




BT Health

Dedicated to helping customers transform patient care in a changing world



A purple archway frames a view of a city with a church spire. The archway is a solid purple shape that curves from the left side of the page down to the bottom, framing a view of a city. The city is seen from an elevated perspective, showing a dense residential area with a prominent church spire in the center. The background is a bright, hazy sky.

At BT Health, we're dedicated to helping our customers transform healthcare and deal with the challenges thrown up by this ever changing world.

We help our customers deliver better, safer and more efficient care for their patients and the wider population.

Our deep-rooted understanding of healthcare built up over the past 60 years means we can deliver innovations today that tackle the challenges our customers face. By combining advanced networked IT services with the very best innovation, we can help improve patient care at a time when there is increasing pressure on resources.

From the largest and most complex IT projects to helping introduce innovative telehealth solutions, few companies have the experience, expertise, resources and staying power to work alongside healthcare providers. We have a unique breadth of capabilities and the scope to operate globally – yet deliver locally.

BT Health – dedicated to helping our customers transform patient care in a changing world.

innovation, now. →



As one of the largest suppliers of IT and communications services to the National Health Service (NHS) in the UK, innovation is at the heart of everything we do.

- **innovation** is helping NHS Kirklees Community Healthcare Services provide higher quality patient care and save up to £10 million a year thanks to the roll-out of mobility solutions for their frontline community staff
- **innovation** is helping the NHS save on travel costs with N3 videoconferencing – up to £160 million a year when fully adopted
- **innovation** is helping Worcestershire Health Community use unified communications to deliver more efficient and effective healthcare while saving around £400,000 a year
- **innovation** is helping to support how money flows through the NHS by using the NHS Spine service, which has already processed more than £100 billion via Payment by Results
- **innovation** is helping St. Antonius Hospital Group in the Netherlands deal with the rapidly growing amounts of confidential patient data thanks to a new, secure, cost-efficient BT data centre
- **innovation** is helping the NHS reduce carbon emissions through the use of their N3 broadband network, which could save around 250,000 tonnes of CO₂ a year

innovation is what we do.



How do you improve organisational efficiency to achieve savings while still delivering a better patient experience?

Agile and flexible working can do both.

Improving organisational efficiency

Increasing the productivity of your people



How do you increase the productivity of your people while still ensuring that patients receive the best care possible?

Mobile solutions and conferencing are proven to deliver results.



How can better communications help you transform the patient experience and the delivery of healthcare?

By maximising your investment and sharing information, connecting care can benefit healthcare providers and patients.

Connecting care

Delivering a better patient experience



How do you deliver a better patient experience when there is so much pressure on resources?

Telehealth, text messaging and patient self-service kiosks are helping to deliver an altogether improved patient experience.



Facing up to the challenges of a changing world

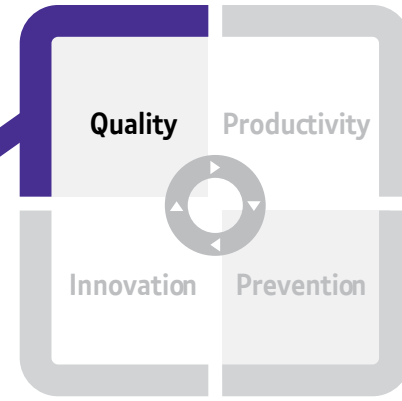
Healthcare systems around the world face similar challenges; an ageing population and an increasing burden of chronic conditions; the rising expectations of patients; and the increasing cost of new healthcare treatments. At BT Health, we have a range of innovative solutions to help our customers to address these challenges.



Our innovations tackling your problems

We're committed to helping healthcare commissioners and providers get the best out of information and technology systems and services – now and in the future. We have the scale and capability to bring all these technologies together. Our track record proves we can help healthcare providers increase productivity and achieve efficiencies while delivering better, safer patient care.

Improving organisational efficiency



It's a great business buzzword, but what does it really mean? Put simply, it means more cash in the bank. By being more efficient, you can save money and reinvest this to benefit patients.

N3 is the NHS's own secure national broadband network which BT built and manages. This underpins **N3 Voice** which allows more than 100 NHS organisations to make voice calls over the N3 network thereby reducing the costs of internal phone calls and calls to mobile phones. That's organisational efficiency.

N3 also supports a national **videoconferencing** service that has already saved the NHS a significant amount of money in set-up costs. It's expected to save more than £160 million a year when fully deployed by replacing costly travel. It's also expected to encourage more innovative use of the technology - not only keeping costs down but also enabling new ways to deliver patient care.

For example, patient case review meetings can now take place via video links rather than face-to-face. This offers huge benefits for patients who can have their case reviewed by a number of experts instead of just one.

