

IBM Consulting

A glowing blue cube is positioned in the center of the image. The cube has two cloud icons on its visible sides, each composed of a pixelated pattern. The cube is surrounded by a grid of thin blue lines. The background is a dark, textured surface resembling a circuit board or a cityscape at night, with various rectangular shapes and lines.

G-Cloud 15 IBM – AI-powered Triage and Navigation Service Definition Document

Email: ukcat@uk.ibm.com

Contact: Anne-Marie Wheeler

Contents

Service Overview.....	3
Our Offering.....	5
About IBM	7

IBM AI-powered Triage and Navigation Service Overview

Features

- Co-design of patient triage and navigation journey using AI triage and complexity data
- User-centred design, research, service and content design
- Business analysis, product and delivery management
- Mapping patient need to local services
- Technical integrations as required (e.g. integration with clinical review points)
- Governance and value analysis
- Benefit tracking and realisation

Benefits

- Increase in clinical throughput
- Reduction of re-triage, increase in triage review efficiency, direct access to services, moving towards automated triage as assurance allows.
- Reduction in waiting times at A&E and GPs
 - Reduced inappropriate attendances due to signposting to most appropriate service pre-presentation. Enables neighbourhood care to be harnessed and realised. Up to 40% diversion from GPs and A&Es.
- Increase in patient safety and satisfaction
 - More thorough triage, incorporating complexity, enables shorter and more efficient patient journeys.
 - Digitised journey improves overall patient satisfaction.
- Incorporates continuous improvement and a feedback loop
 - Deploys a flexible triage model that can be upgraded as technology evolves. Incorporates a learning loop (clinician acceptance or rejection of an outcome) to aid continuous learning of the tool and enables regular evolution as diseases change.
- Supports increased self-care and use of neighbourhood services
 - Increases confidence in self-care and low acuity dispositions, improving the use of neighbourhood care and supported self-management.
- Cash releasing
 - Eventual reduction of spend on clinical review – divert spend into patient care or release cashable benefits.

Key Differentiators

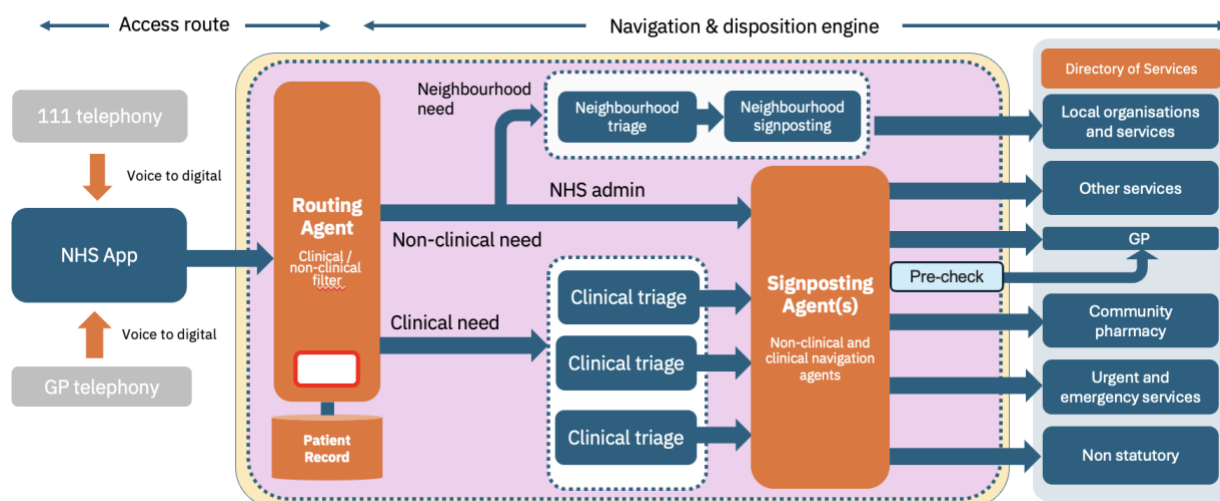
- Unique expertise:
 - IBM is NHS England's partner for the NHS App and First Contact, including the creation of the Intelligent Navigation / AI triage vision. We have worked closely with health systems to design, pilot and initiate scale of AI triage and navigation within the NHS App.
- We combine top-level clinical leadership, influence with user-centred design expertise and digital know-how
- AI ethics:
 - IBM is one of the forefathers of AI, and has written international guidance on ethical and safe adoption of AI.
- End-to-end delivery expertise:
 - IBM can support from design to delivery, run and maintain.

IBM AI-powered Triage and Navigation

Our Offering

The government's 10-Year Plan for Health and the medium-term planning guidance highlight the need for improved patient navigation through a unified digital access point to reduce the chance of patients presenting at services which are inappropriate for their needs.

Automating patient navigation



This offering covers the implementation of AI triage and intelligent navigation to match patients to services more efficiently and effectively, harnessing the full suite of neighbourhood services. This will improve patient flow into NHS services, reducing burden on traditional entry points (GP and A&E) by adding further understanding of patient need (complexity) and acuity, and automating navigation where applicable.

