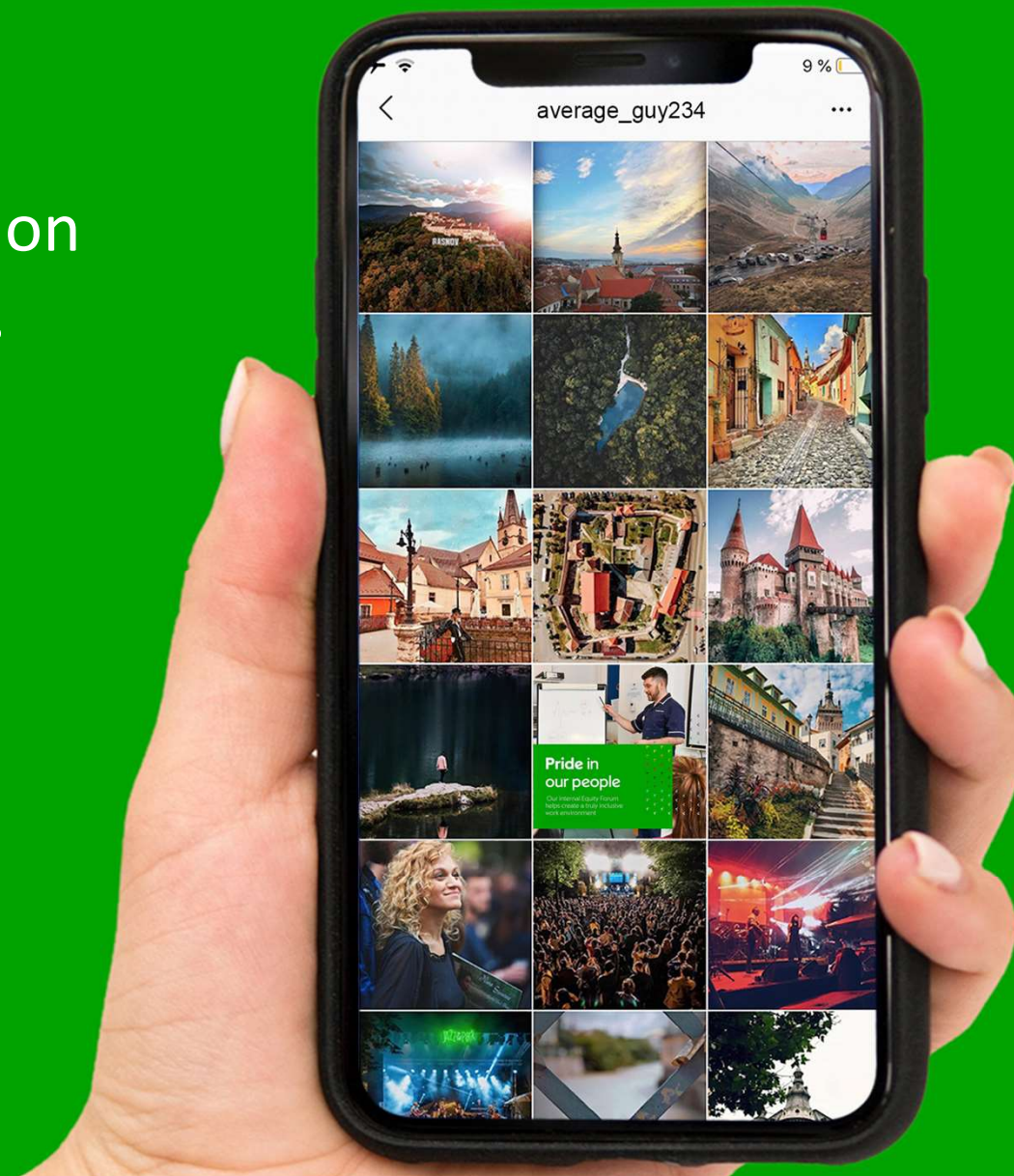
4K+
Beneficiaries R
eached

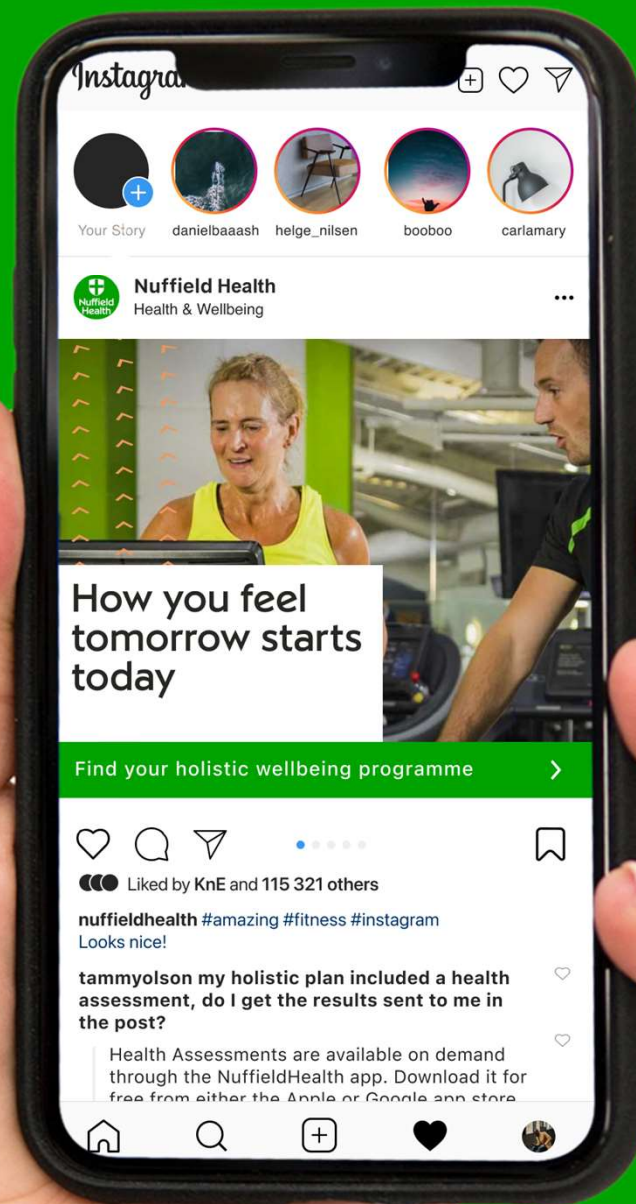
£17m+
Social Return on
Investment



Connected Health: Human First, Digitally Enabled

What our
transformation
will deliver...





Instagram



Your Story



danielbaaash



helge_nilsen



booboo

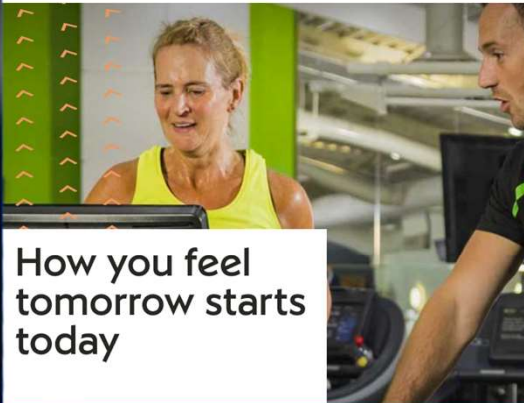


carlamary



Nuffield Health

Health & Wellbeing



How you feel
tomorrow starts
today

Find your holistic wellbeing programme



Liked by KnE and 115 321 others

nuffieldhealth #amazing #fitness #instagram

Looks nice!

tammyolson my holistic plan included a health assessment, do I get the results sent to me in the post?



Health Assessments are available on demand through the NuffieldHealth app. Download it for free from either the Apple or Google app store.



