

SHREWD WaitLess

TURN ON THE POWER OF YOUR DATA

Live Data Sharing For the Whole Health System

DATA • INTELLIGENCE • ACTION

TABLE OF CONTENTS

WaitLess	5
On-boarding Processes and Scope	6
Off-boarding Processes & Scope.....	6
Service Management Details	6
Training.....	7
Data Processing & Storage Location.....	7
Data Restoration & Service Migration.....	7

WHO WE ARE

SHREWD was founded in 2009, to provide improved visibility of real-time data across multiple NHS providers, 'to buy time' during the H1N1 Influenza Pandemic.

2 Regional Deployments in Canada

1 National deployment NHSE Control Centre

People

Research

Technology

SHREWD

"This is a great example of how the NHS, acting as 'lead customer', can work with an industry partner to create a product that addresses the specific needs of the customer."

KSS AHSN Head of Innovation

29 Deployments out of 42 ICBs



EXPERTS

We grew from a team of technology scientists and senior NHS managers, motivated by using real-time data to generate insight driven decisions.



PIONEERS

We provide new and relevant ways of generating insights by being creative, innovative and helping to set new standards.



COLLABORATORS

We unite people by linking real-time data insights and turning these into action. We bring IT, systems and people together.

Our Goal was to solve the challenges associated with how you can capture, transform and easily display a wide range of healthcare data, from multiple providers in real time, to create a single version of the truth. We spent 6 years in R&D and have since been working with the NHS to deliver award-winning solutions that support patient flow and improve operational resilience.

The core to our success has been the in-depth understanding that we have of data flows, data management, data translation, visual display and actionable insights that drive behavioural change.

WHAT WE DO

The output from our research is our award-winning SHREWD portfolio, a cloud-based platform of data visualisation tools that takes complex digitised data from all providers within the wider health economy, from acute and community to ambulance and primary care, and creates instant, whole-system visibility of escalating pressure and potential impact on services.

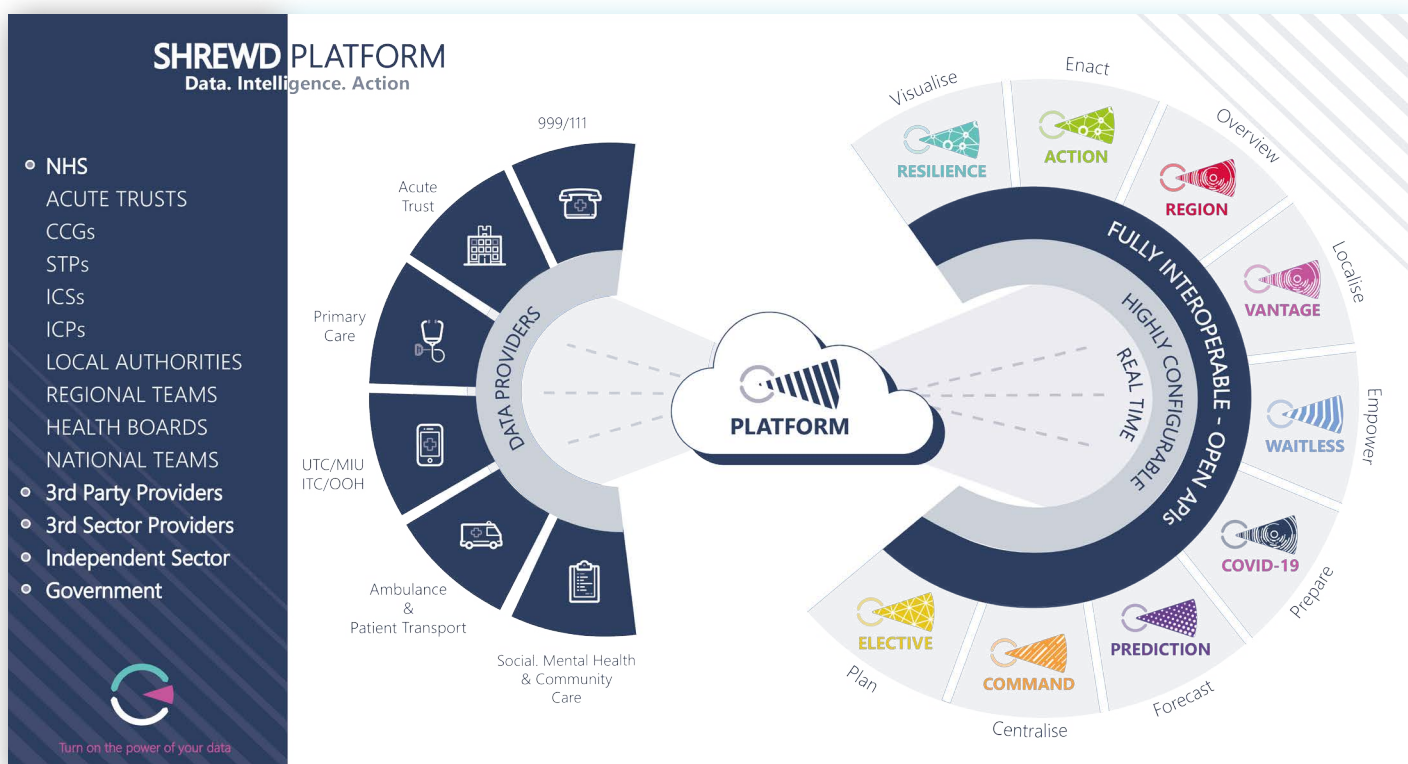
Using live BRAG rated dials, dashboards and heatmaps, SHREWD enables users to recognise early warnings in and around the wider infrastructure and take action quickly, helping to avoid breaches of targets for performance measures, saving valuable time, and maintaining patient safety.



