

eBook

IT'S TIME TO TRANSFORM HEALTHCARE

Optimising Patient Care with Clinical
Mobility Technology Solutions



WHEN IT COMES TO HEALTHCARE, EVERY MOMENT MATTERS

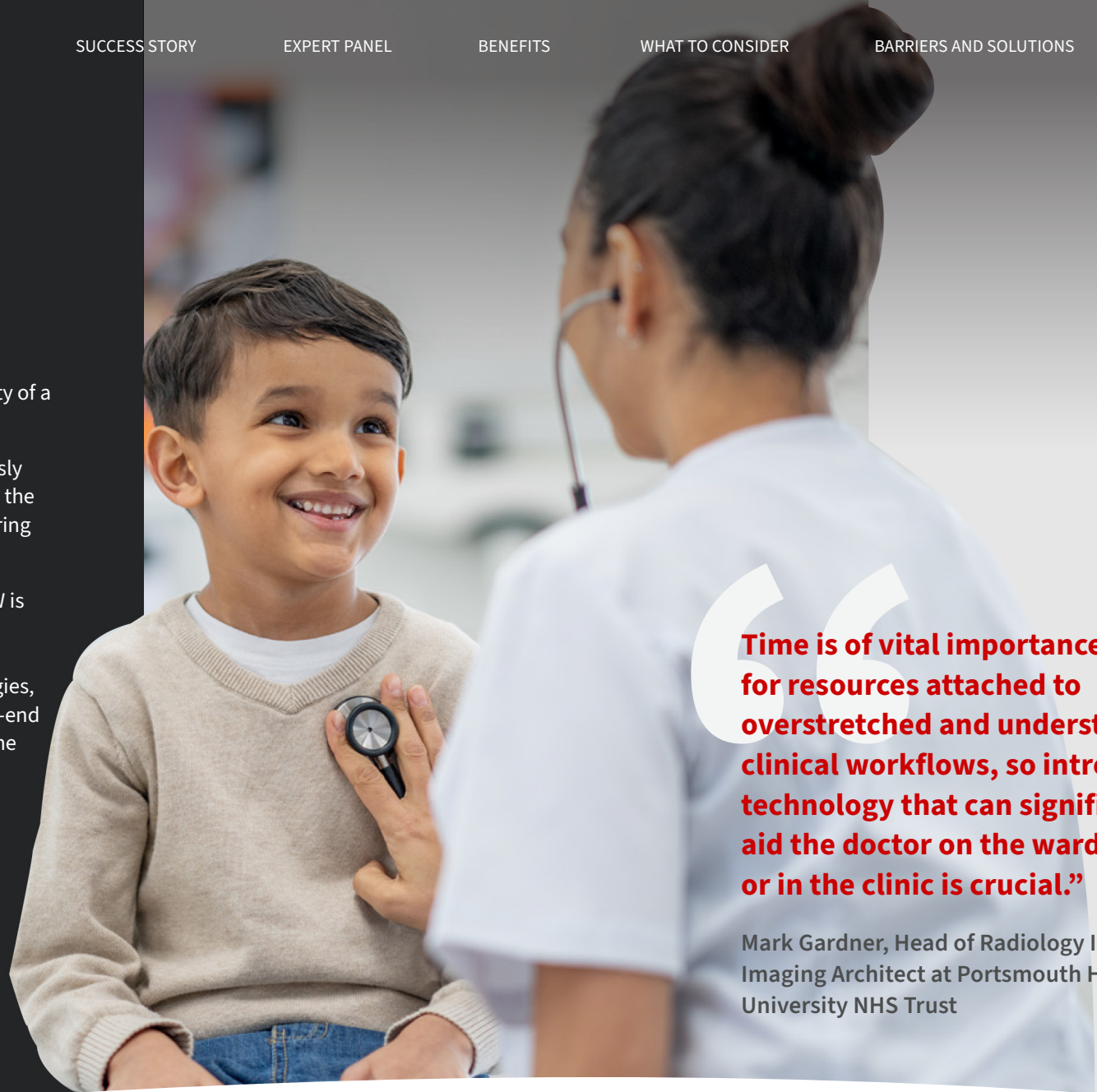
Patient wellbeing is often time-dependent.

The ability to deliver the right care quickly and effectively can make the difference in the quality of a patient's healthcare outcome.

