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Digitally Ready Workforce

Health sector global challenges - Digitisation requires successful leaders to adapt

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THE CHALLENGE FOR HEALTH SYSTEMS IN 2021^

Digital transformation and interoperability
Exponential advances and interoperability in digital technologies are helping clinicians deliver health care services in ways consumers prefer to receive them

Care model innovation
New strategies, capabilities and technologies are shifting health systems' focus from providing episodic, acute care to keeping people healthy

Future of work
An ageing population and shortage of skilled clinicians are changing the future of work in health care and increasing the importance of sourcing, hiring, training and retaining skilled workers

Financial operations and performance improvement
Health systems are working to achieve financial sustainability by reducing cost to deliver and finance high quality and effective care for patients

WHAT WE NEED TO ACHIEVE?

Digitally ready Boards

Digitally ready Leadership

New careers and Professions

Workforce digital Literacy

Governance for the digital age

ENABLERS

► **Digital Medical and Nursing Schools**

► **Digital Enterprise**

► **Digital Leaders and Professions**

Game changers that will fundamentally shift how we deliver care in the future that need to be addressed now

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Several analytical and digital technology approaches will be critical for you to quickly plug the gaps, and build momentum, confidence and excitement about its digital future, Organisation's will need to quickly be able to embrace these solutions.

ARTIFICIAL INTELLIGENCE

AI simulates human learning processes by computer systems to develop predictions. AI can be applied via machine learning, natural language processing & RPA bots

Artificial Intelligence (AI)
Solutions that allow for more efficient and effective analysis of data, improving stakeholder decision-making

Machine Learning (ML)
An application of intelligence that is used to predict system need

Intelligent Automation
Driving process efficacy with higher accuracy and pace via Robotic Process Automation & Analytics

Natural Language Processing (NLP)
Technology focused on extracting relevant medical information efficiently

AUGMENTED INTERFACES

Virtual Reality, Augmented Reality and Holograms replicate reality and minimise risks in actual procedures, and is an effective training method leveraging simulated environments for healthcare practitioners

VR / AR
Reality solutions are helping clinicians, nurses and other healthcare stakeholders gain greater visualisation in training and delivery of healthcare

Haptics
Haptical feedback uses a sense of touch from either applied forces, vibrations or motions to interact with users

Mid / back office and infrastructure

Post Modern EHR and PAS

Real time Resource management

Asset and equipment optimisation

Infrastructure and Cyber Maturity

Digital control towers for supply chain resilience, risk & optimisation

INTERNET OF THINGS

IoT has been driving the evolution of wearables devices in the healthcare industry, where medical devices and applications share data with IT systems

Connected Devices
Aggregates and provides data-driven treatment feedback loops that inform patients, clinicians and pathways

Telemedicine / Tele health
Telehealth is the distribution of health-related services and information via electronic information and telecommunication technologies

Ambient Sensors
Continues and passive monitoring of vital signs and movements

Wearables
Wearables provide patients, Clinicians and HCPs with real-time insights into patient data and help provide personalised care through continuous monitoring

The need for transformation of the health sector is limited by the workforce

In 2019 the TOPOL review highlighted that globally within 20 years 90% of health and care staff would require significant digital skills. Health and care organisations will be radically changed, with safety, quality and efficiency enabled by technological innovation. This transformation will require leaders who understand how to leverage data and technology as well as leading others towards future models of care.

Skill emergency – Leadership emergency: With a globally ageing population in the west and increasing demands on services, the skill gap across the health sector looks set to widen in the coming years, meaning the threat posed by the skills gaps constitutes a significant long-term socio-economic issue in many regions.

Gap in workforce and capacity and capability: Across THE NHS, which is the worlds largest health system there is currently a shortage of more than 100,000 staff. Based on current trends, we project that the gap between staff needed and the number available is projected to reach in excess of 250,000 by 2030. Digital skills and enablement will be needed to bridge this gap and allow the existing workforce to be augmented by technology and data in order to deliver .

Limiting factor is people: As healthcare evolves the limiting factor will be the people. The workforce is not aligned to leverage new technologies with key shortage in area's such as: Board leadership, Direct care re-design, wider Workforce, The people who can change your target operating model to a digital one

Drawing on our tek-ed team to redefine the role of leadership as a catalyst for health and care transformation

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Tektology looks to identify workforce learning needs; we work as a partner to embed digital, leadership and innovation into organisational strategy. We understand the role of health technology innovation in delivering better care and we help develop holistic system-wide strategy at organisational and national levels.