Our award-winning SHREWD solution, a portfolio of real-time operational management tools, is playing a pivotal role in supporting the NHS to implement digital transformation at scale.

The SHREWD platform offers a range of innovative tools to effectively manage patient flow, demand and capacity, whole-system data sharing, and operational control centres.

SHREWD supports healthcare organisations to address fragmentation in services and enable more coordinated, continuous, and improved care for patients.



SHREWD takes complex digitised data from multiple providers across healthcare systems, from Acute and Community trusts to Ambulance and Primary Care, including Independent Sector providers, and creates instant, automated, whole-system visibility of pressure, creating one single version of the truth.

This utilisation of live data sharing helps to deliver the prescriptive intelligence required to empower decision makers with key information to better co-ordinate and streamline patient care across any geographical footprint.

By providing a critical strategic overview of growing pressure, in both Urgent and Emergency and Elective Care pathways, it helps to load balance and support mutual aid transfers between providers, enabling an integrated, tactical response to reduce pressure, resolve delays and improve care delivery services.



**Save Time
& Money**



**Enable Actionable
Insights**



**Reduce Pressure
& Improve Flow**



**Enhance Operational
Performance**



**Whole System
Visibility**



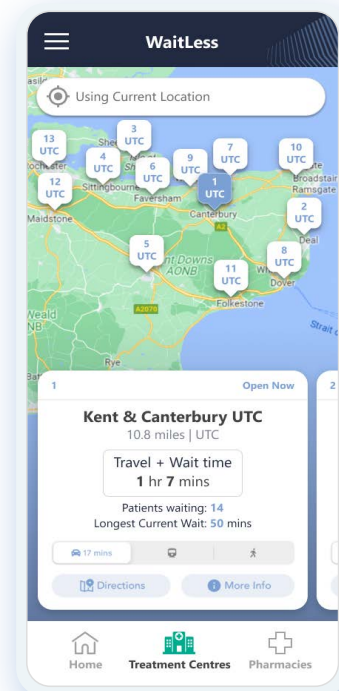
WaitLess is a simple, easy to use smartphone app for patients. It shows patients where they might go to access the fastest care for minor injury and illness, based on real time waiting time information from Urgent Treatment Centres (UTCs), Walk in Centres (WIC) and Accident and Emergency (A&E). Patients are able to combine this with traffic and travel information to determine the most appropriate provider based on their location and estimated wait in real time.

The initial pilot demonstrated a redirection of 5% of patients with minor emergencies, to MIUs with shorter waits.

The app makes use of modern technology to provide a simple and easy to read view and is intuitive to use. It is the first app in the country to use real time health feeds for A&E and MIU and to combine this with geolocation services that apply traffic and routing options to the current waiting times so that patients can make a fast, informed decision on where to access care.

WaitLess makes it possible to do a number of things that cannot be done without real-time wait information:

- Patients can compare waiting and travel times between all available provider options.
- Local health economies can utilise WaitLess to reduce the pressure on overstretched units and reduce breaches of urgent care targets.
- Unused capacity is highlighted to patients who can choose to make use of shorter waiting times.
- Redirection of patients from busy A&E departments with higher operating costs, to less expensive MIU and Walk in Centres reduces the financial burden on the health economy.



WaitLess also provides the inclusion of a Pharmacy Directory of Services, which can be searched by users for their respective areas. Pharmacies often provide a range of services and pathways that can provide treatment and care that negates the need for attendance at healthcare facilities reserved for more urgent treatment and emergencies. The WaitLess app can provide opening times and directions as well as the services provided, so patients are better informed about all options available to them for their health needs.

WaitLess

WaitLess WaitLess can support systems in addressing a number of core concerns raised in the following ways:

- Enabling Patients to make informed decisions about their care, whereby they are able to easily see what provision of care is available to them and choose the facility with the lowest combined wait and travel time
- Local health economies can utilise WaitLess to reduce the pressure on overstretched units and reduce breaches of urgent care targets at times of heightened demand
- Ensuring any underutilised capacity is highlighted to patients who can choose to make use of shorter waiting times.
- Reducing unnecessary costs via the direction of patients from busy A&E departments with higher operating costs, to less expensive MIU and

