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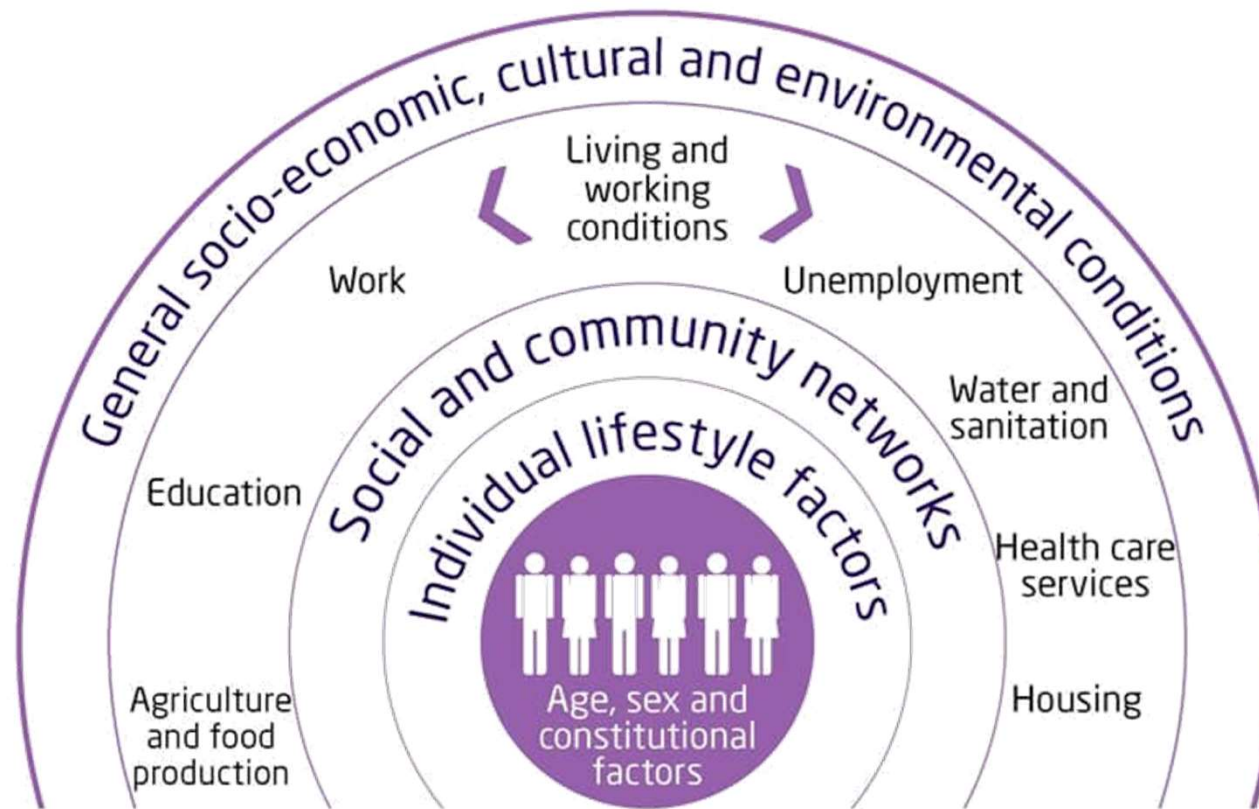
Connected Communities Using Channels 360

Tom Hurrell
Head of Business Development, EMEA

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Wellness is about connecting communities



Source:

Dahlgren, G. and Whitehead, M. (1993) Tackling inequalities in health: what can we learn from what has been tried?

[Broader determinants of health | The King's Fund \(kingsfund.org.uk\)](https://www.kingsfund.org.uk/publications/broader-determinants-of-health)



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Challenges to connected communities



