



Digital Collaboration **Enhancing our future healthcare systems**

The NHS is on the brink of exciting change. Digital collaboration will become the new normal – and Accenture is ready to help.

The NHS deals with more than a million patients every 36 hours, and the demand is projected to rise.

By 2028, 51% of GPs and nurses will have grown up experiencing new technologies as an integral part of their lives. Even the older generations will be very used to digital transactions.

The only way to meet the demand of an ageing population with multiple chronic conditions, is with a transformed healthcare system that leverages cutting edge collaborative tools. This is exactly what clinicians are asking for.

Shared digital care platforms allow seamless collaboration and a range of micro services that enable personalised patient and clinician experiences. Collaboration tools allow greater automation of repetitive but still vital tasks, freeing up clinicians' time.

Future clinicians will be able to interact with technology in a more seamless and proactive way to improve patient outcomes.

Here's an example of how a digital care platform and virtual care assistant could be integrated into the healthcare system.

Mary has pneumonia. Her nurse, Sophie, has just started her shift. She checks her virtual care assistant, which gives her a summary of Mary's medical history. It also tells her that the doctor is available for a video call.

During the consultation, the virtual assistant records key actions from the conversation and compiles a task list. It's decided that Mary needs some tests and the virtual assistant schedules those in for her.

Once the tests have been done, the virtual assistant sends the results to Sophie and suggests a video call with the registrar and her team to discuss treatment. They decide that Mary needs an IV course of antibiotics.

Mary's medical team continue her treatment and monitor her with the help of the virtual assistant. Thanks to the immediate care and medication she's received, Mary's condition improves and, within a few days, she's well enough to go home.

The virtual assistant uploads the discharge summaries to the shared workspace so that Mary's GP can see all the information that's needed for her continued care.

Every action and interaction relating to Mary's care has been recorded by digital collaboration technology that provides seamless sharing of information at the point of need. All of this is available via mobile devices that provide patients and clinicians with a convenient, familiar experience that also improves both efficiency and health outcomes.

Partnering with new technologies will fundamentally transform the way the NHS works. The end result is that both clinicians and patients will benefit at every point of contact.

To find out how digital collaboration tools can transform healthcare, get in touch with us today.

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