Search



Nuffield Health

Nuffield Health

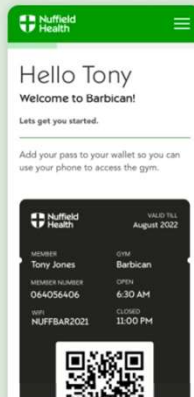
GET

4.8 ★★★★★
1,045 Ratings

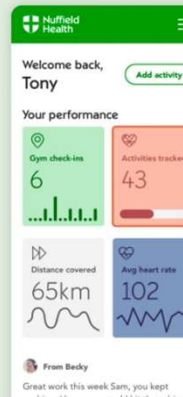
No 7
Health & Fitness

+16
Age

Get access to the gym
with a digital pass



Track your progress



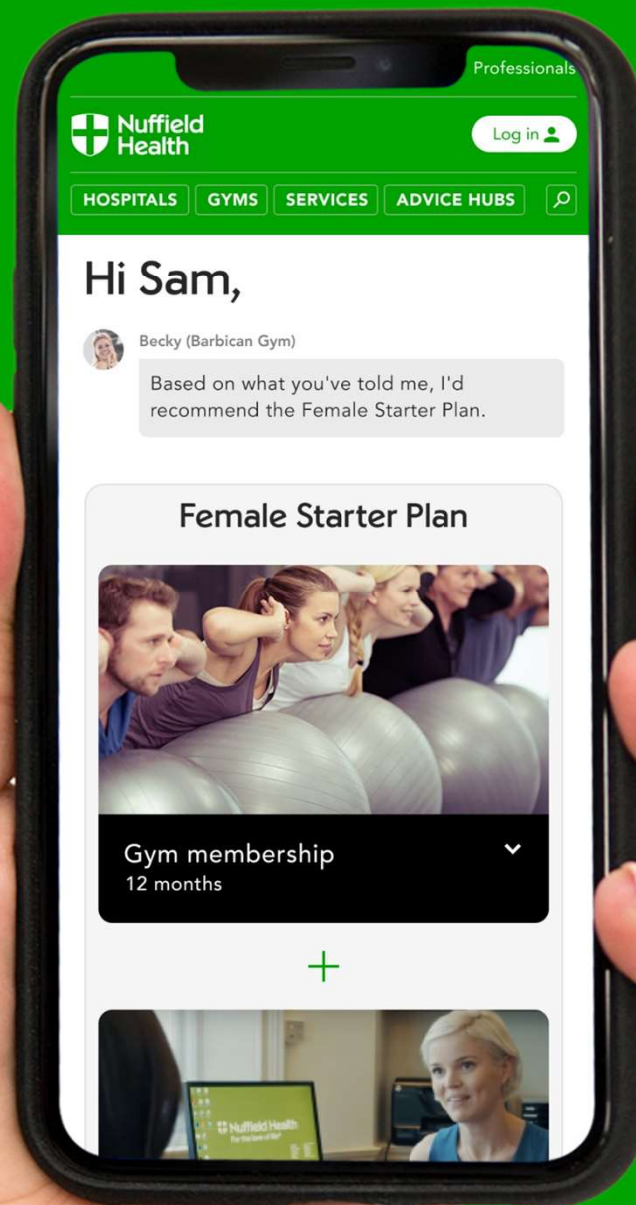
Ratings & Reviews

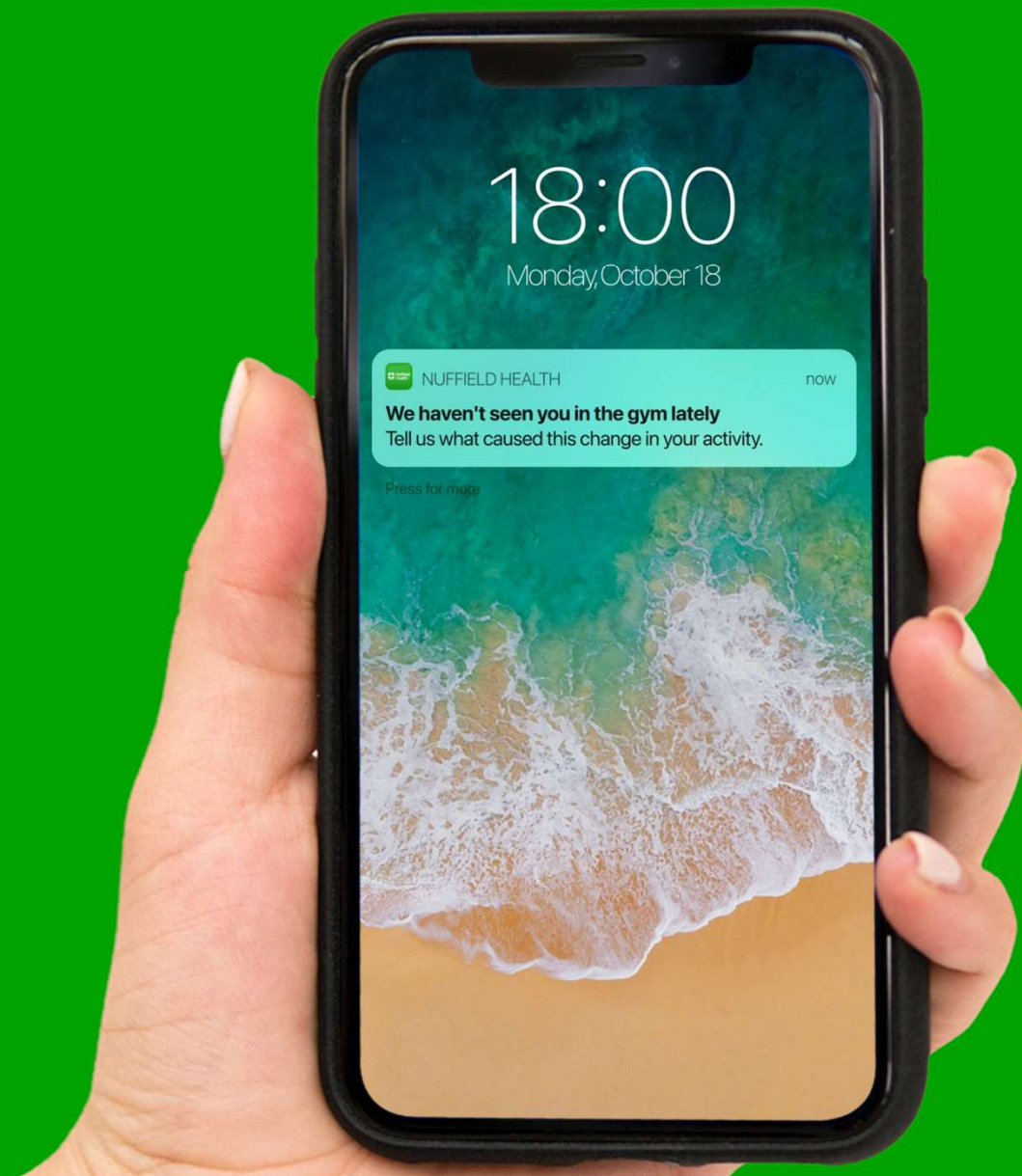
[See All](#)