Our **flexible and agile working** solutions allow people to work from anywhere. By freeing staff from their offices and allowing them to share desks, you can reduce the amount of office space needed.

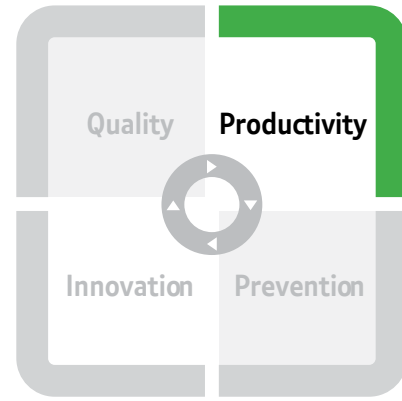
We've already helped the South Essex Partnership University NHS Foundation Trust enable their workforce to work flexibly. They realised that introducing more flexible working for their staff would release surplus buildings and make considerable savings. These savings are being directed into improving patient care to help meet efficiency targets.

Using **BT Workstyle Managed Services**, we helped to introduce and implement their programme of flexible working. We provided a practical framework of applications, support and professional services. We took full responsibility for delivery, connectivity, service levels and hardware maintenance and software upgrades.

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It is important to recognise that for a successful flexible working project, you must bring about a cultural change in your organisation to reach that 'tipping point' where it becomes business as usual. We found BT's experience of delivering flexible working in other parts of the NHS very valuable, especially as we were introducing physical change alongside operational change, in a tight timeframe.”

Samantha Powell,
WorkSmart Implementation Manager,
South Essex Partnership University
NHS Foundation Trust



Increasing the productivity of your people

Healthcare is a people-intensive business. By using technology to help reshape roles and processes, there is real scope for productivity gains.

One proven way is to cut down the amount of time spent travelling. By eliminating unnecessary journeys, people get more done - saving time and money - and improving their work-life balance.

Which is exactly what NHS Islington's multidisciplinary REACH Intermediate Care Team has done. They meet every day to discuss the needs of patients about to be discharged. Instead of meeting face-to-face and wasting valuable time, they use **BT MeetMe audioconferencing**.

By being able to meet daily in this way has led to the earlier discharge of patients, helping to increase organisational efficiency while improving patient care.

Kirklees Community Healthcare Services faced a different problem. Their geographical spread means that providing community-based healthcare can involve lengthy travelling time to visit patients. This limits the number of patients that can be seen. It's also costly in terms of travel, infrastructure and productivity.

Instead, Kirklees decided to maximise the benefit of their existing electronic patient care records by equipping 600 of their frontline carers with **BT Mobile Health Worker**. Armed with a ruggedized laptop and secure mobile connection, nurses now have real-time access to patients' records while on the move. The mobile technology enables staff to securely access clinical records, email, support systems and databases at the point of care, regardless of time and location. This helps to improve productivity and free up more time for patient care.

Elsewhere, **videoconferencing** is being seen as an innovative approach to better, safer patient care. It enables specialist stroke consultants to view, diagnose and treat patients remotely, for example, helping to increase the chances of survival and recovery. It also saves time and money.

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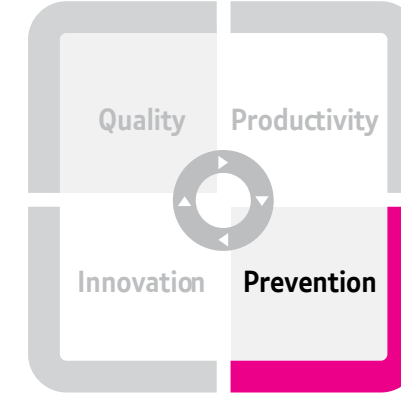
BT MeetMe is helping us to get patients back into the community more quickly and that's good for them and good for the NHS. It's cost effective too. We only need to unblock one hospital bed for one or two days each month and it pays for itself.”

Jar O'Brien,
REACH Intermediate Care Team Manager,
NHS Islington

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This is absolutely the most fundamental, critical change that we could have made. We now have the technology to deliver even better care in people's homes and the feedback we've received from patients has been great. Plus we can be more productive and save money. We're getting more for less. This will deliver significant long-term cost savings and productivity gains, and we've seen immediate cost savings in travel and phone bills.”

Robert Flack,
Managing Director,
Kirklees Community Healthcare Services



Delivering a better patient experience

People are used to self-service facilities in their everyday lives. From buying train tickets to checking-in at airports, self-service is everywhere. So it makes sense to extend this familiar use of technology into a hospital environment.

Conveniently-placed **kiosks** mean that patients can quickly and easily check-in for their appointment. Not only does it free up staff to be more productive elsewhere, it also helps to cut queuing time for patients.