Frontline staff require technology that seamlessly integrates into their clinical duties; giving them the time to focus on what matters the most: delivering the best care for their patients.

In the ever-evolving healthcare landscape, CDW is leading the change with transformative clinical mobility solutions. Through our strategic partnerships with RDP Health, Zebra Technologies, Imprivata, and Kontakt.io, CDW delivers end-to-end technology solutions that are helping to redefine patient care.

In this eBook, we speak to our expert panel to get their opinion and advice on the benefits, considerations, and barriers to implementing a successful clinical mobility strategy and share how we helped Stockport NHS Foundation Trust implement and integrate a range of clinical mobility solutions to provide better outcomes.



“Time is of vital importance for resources attached to overstretched and understaffed clinical workflows, so introducing technology that can significantly aid the doctor on the ward, in A&E, or in the clinic is crucial.”

Mark Gardner, Head of Radiology IT & Digital Imaging Architect at Portsmouth Hospitals University NHS Trust

TRANSFORMING TIME INTO EXCEPTIONAL PATIENT CARE

For healthcare organisations, time is a critical asset. CDW, in collaboration with our strategic partners, specialises in designing and implementing innovative technology solutions tailored specifically for healthcare organisations. Our comprehensive portfolio of technology services and solutions empowers healthcare organisations to maximise efficiencies and enhance patient care.



OPTIMISE TASKS FOR PRODUCTIVITY AND PATIENT CARE

- **Prevent Errors:** Clearly display medications to minimise errors.
- **Data Analytics:** Deliver real-time insights to improve operational effectiveness and equipment usage.
- **Patient Check-ins:** Expedite check-ins, consultations, and discharges for a seamless experience.
- **Reduce Waiting Times:** Minimise patient wait times for timely and attentive care.
- **Cost Savings:** Cut down on time and IT costs by replacing manual administration with efficient solutions.



REVOLUTIONISE PATIENT EXPERIENCES

- **Elevate Patient Satisfaction:** Provide a seamless journey, reducing stress and enhancing the overall healthcare experience.
- **Proactive Health Management:** Enable proactive health management for better patient outcomes.



BUILD STRONGER FOUNDATIONS FOR HEALTHCARE ORGANISATIONS

- **Platform Strategy:** Create and deliver an integrated platform strategy for the entire organisation.
- **Data Protection:** Ensure compliance with data protection laws, instilling confidence in patients.
- **Unified Communication:** Foster seamless communication and collaboration between departments for quicker decision-making and efficient patient care.



SECURING THE FUTURE OF HEALTHCARE

- **Emerging Technologies:** Creating modern healthcare environments with cutting-edge technology; AI, smart solutions and care anywhere functionality.
- **Environmental Alignment:** Ensure long-term viability and align with environmental regulations for a healthier ecosystem.
- **Community Engagement:** Build positive relationships with patients and the wider community through proactive healthcare engagement.



WHAT DOES A SUCCESSFUL CLINICAL MOBILITY SOLUTION IMPLEMENTATION LOOK LIKE?

Recently, CDW worked with Stockport NHS Foundation Trust to deploy and seamlessly integrate a range of clinical mobility solutions.

Hear from key stakeholders within the trust as they share their experience of working with CDW and how these integrated technology solutions have supported a more agile working environment for frontline staff to deliver patient care.



NHS

Stockport
NHS Foundation Trust



“We knew we needed to be smarter to maximise and optimise our existing resources. The new technology makes sharing devices and information more seamless and has enabled us to provide the infrastructure and digital capability to support a more agile working environment and more mobile workforce across multiple care settings.”

Holly Carr, Chief Clinical Information Officer at Stockport NHS Foundation Trust

MAKING CLINICAL MOBILITY WORK FOR YOU

We spoke to a panel of experts to get their opinion and advice on the benefits, considerations and barriers of implementing a clinical mobility strategy.

The panel consisted of:



PHILLIPA WINTER,
Chief Technologist - Health &
Social Care at CDW

With 27 years in the NHS as a clinician and CIO, Phillipa is passionate about influencing the design and delivery of digital strategies. Phillipa supports our teams at CDW UK through thought leadership and strategic facilitation with our customers, building long term partnerships, to ensure correct use of digital solutions, all to facilitate health and wellbeing.