System Challenges

- Lack of central vision?
- Funding
- Competing interests
- Balance of power



Tech Challenges

- Legacy or no IT systems
- Data silos
- Interoperability
- Lack of standards

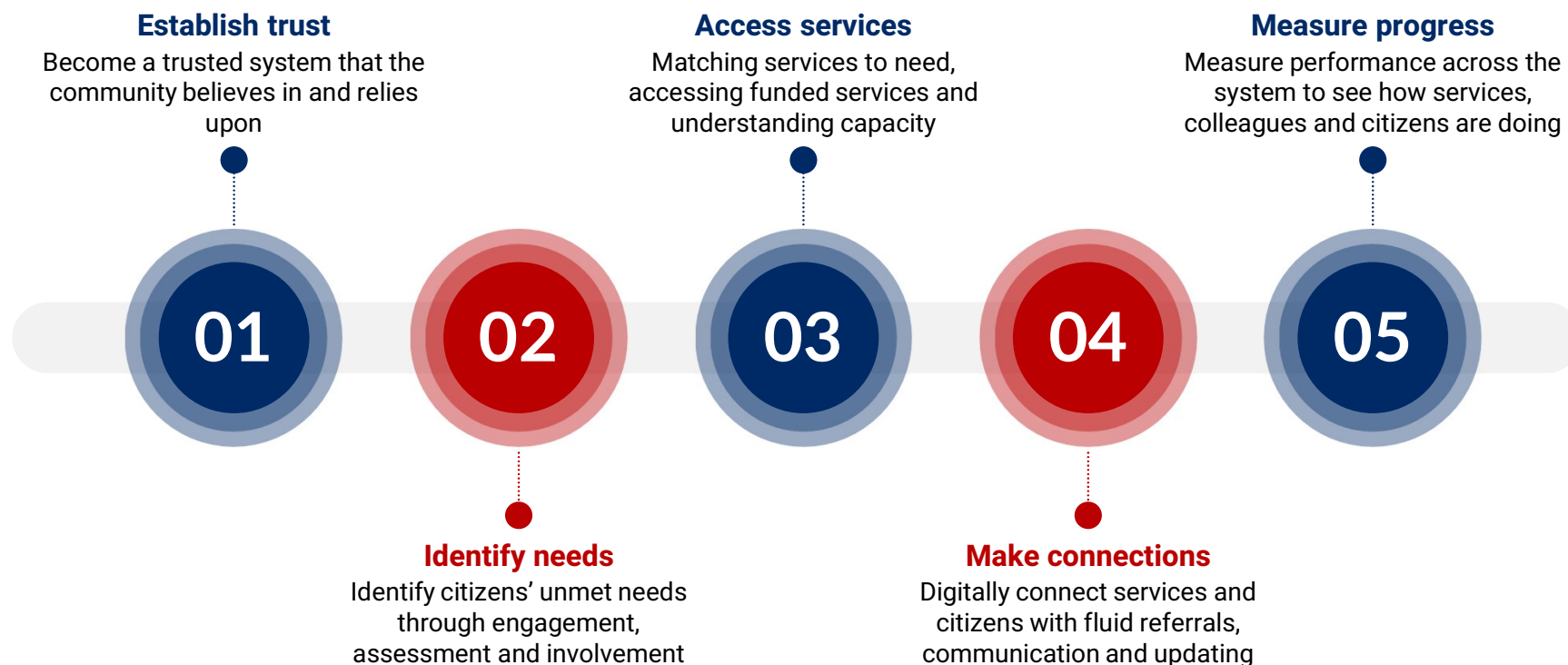


People Challenges

- Disconnected pathways & flows
- Working with new colleagues
- Engaging citizens
- Integrating teams



Routes to connected communities



Delivering connected communities

Channels 360 is a low-code / no-code platform that leverages InterSystems technologies to overcome the challenges to connected communities. Channels integrates data, supports the rapid deployment of workflows and coordinates services and care. A single pane of glass for the entire system, including the citizen.

A needed workflow or process is **identified**



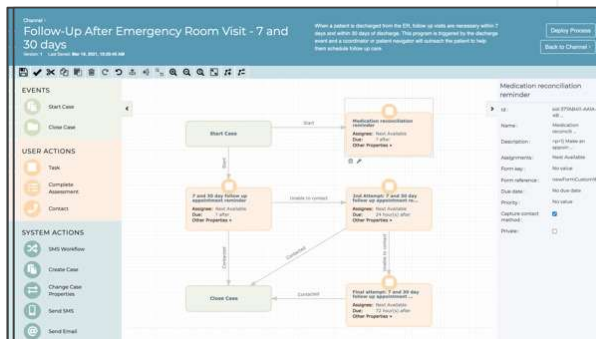
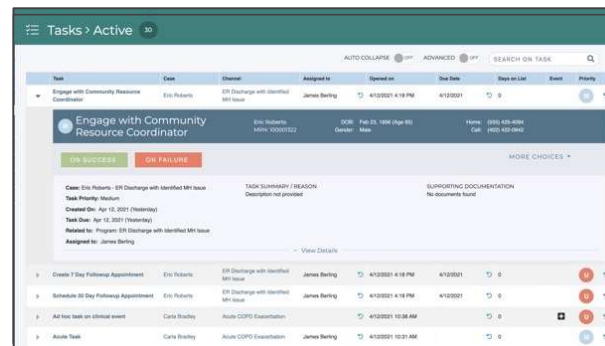
The programme lead **configures** the programme



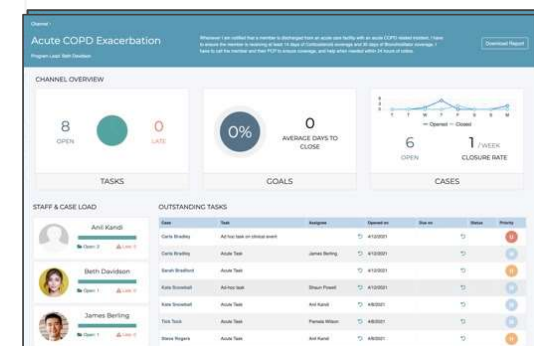
Coordinators and care team **work on tasks**



The programme lead **monitors and adjusts** the flow and assignments as needed

Task	Date	Channel	Assigned to	Open on	Due Date	Steps on List	Event	Priority
Engage with Community Resource Coordinator		Engage with identified MHI issue	James Bering	4/13/2021 4:18 PM	4/13/2021	0		
Engage with Community Resource Coordinator		Engage with identified MHI issue	James Bering	4/13/2021 4:18 PM	4/13/2021	0		
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