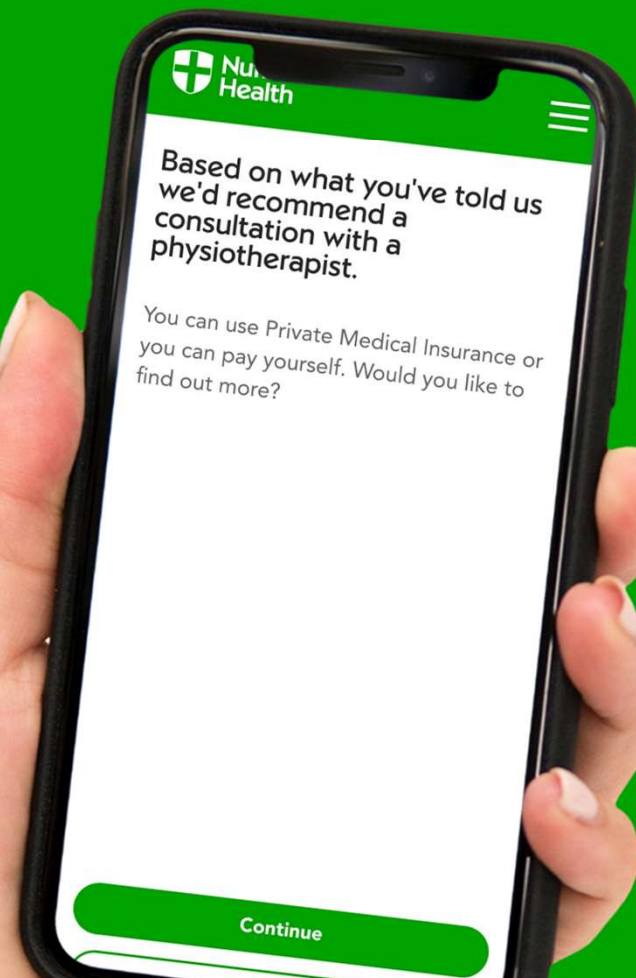
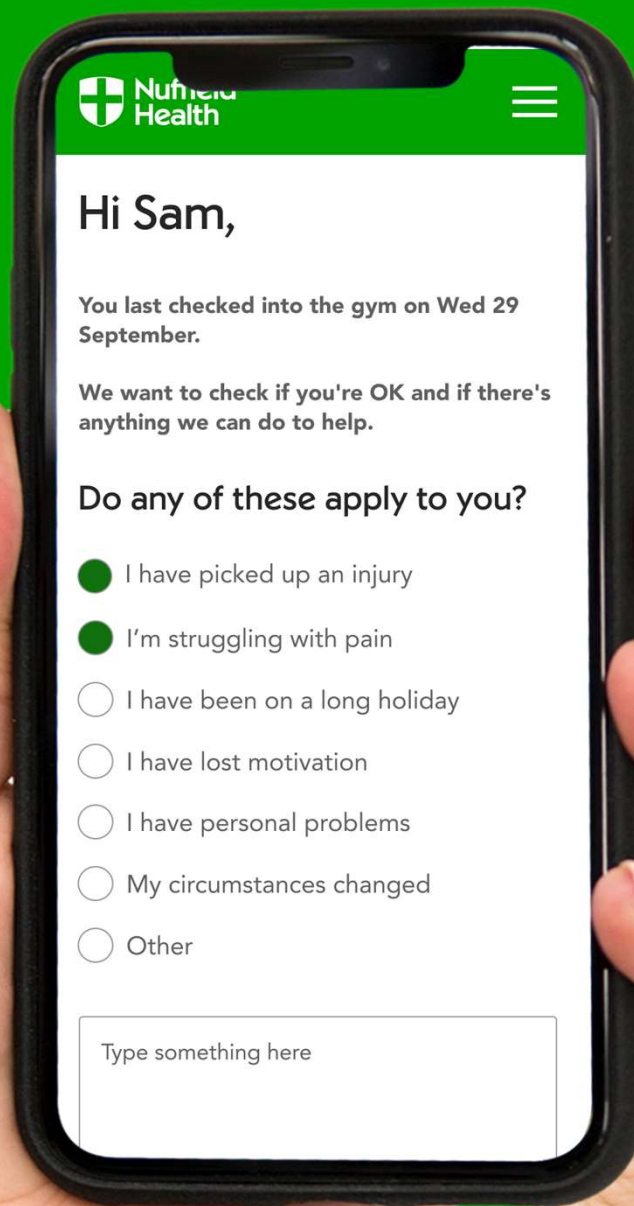
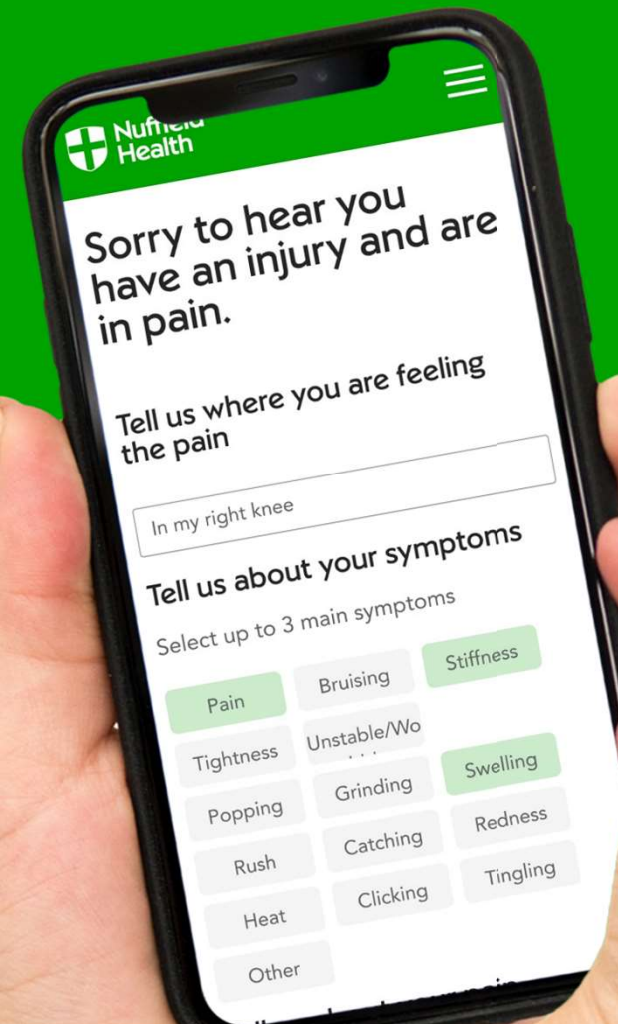
4.8

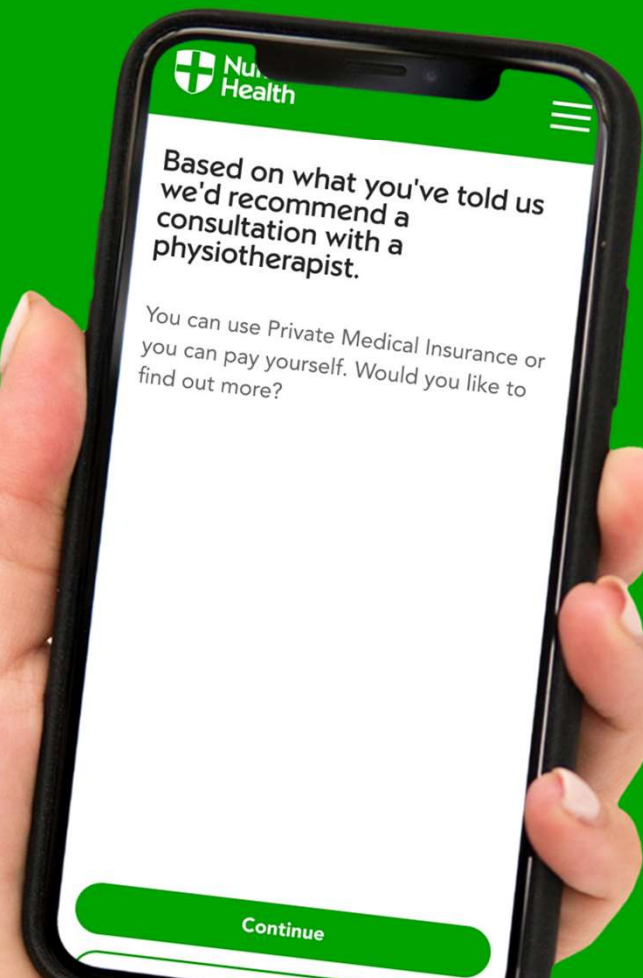
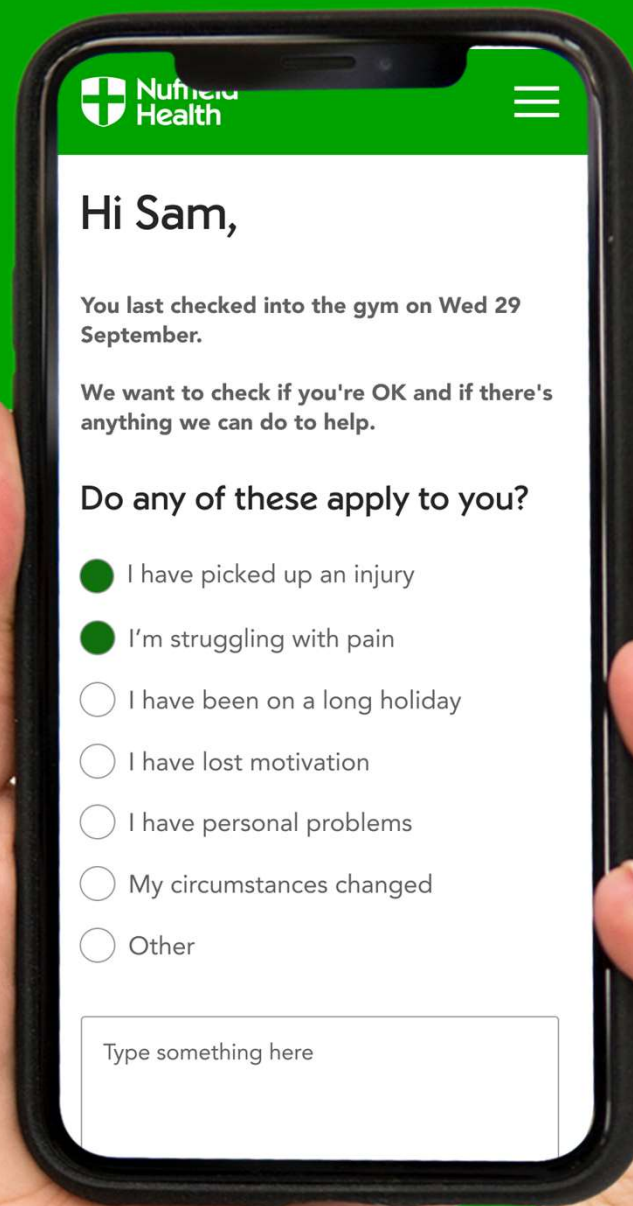
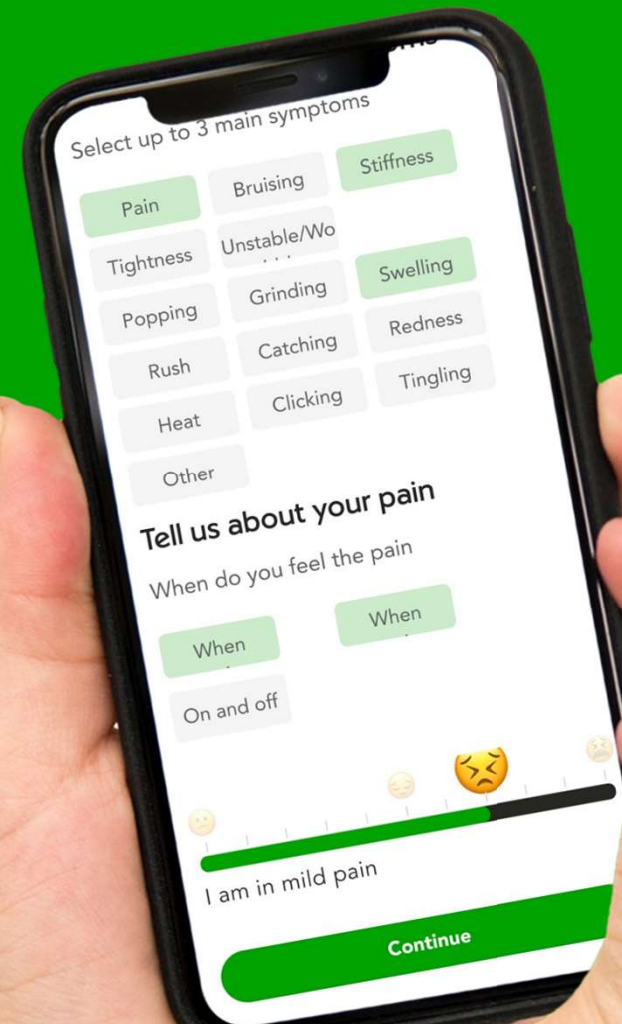