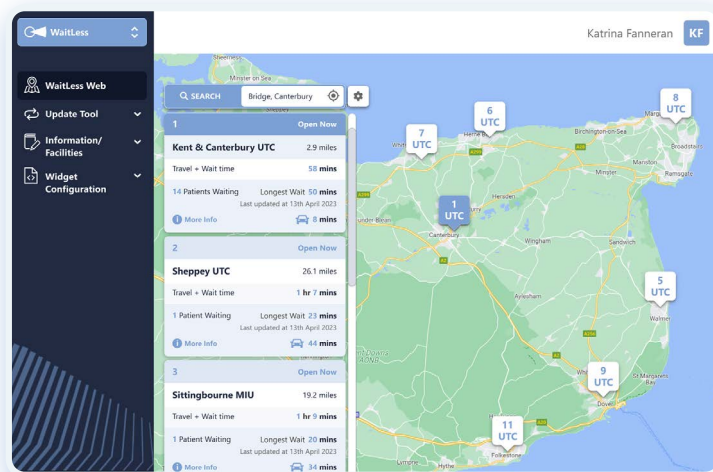
On-boarding Processes and Scope

On commencement of the contract, customers receive a detailed welcome pack that includes a high-level milestone plan (itemised below). A dedicated Deployment Team then work to the plan, with customers, to develop the initial Resilience dashboard view. A typical deployment takes up to 12 weeks from project kick off but can be deployed much sooner depending on customer readiness.

The Deployment Team offer support, both business and technical, and product training throughout the deployment process with a clear transition to the Business-as-Usual phase, where a dedicated Partnership Manager will continue to support the customer with benefits realisation throughout the duration of the contract. This is complemented by support from our Support Desk and both training videos and documentation available via the application.

WaitLess Welcome Pack – Introduction

- Key Stakeholder Contact List
- Urgent Care Facility Detail Template
- Communications & Engagement Strategy Guide
- Marketing Strategy Guide
- WaitLess One Page Flyer
- WaitLess Indicators
- Data Feed Technical Overview



Off-boarding Processes & Scope

Upon termination of contract, all data feeds will be switched off within Shrewd Resilience architecture so that feeds from affected agencies and other systems are no longer available. Any personal data held for logging into SHREWD Resilience from the commissioning organisation and partner organisations will be deleted from the system. Partner organisations will be notified by email regarding the closure of the data collection service and all necessary ports within the infrastructure will be closed. Upon request and within 3 months of the end of the contract, the commissioning organisation will receive the data received during the life of the contract. This will be provided in CSV file format via email.

Service Management Details

The support offered by VHUK during implementation and for the duration of the contract includes

- Scope requirements, agree deliverables and offer initial advice
- An experienced team with a broad professional range that includes clinical backgrounds, improvement specialisms with senior NHS operational or corporate management experience.
- Support systems to provide safer, more effective care and ultimately improve patient experience as well as provide greater staff satisfaction.
- Experts working with experts to support and enhance local improvement capacity and capability
- Recommendations and assistance with prioritisation identification and early wins
- Respect and understanding of the complexity of the issues clients face
- An understanding of what good looks like and where improvements can be made – connecting people and spreading good practice
- Practical ability to successfully implement good practice using rapid improvement cycle methodology and other proven methods

- Knowledge of and the ability to deploy a defined set of tools
- Knowledge of appropriate leadership practice in complex adaptive systems
- Support improved interoperability with expertise in how this can be achieved
- Experience in bringing all providers together to work collaboratively with integrated care.
- Helping clients get the best out of their data

On contract award, the customer will have available:

1. A partnership manager appointed who will be the key point of contact during deployment and throughout the duration of the business-as-usual management of the product.
2. A support desk is available for the purposes of:
 - a. Assisting the customer with the proper use of the software
 - b. Determining causes of error in the software
 - c. Fixing errors in the software
3. Response and resolution times. Transforming Systems will use:
 - a. Reasonable endeavours to respond to requests for services made through the Support Desk quickly
 - b. Reasonable endeavours to resolve issues raised by the customer (any registered system user) quickly

Training

The on-boarding process includes the following development and training options:

For the purchaser, who is concerned with the data feeds that populate the back-end of the WaitLess system, training is provided for those individuals responsible. Documented guidance is available, covering both the use of automated data feeds and manual uploads.

No training is required for public users of the app as its functionality is consistent with mobile app design principals and therefore intuitive.

Data Processing & Storage Location

All live data is held within a hosting provider's data centres based in the UK. Data is transferred between the commissioning body and other partner organisations behind an HSCN connection and access is restricted to NHS staff or staff from approved agencies, such as local authorities or community care organisations.

Data is processed within the VHUK infrastructure held on the provider's Cloud HSCN provision and stored securely within VHUKs own databases and data warehouses. The hosting provider has implemented appropriate controls to protect customer networks from compromise, eavesdropping or intrusion. The provider performs security monitoring of support infrastructure, corporate IT security policies and Network Access Control (NAC), regular automated vulnerability scanning of internal infrastructure and strong network security and segregation controls.

Data Restoration & Service Migration

Service migration and system updates are carried out as a managed procedure during out-of-hours periods, normally overnight on a Friday. When it is a planned update, the data is resorted and fully tested over a weekend to guarantee business continuity. Where the service migration is unplanned, it will follow the disaster recovery process described above.