Digital change: transformers, guardians and integrators

Harry Evans, Researcher, @HarryAEvans
I’m looking for a hero?

“Only 10% of the challenge is the tech; 90% of the challenge is the culture”
Digital change in health and social care

Liverpool health and social care economy

Cambridge University Hospitals FT

Essex University Partnership Trust

Berkshire and Frimley

Homerton University Hospital
Digital change in health and social care
Sharing data for integration

1. Design and pathways
2. Project governance
3. Collaborating
4. Engagement and uptake
5. IG and consent
“I think as time has gone on, I think they’ve ceased to regard technology, informatics as a project, it’s infrastructure. It’s one of the things we use to support the changes we need to make. **We don’t talk about IT projects**, we talk about **clinical transformation projects**, which are supported by technology where appropriate.”

1. Design and pathways
4. Engagement and uptake
“So I really stress about making sure that the right clinician, the clinicians that we think is going to offer the most, we pick them up and lift them and shift them into digital programmes”

2. Project governance
3. Collaborating
4. Engagement and uptake
Information Guardians

“We're constantly coming up against challenges and blocks based on new relationships being forged at the area level, and what we're being told consistently is 'yes you just hit it first'. And it's quite a safe space because we've got really good relationships built up with key individuals, but yes we're just hitting those first.”

3. Collaborating
4. Engagement and uptake
5. IG and consent

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Digital change in health and social care

Overview

- The use of digital technology in health and social care can improve patient experience as well as supporting more integrated care and improving health of a population.
- Large scale change involving digital technology, such as adopting electronic patient records (EPR) and shared care records, is complex and associated with a large number of aspects of the change.
- This report shares practical learning from a series of case studies where large scale digital change is happening.
- Key barriers to successful digital change include the constraints coming from these workforces, tight budgets, institutional attitudes towards risk and that exist between care providers and key stakeholders.
- Most of the barriers can be mitigated through time and effort and by leveraging existing projects as change projects, not IT projects. Effective and considered resource allocation to the project are key factors in success.

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Thank you

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