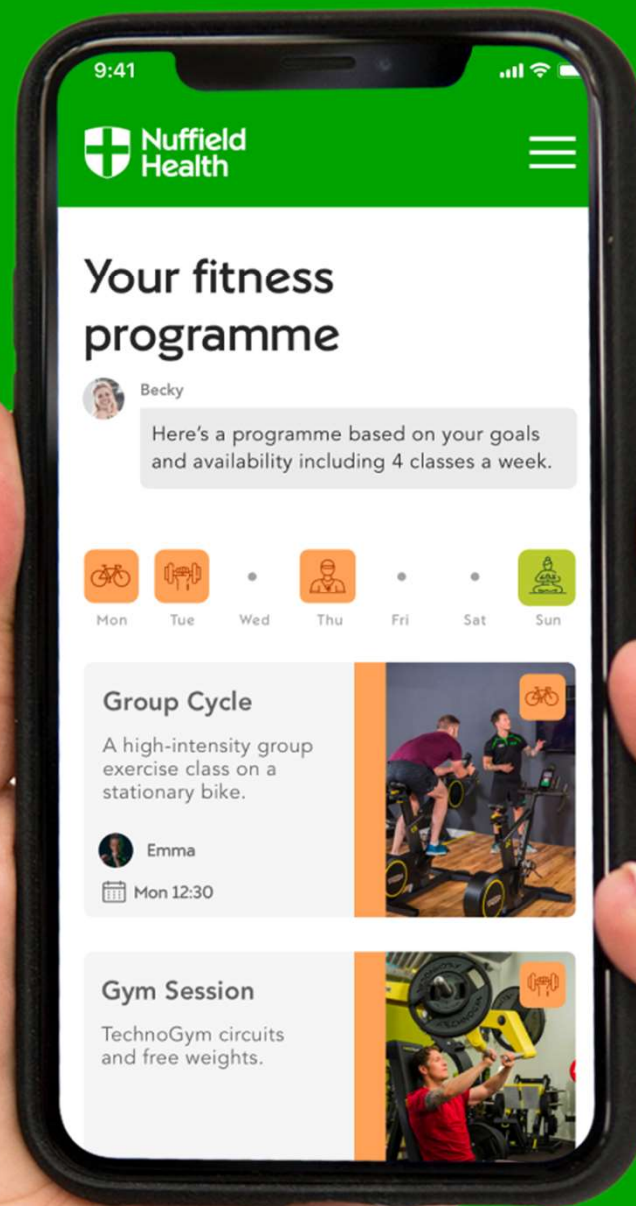
1,045 Ratings

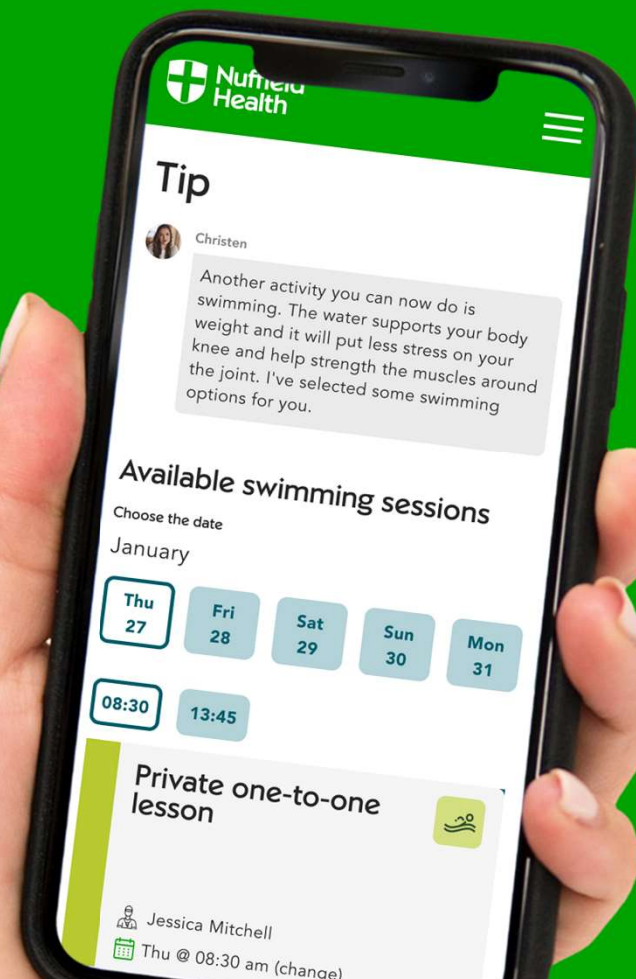
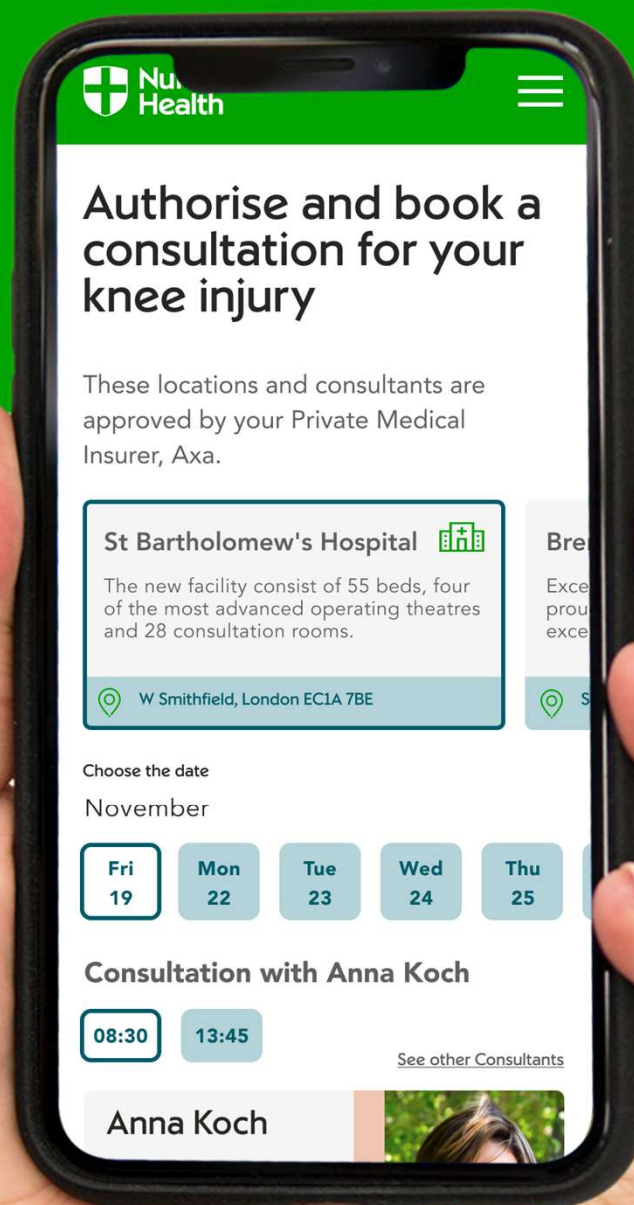
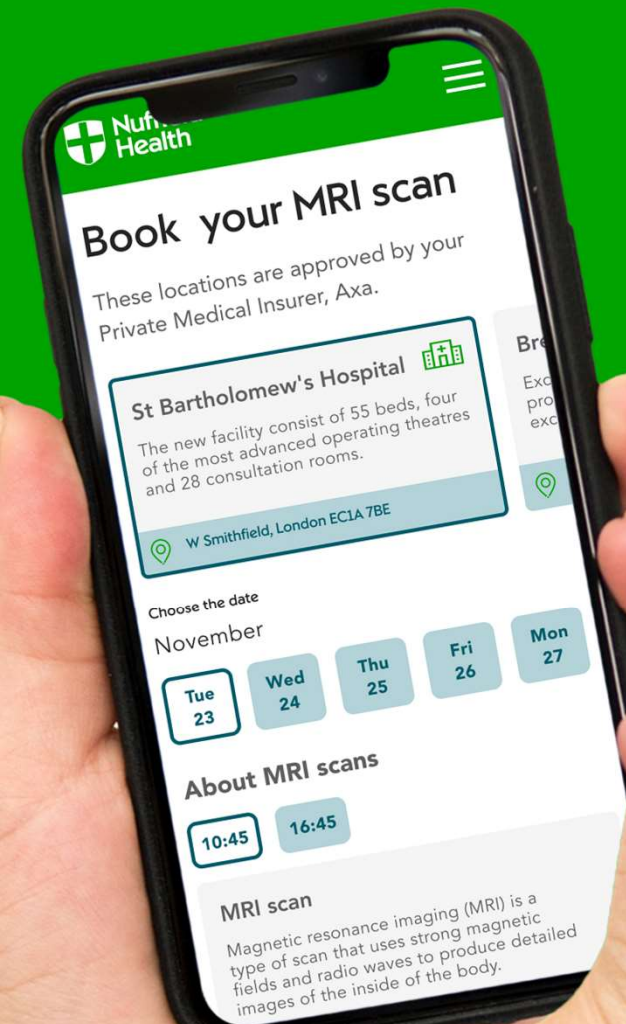