Further Description of Service Offering

- Patient Navigation Process re-design incorporating of AI-triage and clinical datasets
- Stakeholder engagement and co-design activities
- Patient research and consultation
- Continuous improvement and feedback
- Change management enabling patient access to services through NHS App
- Incorporating clinical review and feedback to improve navigation and triage

- Iterative deployment of new process for triage and navigation across the system
- Support with adoption and patient experience optimisation
- Value measurement, analysis and release of benefits
- Alignment with national activities (e.g. My NHS GP, NHS App) to ensure system can derive benefits from national digital investment

Entry	A unified access point in the NHS App	Removes the need for patients to self-select where they should present	Success metrics for capability: • Volume using the NHS App as an entry point • Patient satisfaction
	Improved triage (probabilistic models, class IIA and above)	Provides accurate triage for low – medium acuity presentations	Success metrics for capability: • Increased confidence to divert to lower acuity settings • Triage accuracy (clinician acceptance) • Reduction in unnecessary re-triage • Reduction in downgrades/upgrades
Triage	Segmentation	Complexity score that contextualises triage results	Success metrics for capability: • Decrease in highly complex patients being sent to A&E • Increase in self-service for low complexity patients • Increased confidence to divert to lower acuity setting
	Neighbourhood DoS	Directory of Services that includes statutory and non-statutory services	Success metrics for capability: • Increase in use of non-NHS services where appropriate (eg Citizen's Advice, VCSE) • Increase in service acceptance of direct booking
Navigation			

Table of key capabilities we can deploy

About IBM

Supporting Government

We help government organisations in the UK and worldwide deliver and transform essential public services – our teams are passionate and proud about helping you to make a real difference to people's lives.

Government Services Supported by IBM



Defence and Intelligence



Public Safety and Policing



Healthcare



Life Sciences



Tax and Revenue



National Infrastructure



Social Care



Education



Work and Pensions

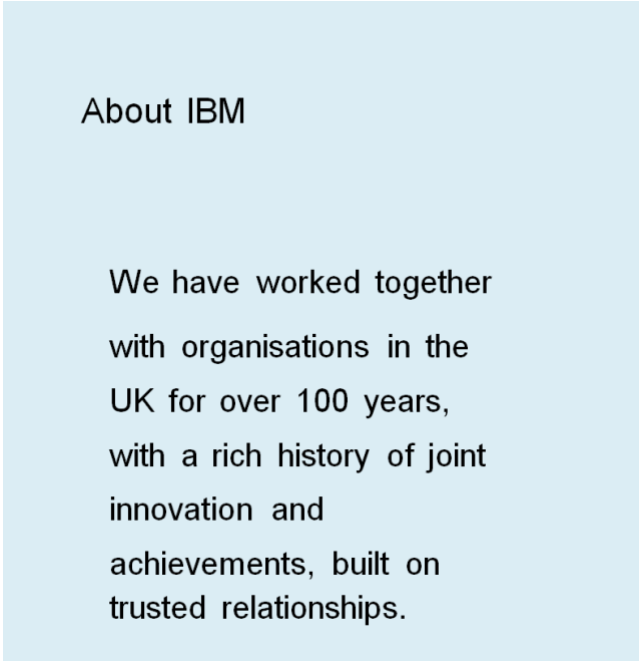
The problems we solve for clients are complex and cannot be satisfied with technology alone. They require a partner that can also offer deep industry expertise and a relationship of trust. IBM combines the portfolio, people and sense of purpose necessary to meet today's enterprise demands.

Every day, we support and manage complex delivery for government clients where the impact of delivery has wide-reaching impact on citizens and national services.

We bring access to the industry experience, insight and technology capability to deliver and operate secure, scalable, optimised and available services for government.

We support you by bringing:

- Industry expertise – Professionals who understand and are passionate about delivering quality public services and can bring industry insights and apply innovation to your business processes
- Trust and security capabilities – Protecting valuable data and insights and deploying new innovations responsibly
- Innovative technology – Expertise in areas such as AI, blockchain, 5G, Automation, IoT, cybersecurity and quantum, delivered in a Hybrid Cloud environment
- Experienced Services professionals to support strategy, innovation and deliver transformation and change to processes, applications, and cloud infrastructure
- Global alliances – valuable partnerships with the world's leading vendors



IBM Q, the world's most advanced quantum computing initiative for commercial use, is being used by CERN



IBM's focus on sustainability
began in 1971 with our first
environmental policy



Together, IBM and Red Hat are working to deliver the world's only **next-generation hybrid multicloud platform**



IBM has been **integral to the UK economy for >100 years**, and is one of its largest tech employers



In the UK alone, IBM invests **£170 million** in R&D each year



IBM was awarded **World Changing Company of the Year 2019** by Fast Company



29 UK IBMers received **honours from the Queen** for contributions to tech and society



IBM won the Global Diversity Award 2019 and the ENEI's Gold Standard



IBM is committed to developing future talent – we are Target Jobs' **Graduate Employer of the Year 2019**



IBM dedicates >20,000
volunteering hours every
year for a better society



IBM runs P-TECH schools in 18 countries, helping **>100,000 students build skills for careers of the future**



IBM UK is home to many Master Inventors, with **>250 patents filed last year** alone