MARK GARDNER,
Head of Radiology IT & Digital Imaging
Architect at Portsmouth Hospitals
University NHS Trust

Mark has 30 years' NHS experience with the last 18 years spent in Radiology. Responsible for supporting clinical digital diagnostic platforms across the Trust and helping to shape roadmaps both locally and regionally associated with radiology and pathology digital programmes.



ROB SIMS,
Chief Technologist -
Hybrid Platforms at CDW

Rob has worked 20+ years in technology covering roles ranging from internal IT positions, professional services, architecture, CTO and Chief Technologist. This experience has enabled Rob to craft his technical ability with a key focus on business outcomes. Rob can distil complex challenges into simple business outcomes, then align to a technology product or service, while ensuring all stakeholders understand the value.



PETER HUGHES,
Chief Technology Officer at Stockport
NHS Foundation Trust

Peter has worked for Stockport for the last 17 years having started as a 3rd Line Technician and progressed through to head of IT and now Chief Technology Officer. He is responsible for the management, maintenance and implementation of Digital Technology Infrastructure systems, along with the associated support services.

BENEFITS

We began on the topic of the benefits of clinical mobility solutions and why healthcare trusts should consider implementing them.

Rob Sims said: “By easing the access to data and systems for healthcare professionals, it can help them achieve a better work-life balance. Clinicians and staff can get burned out, get ill, and have to stop working because they’re being overworked, which is not only difficult for them but also puts a burden on the NHS and affects patients as well. The clinical workspace solution would help ease that by making their jobs easier and reducing that burden.”

Peter Hughes also highlighted the benefits for staff: “Ultimately, a clinical mobility solution helps us achieve better speed, performance, and agility.

“It helps our healthcare professionals work more quickly from their place of work, their home, patient homes, or wherever they log in. Before we implemented the solution, the average log-on time could be between three and four minutes. Using the new clinical mobility solution, a session can be accessed in just 20 seconds, vastly cutting down on wasted waiting time.”

Mark Gardner agreed: “Clinical Workspace Solutions have clearly been designed with the clinician in mind. Everyone knows time is of vital importance when we look at resources attached to overstretched and under-staffed clinical workflows, so introducing technology that can significantly aid the doctor on the ward, in A&E, or in the clinic is crucial.

“IT has become essential in almost all forms of business and service models, but it is imperative that IT aids efficiency rather than adding to day-to-day tasks.”

Phillipa Winter said: “Approximately, 91% of clinicians are projected to spend less time away from their patients. This shift is largely attributed to their additional workflow responsibilities, which encompass the management of electronic health records, medical and drug administration, as well as lab and diagnostics. Consequently, the role of clinical mobility has become absolutely vital. It supports interaction at the point of care, ensuring real-time data and monitoring can be conducted right by the patient’s bedside. This not only improves efficiencies but also significantly enhances the quality of patient care, therefore, a transformative step towards a more efficient and patient-centric healthcare system.”





WHAT TO CONSIDER

We then moved on to discussing what buyers should consider when procuring clinical mobility solutions, and what trusts should consider when implementing one.

Phillipa Winter said: “User centre design is key, always consider how staff operate with shared devices and ensure the solution will provide a seamless transition from one to another. Trusts won’t have a device for every user and often rely on baton devices being swapped across shifts. So, accessibility of devices available for all to use prevents blockers and frustrations within the workforce, the key to best practice is to make it simple and intuitive. Any device should be available for anyone to use at any time, switching seamlessly from one session to another, changing the security and access information to match the new user, saving them time and frustration.”

Mark Gardner added: “You need to decide on a model. What is going to be your approach? A single solution delivering all the essential clinical applications in one suite? ‘Best of Breed’, allowing the clinician access to a multitude of applications, bringing them together via a mixture of APIs and patient context launching? Or a mixture of the two, with a high-level timeline view in the EPR, and the use of an

Integration Engine to push data into an EPR, whilst continuing to use different systems too? There is no right answer. Much will depend on the environment and requirements.”

Rob Sims said: “You’ve got to think about infrastructure readiness. A clinical workspace is built upon the network and the platforms that they depend on – you need to know, are they up to the job of supporting the new solution? For example, you used to work on paper but have now moved to a digital solution, but the Wi-Fi has gone down so now that solution doesn’t work. The money has been invested in the procurement of the workspace and not the supporting infrastructure that supports it. The infrastructure gets forgotten because it’s assumed it will work but that’s not always the case. Make sure your infrastructure is ready.”