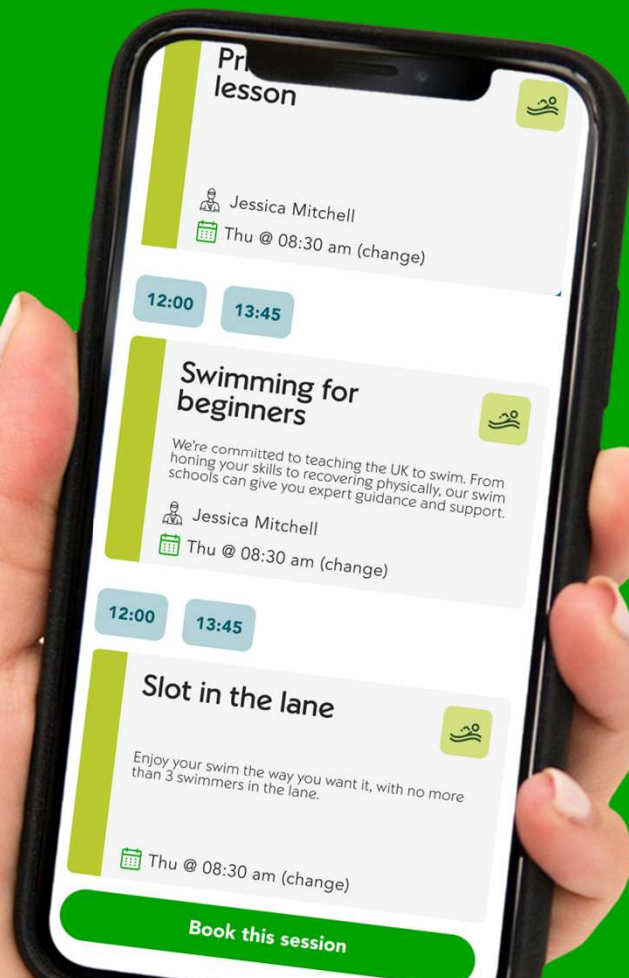
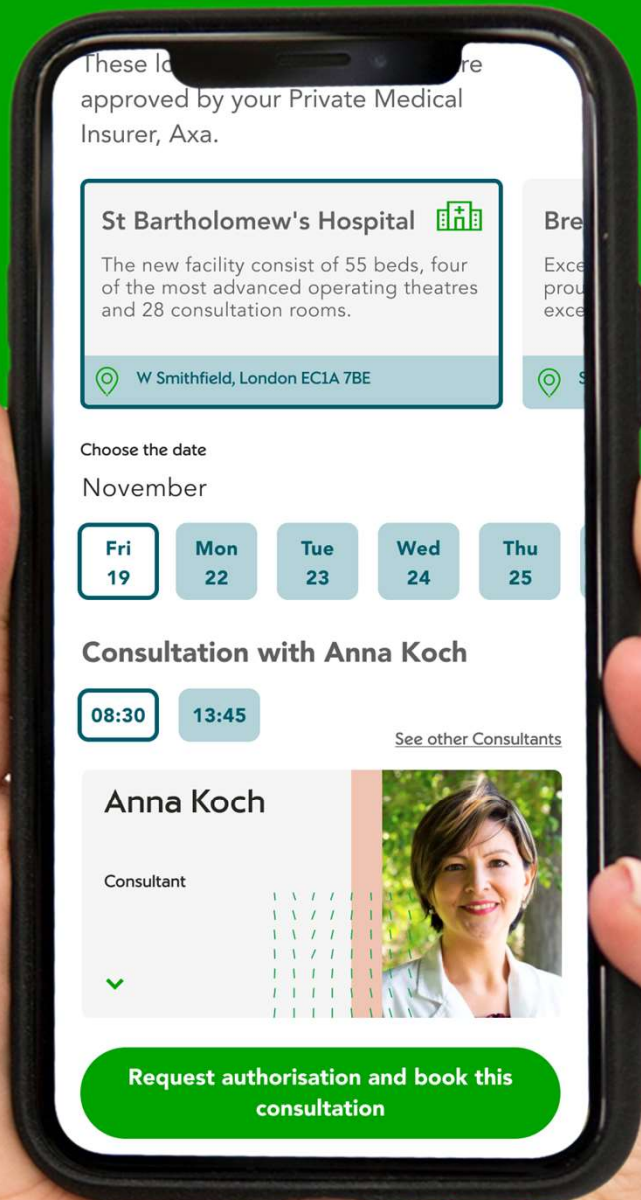
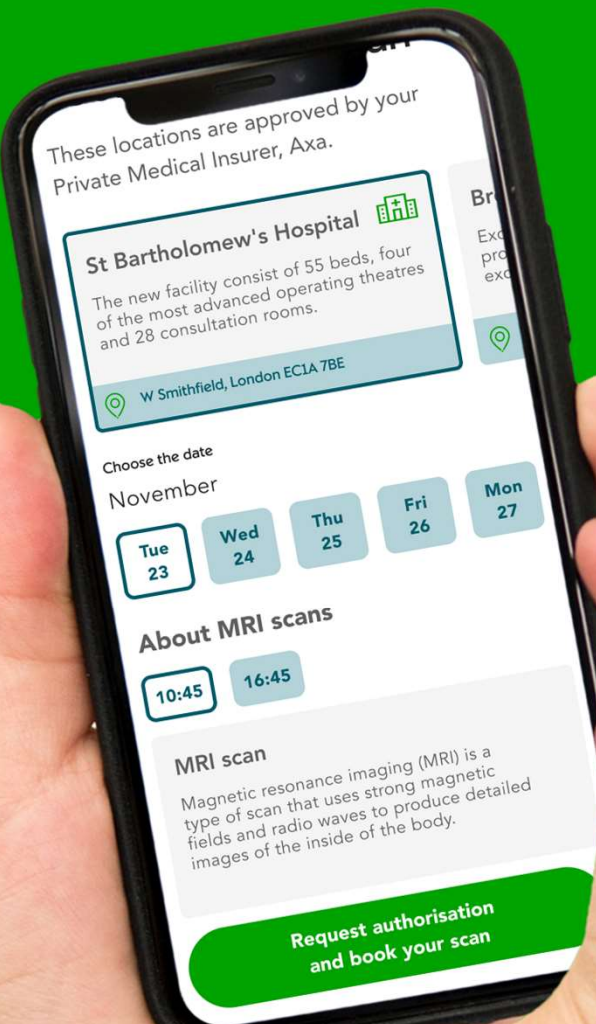














Community,
Hi Sam

London

Introduce yourself →

Welcome to the community Sam. Why not share a little introduction with your local Nuffield Health beneficiaries and be part of the conversation.