Our aim is to develop learning health systems that are citizen centered leveraging innovations in digital mobile-first and open data to develop organizational resilience.

Extensive awareness of the challenges faced by health and care providers, Tektology's strategy provides a unique fusion of global healthcare and executive education expertise, combined with a track record of successful digital transformation.

3 Catalyze digital transformation by empowering the workforce as change agents.

2 Align education and training provision with strategic local change initiatives and national policy.
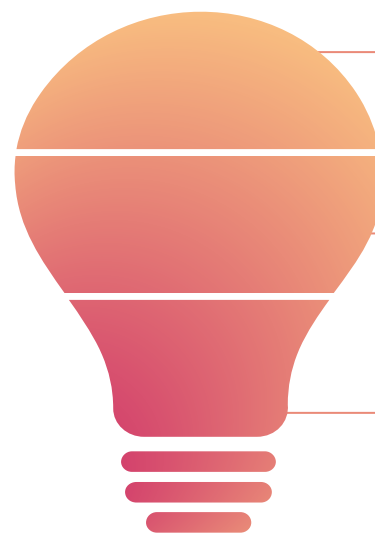
1 Develop metrics and evaluation systems to assess the value and effectiveness of interventions.

Drawing on learning science experts from Tek-ed and delivered by Tektology to tailor our approach

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We bring key strengths in identifying workforce learning needs. We work as a partner to embed digital, leadership and innovation into organisational strategy and operations.

Our team of international experts bring a wealth of experience in developing and delivering programs of catalytic learning in healthcare. Catalytic Learning is based on facilitating and enabling learning so that the learning journey continues long after people complete a programme, thus making a sustainable impact. This approach will enable the workforce with the capability and capacity to deliver on future visions.

Credentials: TEK-ed's directors have led and designed The NHS Digital Academy which draws together expert perspectives from industry, academia and the public sector

Tektology's experienced team

DAVID ROBERTS

ABOUT

An international business leader, having lived, worked and practised in over 30 countries, leading and implementing solutions across health, wellness and social care, across health, insurance, life sciences and retail sectors.

JOHN HODDINOTT

ABOUT

John has over twenty years' experience helping public sector organisations deliver operational improvements, better outcomes for citizens and lower costs to the taxpayer. A former Equity Partner at EY before joining Tektology.

Phil Leonard

ABOUT

Phil has 25+ years working in healthcare across a range of its sub-sectors and in a variety of disciplines. He has worked extensively internationally in 50 countries

Supported by our Tek-ed team

PROF. RACHEL DUNSCOMBE

ABOUT

Rachel has 25 years' experience of deploying industry leading transformational technology in the health, care. She has worked globally on health and care digitisation research and acts as an advisor to both governments and international standards bodies. CEO of the NHS digital academy.

DR. ALISDAIR SMITHIES

ABOUT

An experienced lecturer, technology leader and innovator in health professions education. Alongside operational management of online learning, teaching and assessment teams at world-leading Russell Group medical schools, Alisdair has developed strategic international academic and commercial relationships.

Digitally Ready Workforce Requirements

WHAT IS REQUIRED FOR A DIGITALLY READY WORKFORE

PHASE 0
DIGITAL WORKFORCE STRATEGY
A digital workforce strategy that is fully endorsed by the board is required determine the aspirations of the organisation, including the scale and pace the organisation wants to adopt digital

PHASE 1
WORKFORCE READINESS ASSESSMENT
With a clear understanding of the organisation's aspirations and vision we can begin to assess your workforce and ascertain the base line for which we will build on to meet the future needs

Expectation that a digital workforce strategy is in place

PHASE 2
DESIGN OF YOUR DIGITALLY READY WORKFORCE PROGRAMME
With an understanding of the organisation's vision for the future and an in-depth pool of insights on where the workforce currently stands we can begin to create a workforce Programme that addresses the gaps in learning and sustainable enables the fit for the future workforce

Our 3 phase approach required to correctly prepare your workforce for the future

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DIGITAL WORKFORCE STRATEGY

DESIGN OF YOUR DIGITALLY READY WORKFORCE PROGRAMME
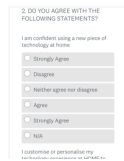
OUR DATA DRIVEN APPROACH TO THE DIGITALLY READY WORKFORCE ASSESSMENT PROVIDES A CLEAR BASELINE FOR PROGRAMME DESIGN

PHASE 0

PHASE 1

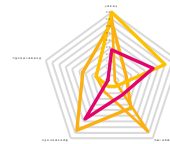PHASE 2

Survey creation and distribution

Analysis Framework

Workforce insights

DRW Report

Workforce Programme Roadmap

STRATEGY DELIVERY

SURVEY

ANALYSIS

REPORT

PROGRAMME DELIVERY

Example: Phase 1 breakdown of our approach to assess your workforce digital readiness