Peter Hughes concluded: “If I had to choose one piece of advice for others looking to implement a clinical mobility solution, I’d say to collaborate. Speak to your clinicians from the outset and get their opinions on what would make things better for them and their patients. This way you’ll build out the right solution and not one you just think will be right.”

BARRIERS AND SOLUTIONS

We finally moved on to considering the barriers to installing clinical mobility solutions and how these can be overcome.

Mark Gardner highlighted cost: “It’s clearly the number one problem in the NHS. So, it’s important to ask probing questions from the outset. How do you make it affordable? What kind of screen do you need given the environment you’re installing it into, who needs to access it, and what do they need to see? In this case, don’t buy clinical grade screens if the area in question doesn’t need them.”

Rob Sims said: “You may find a barrier in preconceived ideas about what the technology is, thoughts about the vendor, and previous projects in this or other trusts that may not have been successful. Some technology might be tarred with the wrong brush as they’ve been poorly rolled out or installed incorrectly, so people have a negative preconceived idea. To avoid this, the environment shouldn’t be branded as vendor-specific – instead, it should be branded to the Trust independent of the technology. So don’t use the technology name which might have bad associations, choose your own that’s related to your trust and the benefits.”

Phillipa Winter concluded: “Clinical mobility in healthcare is crucial. Implementing a solution that minimises risk and maximises uptake without double investment is complex and could be applied per

ward, area, or specialty. Running two systems concurrently can cause confusion, hence the transition needs careful management.

Taking simple, logical steps towards the ideal outcome involves assessing the current situation and strategising advancements. This journey requires time and resources, but once the destination is agreed upon, the path becomes clearer, avoiding unnecessary expenditure.

The goal is to find an efficient route to the desired outcome, involving continuous evaluation and strategy adjustments. In essence, effective implementation of clinical mobility can lead to improved patient care and operational efficiency.”

“The role of clinical mobility has become absolutely vital. It supports interaction at the point of care, ensuring real-time data and monitoring can be conducted right by the patient’s bedside.”

Phillipa Winter, Chief Technologist - Health & Social Care at CDW





REVOLUTIONISE HEALTHCARE MOBILITY WITH CDW

In the ever-evolving healthcare landscape, CDW is delivering transformative clinical mobility solutions. Through strategic partnerships with RDP Health, Zebra Technologies, Imprivata, and Kontakt.io, CDW delivers seamless end-to-end solutions that redefine patient care.

THE HEALTHCARE TECHNOLOGY THAT POWERS INTEGRATED CLINICAL SOLUTIONS

RDP Health brings over two decades of expertise, providing cutting-edge medical trolleys and mobile computer carts. These bespoke solutions, seamlessly integrated by CDW, streamline clinical workflows and enhance patient care.

Zebra Technologies offers purpose-designed devices for hospitals, empowering healthcare professionals with real-time access to critical information. Their solutions span admissions, patient identification, bedside point of care, and laboratory management, ensuring operational efficiency and patient safety.

Imprivata, the digital identity company, transforms workflow efficiency without compromising security. Through interoperable solutions, Imprivata provides secure, real-time access to critical tools and information on mobile devices, enhancing care delivery.

Kontakt.io, as the leader in Inpatient Journey Analytics, optimises care operations and enhances patient and staff experiences. Their solutions,

powered by AI, IoT, and RTLS, streamline workflows, reduce staff burnout, and elevate the overall healthcare journey.

CDW's healthcare mobility solutions, driven by these strategic partnerships, offer a roadmap for healthcare institutions to confidently navigate the digital future. Not only are we improving healthcare, but by embracing eco-friendly practices, we're helping to create a healthier world.

“If I had to choose one piece of advice for others looking to implement a clinical mobility solution, I'd say to collaborate. Speak to your clinicians from the outset and get their opinions on what would make things better for them and their patients.”

Peter Hughes, Chief Technology Officer at Stockport NHS Foundation Trust



For more information on how to make
clinical mobility work for your trust,
[CLICK HERE](#) or talk to one of our
healthcare experts today.

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