Barbican Groups

[View groups](#) →



Recovery Plus
[Join group](#) →



Barbican Bike Club
[Join group](#) →

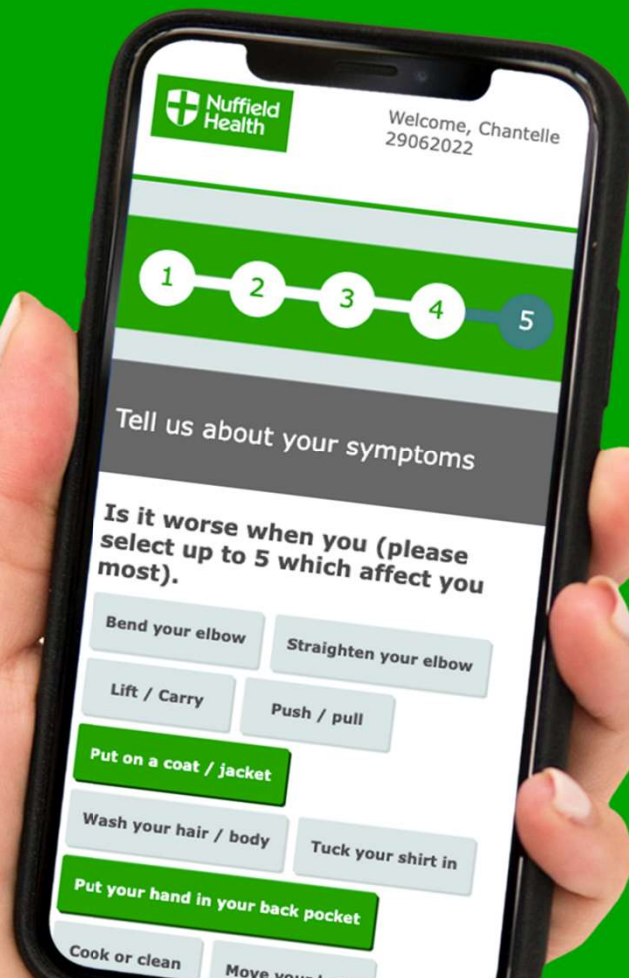
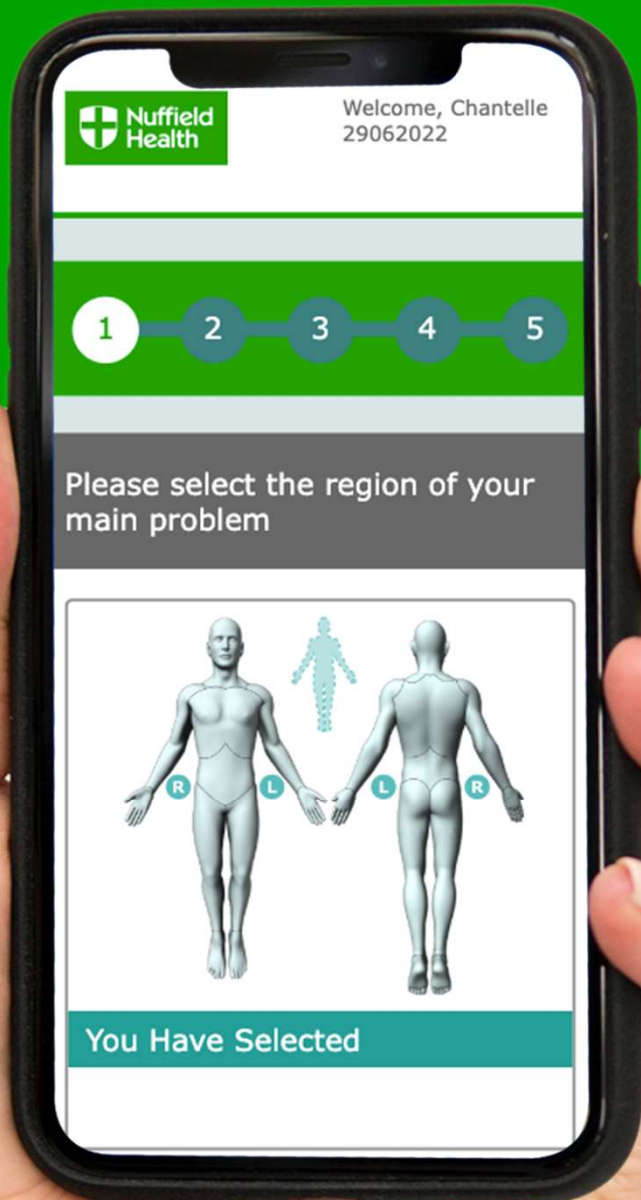
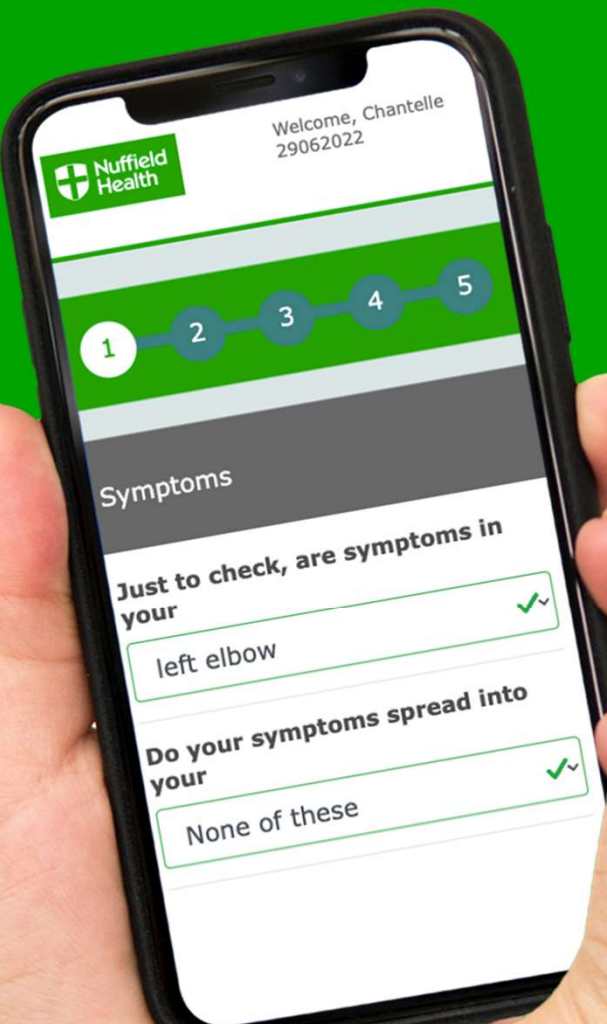