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	Preparation, Align and Launch	Survey Running	Analysis & Recommendations
	← 3 weeks →	← 3 weeks →	← 3 weeks →
Objectives	► Understand the *'The organisation'* through a series of interactions to align our framework to specifically fit the organisation. Through a series of iterations make adjustments where required to the Survey and area's that need to be customised. Agree on a series of tasks in order to correctly prepare for the launch of the Survey (Comms plan, Key Dates, distribution platform, etc.).	► Monitor the incoming results of the Survey and use update sessions to highlights gaps in results or other issues that need to be resolved in order to collect the right amount of information for the final report.	► Analyse the results collected and form the *"organisation"* the interim Digitally Readiness report. Define the roadmap of programs through workshops with key stakeholders to discuss the results of the Survey and build a plan of programmes.
Key Activities	► **Engage:** with key *'organisation'* team to Validate our Survey questions and test the thinking of the organisation. Work through several logistical and technical activities to wholly prepare for the launch of the Survey. ► **Iterations:** Through interaction with "*The Organisation*" iterate on the Survey to correctly tailor it to the requirements stated. ► **Survey :** Launch the Survey	► **Results analysis and Monitoring** ► **Weekly update** meetings in order to re-cap the weeks results and present back gaps in the analysis that should be managed and other area's that need to be addressed in order to collected a meaningful cross section of *'The organisation'*	► **Analysis:** Analyse the information gathered and develop an interim Workforce Readiness report ► **Roadmap:** Build a roadmap Digital programmes to prepare '*The organisation*' for the future ► **Workshops** with key stakeholders across the organisations to ascertain the appetite and capability to support the delivery of the DRW roadmap. Test the early roadmap for feasibility and prioritise programmes
Approach	► Mobilisation (1 week before kick-off to make contact and arrange interviews) ► Kick-off session ► 2-3 Planning & iteration sessions ► Launch iterated survey	► Results analysis and monitoring over the course of 3 weeks ► Weekly update meeting re-cap analysis ► 3x Weekly update meeting sessions	► Using the Interim Workforce Readiness report we will build a roadmap of programmes to meet the goals of the future organisation ► Conduct workshop/s to test thinking, prioritise programmes and better understand appetite and capability of the organisation. (1 week) ► Finalise report with workshop findings
Deliverables	► Digitally Ready workforce Survey		► Digitally Ready workforce Report

Milestones

MOBILISE • PROJECT KICK-OFF • PLANNING & ITERATION SESSIONS • PLANNING & ITERATION SESSIONS • LAUNCH SURVEY • MONITORING MEETING • MONITORING MEETING • MONITORING MEETING • ANALYSIS • INTERIM DRW REPORT • WORKSHOPS • DRW REPORT

Timings may vary depending on size of organisations and specific requirements

A digital readiness assessment gives you the tools to prepare your organisation and workforce for the future

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OUTPUTS

WORKFORCE STRATEGY
► A workforce strategy to align to your digital vision/aspiration

DIGITAL READINESS ASSESSMENT REPORT
► Workforce insights report detailing segmented workforce Digital literacy and readiness
► Roadmap of tailor built Tek-ed courses to close capability gap and build digital experience across the workforce
► Ready to proceed with the design of the digitally ready workforce

DESIGN OF YOUR DIGITALLY READY WORKFORCE PROGRAMME

► A Detailed list of programmes specifically designed to address your workforce needs

OUTCOMES

INTELLIGENT CLIENT
► Have a clear understanding of what's required in order to hold your transformation partner to clear outcomes.
► Effective commission of digital transformation projects in the future Alignment – workforce plan to technology plan
► De-Risk of future delivery