The same is true for **text messaging services**. By sending patients a text reminding them of up-and-coming appointments, hospitals and clinics can cut the number of people who fail to turn up.

Both of these innovations can be implemented using the **NHS Interoperability Toolkit** - a framework that allows trusts and suppliers to develop new and innovative applications to run over their existing systems.

These services help improve the patient experience. But how do you bring care closer to those you need to look after? One innovative approach is **telehealth** and the **remote monitoring of patients**. It has the ability to transform patient care and is an ideal solution to the increasing burden posed by chronic disease and the need to curb spiralling healthcare costs.

Not only does it give patients more control and confidence in the care they receive, it also has the potential to save healthcare providers millions of pounds.

How? By allowing nurses to monitor patients remotely. It lets them spot early warning signs that a patient's health may be deteriorating and proactively respond to their patient's needs.

Wakefield District Community Healthcare Services is one of the first in the UK to trial our telehealth solution. We're installing and managing the Intel Health Guide® - an interactive personal health system that allows patients to monitor their vital signs from home. This information is then sent over a standard broadband connection to the patient's care team for analysis. Using rich media services we also provide patient videos to enhance self care and enable videoconferencing with nurses - preventing the need for a visit.

It's an innovative way to improve patient care and save money.

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While in its early days, overall the feedback we are receiving from patients and community nurses is encouraging. Patients have said they feel more in control of their condition and in some cases it has transformed their lives, although we appreciate this won't be the case for everyone on the trial.

“We know that constant visits to hospital or clinics can be debilitating and we are looking to see if this trial could in the long term help to reduce the need for these. The system provides reassurance to patients that changes in their condition can be picked up through the timely analysis of data.”

Alan Wittrick,
Chief Executive,
NHS Wakefield District

Connecting care



The traditional approach to healthcare is to move people and patient notes around. But this is costly and inefficient. It's far better to move information around instead. That's why we've built systems that can connect care in a fast-changing world.

In the UK, we've helped build an end-to-end health system that has transformed the NHS. We've already rolled out and manage **N3** - the secure national broadband network that connects all NHS locations and more than a million NHS staff. It's one of the world's largest virtual private networks and the foundation for a modern NHS.

We built and operate the **NHS Spine service** - a highly secure database of patient information and a powerful messaging system. This underpins services the NHS now relies on, such as electronic patient booking and electronic transfer of prescription services. It also hosts a personal demographics service, which holds the names, addresses, gender and NHS numbers for more than 50 million patients cared for by the NHS in England.

Built by us, the **Secondary Uses Service** provides secure access to national integrated health information which can be analysed to help the NHS plan its operations and improve outcomes.

In London and the south of England, we're working with community, acute and mental health trusts to deliver **clinical information systems** which are connecting care teams together and transforming the way that patient care is delivered.

In addition, **Picture Archiving and Communications Systems** are enabling images such as X-rays and scans to be stored electronically and viewed on screens. Increasingly, this digitised information is being shared between NHS organisations to drive better patient care.

We are now applying our know-how of providing connected care solutions to other countries such as Singapore and Australia to help other healthcare providers.

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The beauty of N3 is it allows us to move information and intelligence around the system, which is a critical part of high quality healthcare. That benefits the public, it benefits the patient, it benefits the professionals, and it benefits the planet.”

Dr. David Pencheon
Director,
NHS Sustainable Development Unit

platform

for innovation

The NHS has built a 'platform for innovation' – now is the time to leverage that advantage

Countries around the world are laying down critical informatics services to enable the transformation of the business of healthcare.

Working with the NHS, we have helped put in place a significant capability – N3 secure broadband; clinical information systems; central informatics services in the Spine; and central information services such as the Secondary Uses Service (SUS).

With the efficiency and quality challenges the NHS faces, now is the time to get the most from this existing infrastructure. After all, what has been delivered is a national platform for innovation. Now is the time to use it so that local health economies can transform the way care services are commissioned and delivered.

We have already begun this journey by providing efficiency-generating services such as N3 Voice and national videoconferencing over N3. We are also maximising BT's nationwide investment in broadband to deliver telehealth solutions that change the way patients engage in self care.

Now we can collectively go further and leverage central informatics and information services. For example, we could utilise investments in SUS and its existing capability to support and nurture a flourishing local information market to support the changing commissioning requirements of the NHS and the intended information revolution.

Together, we really can leverage existing technology to innovate today – generating short-term and sustainable efficiency savings and quality improvements. We can do this in the UK. We are also helping healthcare systems around the globe do this. It's what we do.

To find out more about how we can help, visit us at
www.bt.com/health





Bringing it all together

Offices worldwide

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