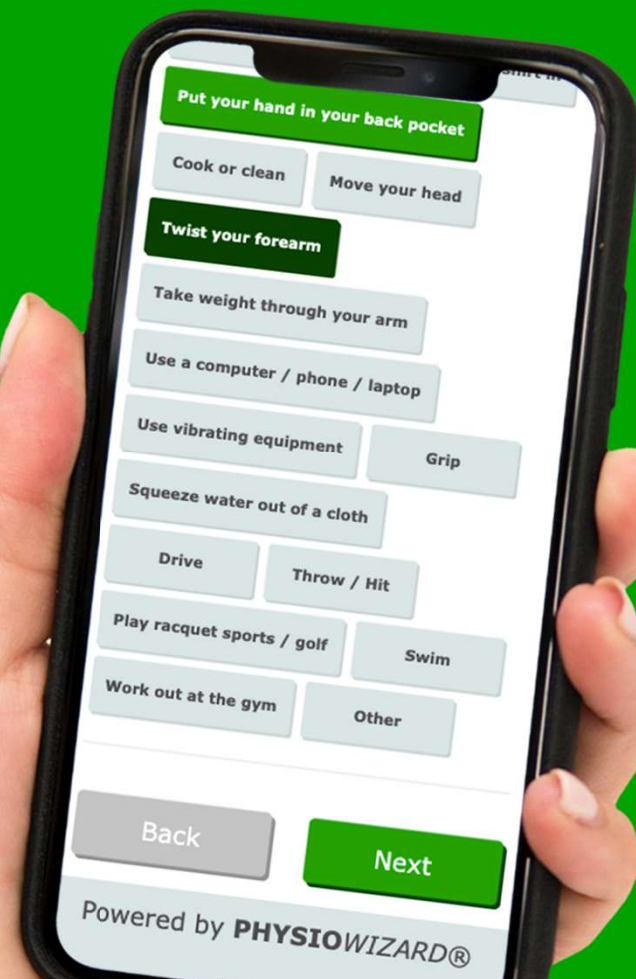
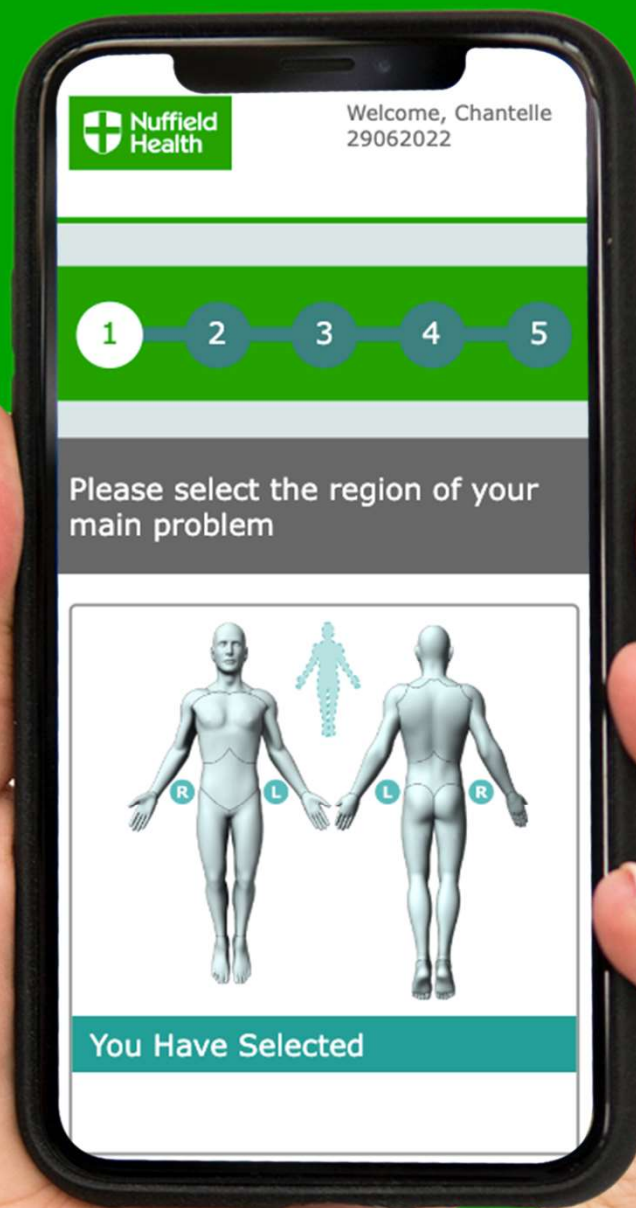
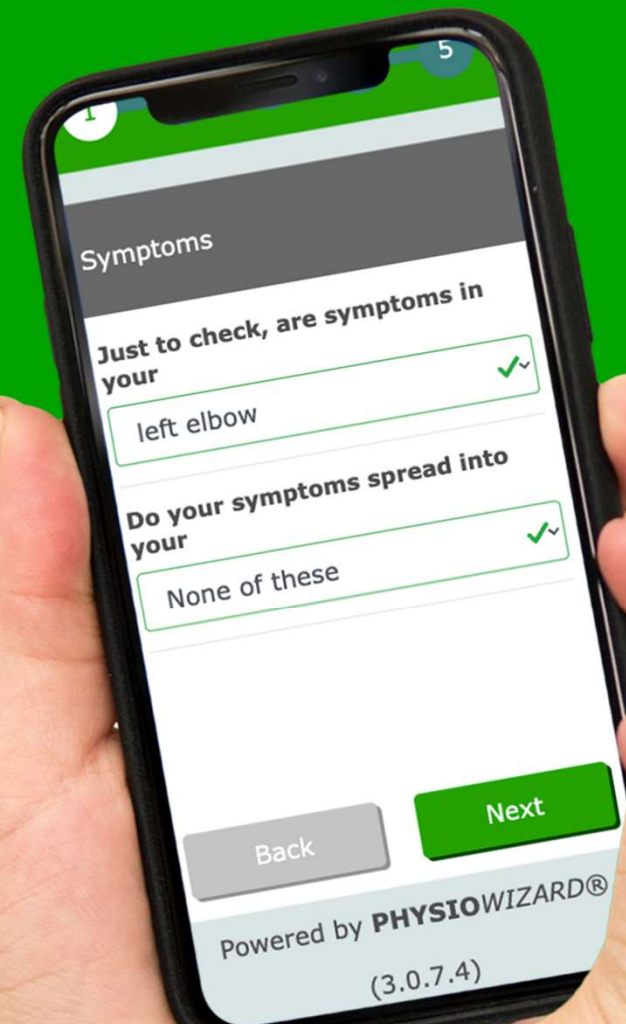
BOB
[Join group](#) →



Becky

You aren't in any groups right now. Try joining one of these local groups to meet





Recovery plan



Christen

Hi Sam, I'm here to support your recovery. I've chatted with the Consultant and we've agreed on a recovery plan for you.

Next physio appointment

Mon 27 December

12:00

Physiotherapy session

with Christen

**Christen
Scerri**

Physiotherapist



Ask Christen a question



Interoperability through
strategic partnerships



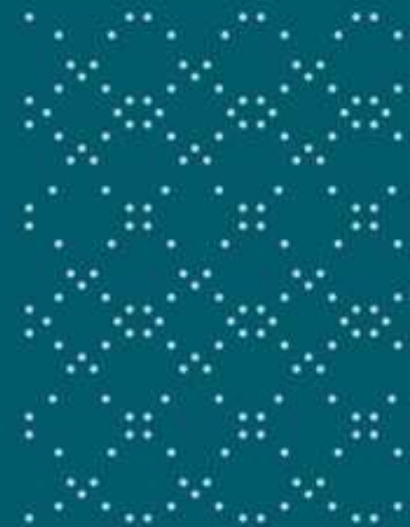
Nuffield Electronic Patient
Record (NEPR)



Connected
health

Our vision

- ◆ Nuffield Electronic Patient Record (NEPR) is a critical driver of our purpose of building a healthier nation through driving connectivity and evidence based, data driven quality and clinical outcomes for our members
- ◆ NEPR is the cornerstone of the Nuffield digital transformation
- ◆ NEPR enables the delivery of our strategic objectives and supports our differentiation in the market.





Why Adopt Electronic Patient Record?

- Single source of truth (patient experience and operational efficiency)
- Improved quality of care
- Ease of reporting