FUTURE PROOF
► Workforce will be Fit for the future of health care
► Strategically digital – build Digital into the DNA of the organisation
► Digital assets can be utilised effectively throughout the organisation
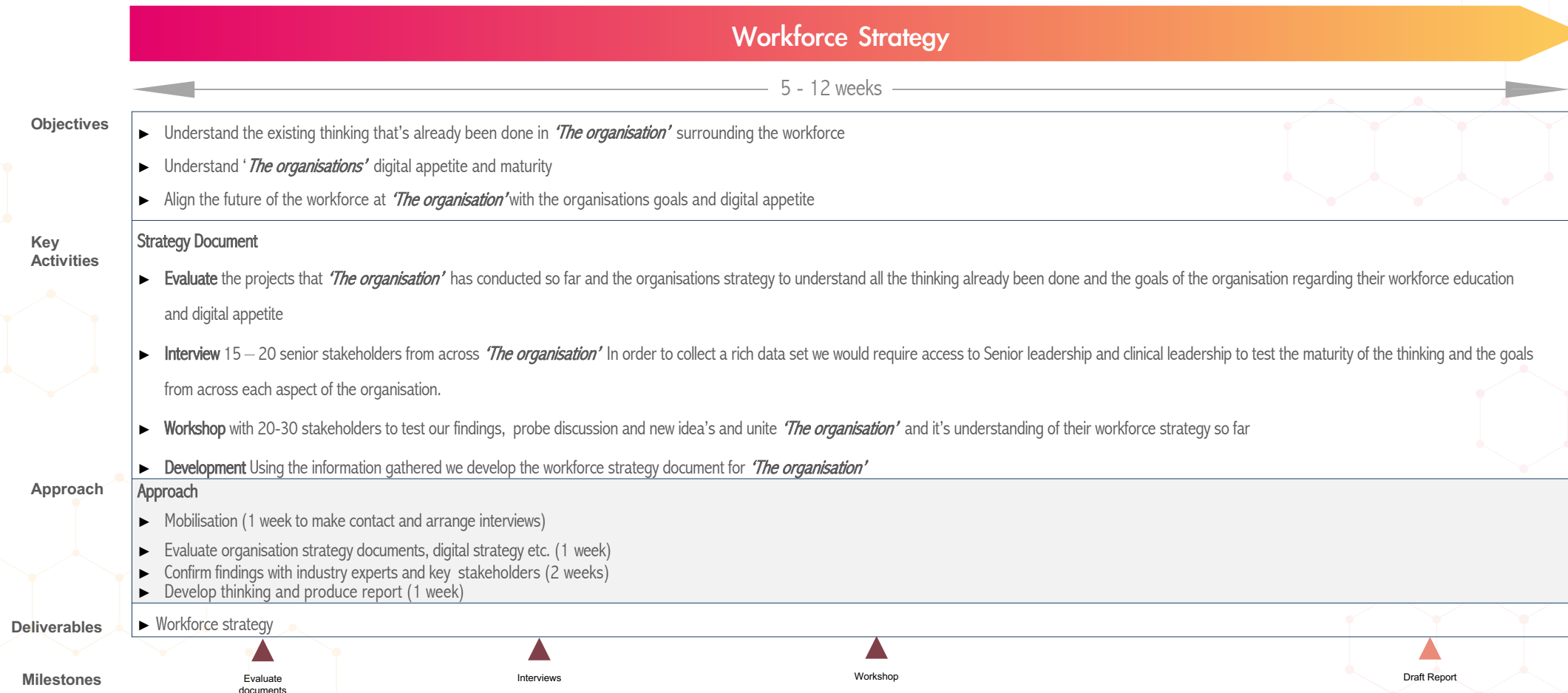► Workforce will not become the rate limiting factor to digital transformation

Thank you

Workforce Strategy

5 - 12 weeks

Objectives

- ▶ Understand the existing thinking that's already been done in *'The organisation'* surrounding the workforce
- ▶ Understand '*The organisations'* digital appetite and maturity
- ▶ Align the future of the workforce at *'The organisation'* with the organisations goals and digital appetite

Key Activities

Strategy Document

- ▶ **Evaluate** the projects that *'The organisation'* has conducted so far and the organisations strategy to understand all the thinking already been done and the goals of the organisation regarding their workforce education and digital appetite
- ▶ **Interview** 15 − 20 senior stakeholders from across *'The organisation'* In order to collect a rich data set we would require access to Senior leadership and clinical leadership to test the maturity of the thinking and the goals from across each aspect of the organisation.
- ▶ **Workshop** with 20-30 stakeholders to test our findings, probe discussion and new idea's and unite *'The organisation'* and it's understanding of their workforce strategy so far
- ▶ **Development** Using the information gathered we develop the workforce strategy document for *'The organisation'*

Approach

Approach

- ▶ Mobilisation (1 week to make contact and arrange interviews)
- ▶ Evaluate organisation strategy documents, digital strategy etc. (1 week)
- ▶ Confirm findings with industry experts and key stakeholders (2 weeks)
- ▶ Develop thinking and produce report (1 week)

Deliverables

- ▶ Workforce strategy

Milestones

| Evaluate documents | Interviews | Workshop | Draft Report |

*Timings may vary depending on size of organisations and specific requirements