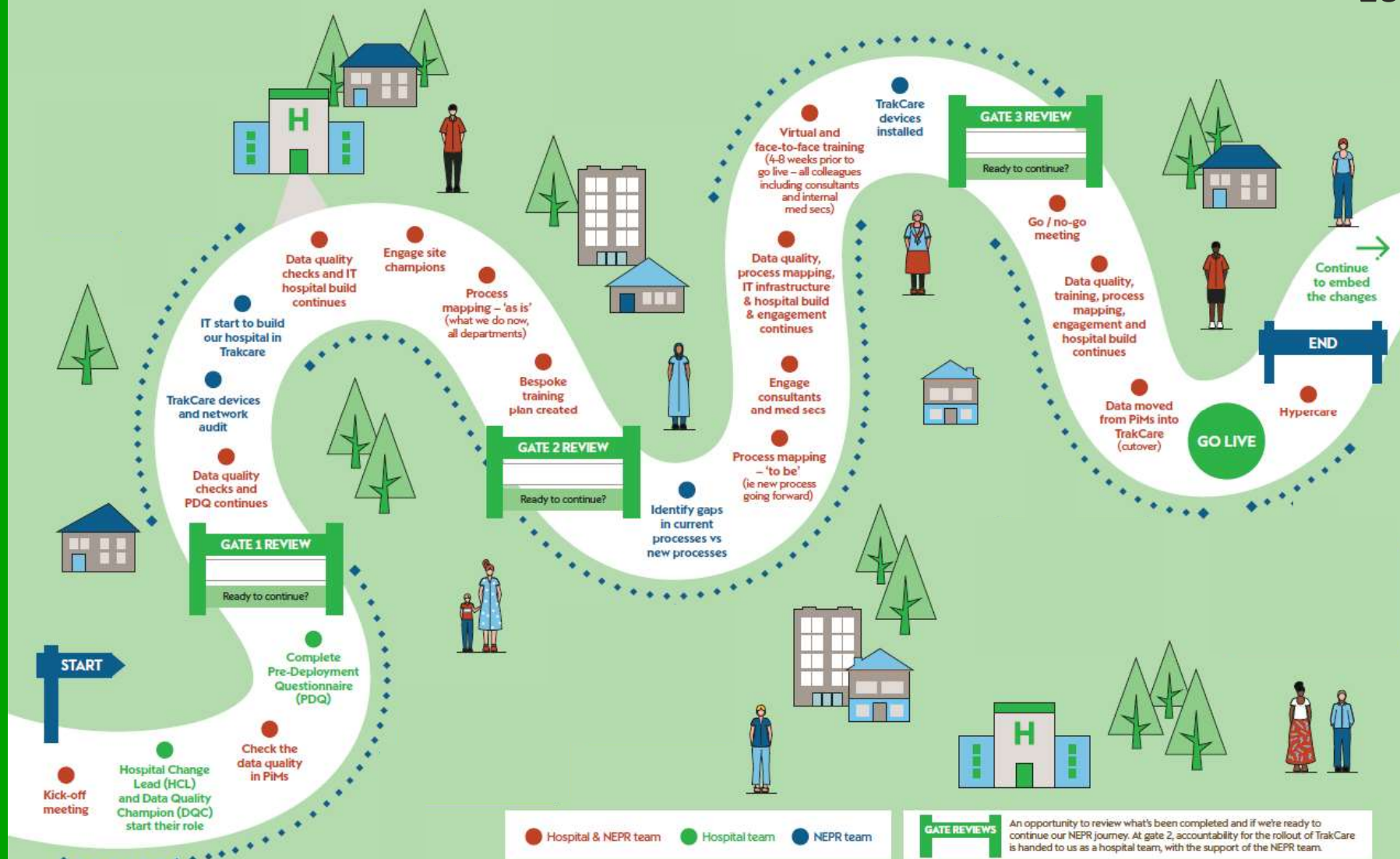
- Extensive tender and RFI process including system presentations and demonstrations
- Well established global and UK presence
- Clinical and Administrative extensions for future expansion
- Excellent system configurability
- Ongoing development and improvement pathway
- Well documented deployment toolkit
- Strong and continuing approach to working as partners

NEPR Roadmap

The end-to-end journey for each hospital

8 months per hospital

3 hospitals at a time



Roll out Stage Gates

1. Kick off - Hospital Change Lead and Data Quality Champions take their roles to assure data quality from previous systems.
2. Build our hospital within TrakCare, process mapping begins with the associated training plan.
3. Identify the gaps in current and future processes, training of our people begins, and TrakCare devices begin installation on-site.
4. Data quality assured, training continues and full data migration from previous systems to TrakCare.
5. Go live decision.... Move forward, learn and iterate....



Feedback from our hospital teams on using TrakCare

"The pathways to input the necessary data become second nature." **Nurse**

"TrakCare gives me the ability to manage records more efficiently and provides me with an overarching view of the patients journey. We have confidence that each part of the patient journey is being correctly managed." **Theatre Administrator**

"It's saving me lots of time not having to find paper records to write in." **Nurse**

"With functionality such as automated calculation of NEWS2 scores and the ward dashboard, it enables our hospital teams to prioritise patient care." **Matron**

Feedback from our consultants on using TrakCare

“The new system has worked really well for me its very user friendly and informative.” **Orthopaedic Surgeon**

“I was worried in the beginning when using the system and seeing patients, however after seeing a few patients it became easier to use.” **General Surgery**

"I like the system, more so because I can see when the patient has arrived. I don't have to rely on the nurse or receptionist to let me know when my patient is here.”
Rheumatology Consultant

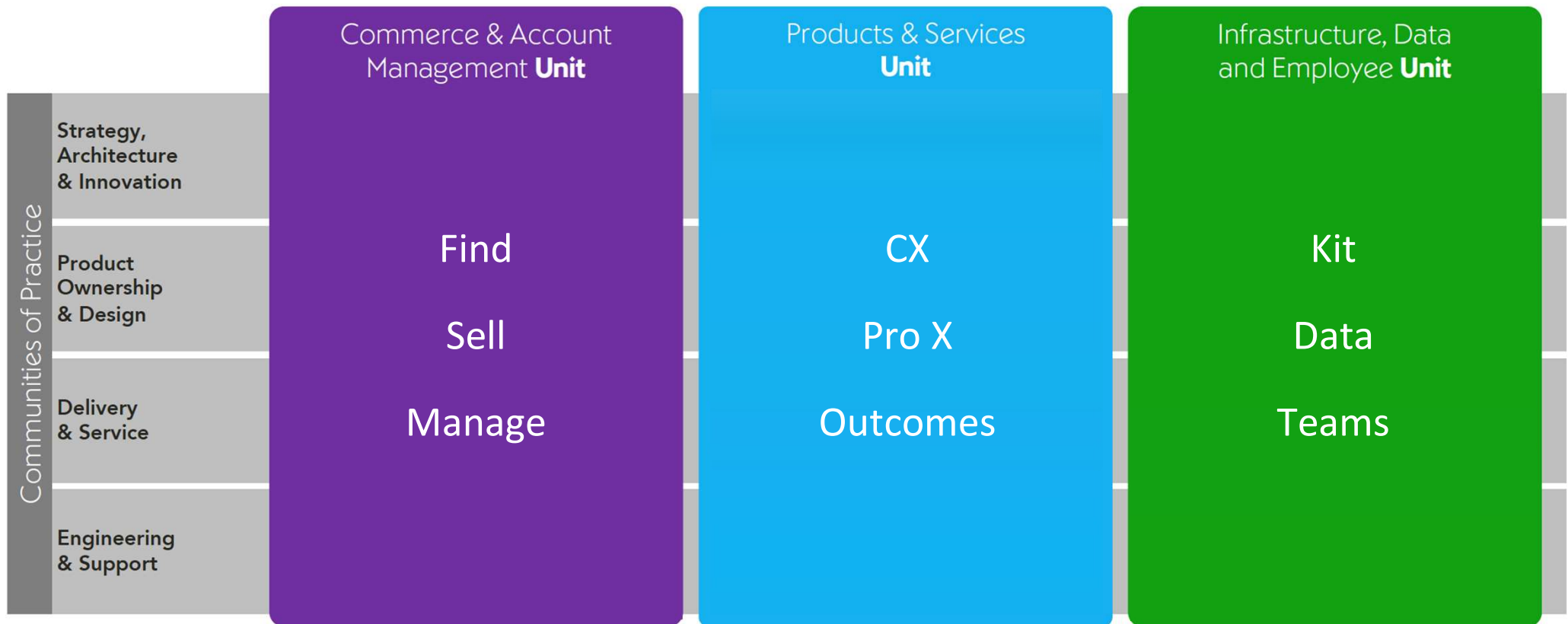
“Huge amounts of work are being put in place to turn Trakcare into a best-in-class electronic patient management system for private healthcare. It is fascinating to watch the improvements and updates.” **Orthopaedic Surgeon**



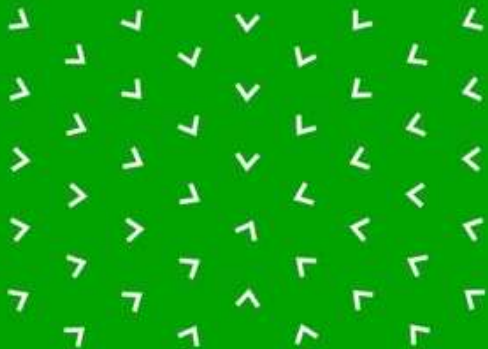


The People

Our new Operating model deploys the majority of our people from their professional Community of Practice to a Unit. Each Unit is made up of empowered Squads - each focussed on the delivery of specific business outcomes.



Thank you







Our new Operating model deploys the majority of our people from their professional Community of Practice to a Unit. Each Unit is made up of empowered Squads - each focussed on the delivery of specific business outcomes.



Social Return on Investment – Nuffield Health Framework

Using the Nuffield Social Return on Investment (SROI) framework, we identified benefits for four beneficiaries

Beneficiary	Mechanism	Metric
 Patients	Patients that have completed at least 6 out of the 12 weeks of the programme will experience improved health outcomes	EQ-5D* difference between before and after the completion of the programme
 Family wellbeing	... which improves the wellbeing of their family members	Patient reported reduction in care hours
 Health and social care	... reduces their demand for GP appointments, inpatient and outpatient appointments	Patient reported GP, inpatient and outpatient appointments before and after the completion of the programme
 Economy	... and increases their ability to go back to work or reduce the number of sick days they take	Reported change in sick days , and the proportion of patients reporting going back to work after not being able to do so due to the condition

* EQ-5D is a standardised measure of health-related quality of life