

IBM Consulting



G-Cloud 15 IBM – Shared Care Record Integration Services Service Definition Document

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IBM Shared Care Record Integration Services

Service Overview

IBM's Shared Care Record Integration Services aggregate/integrate patient data into a repository and provide a unified presentation of records to service providers and users of the health economy supporting the implementation of new models of care, health and wellbeing initiatives.

Features

- Architecture, design, implementation completed using IBM Garage Method for Cloud™
- Expertise across established Trust Integration Engine (TIE) vendor solutions
- Utilises a combined team of technical, operational and clinical experts
- Ability to support development of consent and data sharing agreements
- Integration standards supported include CareConnect, FHIR, HL7, flatfile
- Design and implement an integration architecture to utilise microservices and APIs
- Integrations implemented across on-prem, private cloud and public cloud providers
- Security, mobile apps and development methodologies expertise to leverage integrations
- Provides unified presentation layer by integrating existing or custom solutions

Benefits

- Integrations developed aligned to organisation's digital strategy or digital roadmap
- Respond faster to changes in clinical and operational use cases
- Simplify processes to increase efficiency and decrease time to benefit
- Assessment of current integrations highlights ability to leverage existing investment
- Technical, operational, clinical experts work seamlessly with your team
- Increase skills/expertise in your team by working alongside our experts
- Roadmap transition from traditional messaging-based integration to cloud-based microservices/APIs
- Integrate Shared Care Records, clinical repositories and other data sources
- Present Shared Care Records in a unified presentation layer
- Manage integrations leveraging the best of DevOps and ITIL3 disciplines and tooling

Key Differentiators

- IBM provides agnostic services and guidance to support the procurement of EPR/EHR and Clinical Systems from vendors including Epic, Cerner, Allscripts, IMS Maxims, Graphnet, SystemC, Agfa Healthcare and Philips Healthcare

- Benefit from experience IBM has gained working with US, European and global healthcare clients

IBM Shared Care Record Integration Services Addressing Business Needs

We work in partnership with you to address your business needs, leveraging our deep industry and technical expertise, tools, and approach to deliver Digital ready solutions for a range of business needs.

Certainty of Delivery

Projects are often delayed or cost more due to unexpected problems late in the delivery cycle. Examples drivers of such delays are:

- Performance challenges
- Integration issues
- Data mismatches

Our structured approach to integration services combined with methods and processes reduces technical risk and tackles issues earlier in the delivery lifecycle to reduce the risk of costly time overruns.

Time to market

At IBM we apply a pragmatic approach to system delivery. We don't slavishly follow agile or waterfall delivery methods to the detriment of the project. We have standard enterprise delivery methods that we tailor for each engagement – most often blending agile and waterfall delivery to achieve an optimum delivery lifecycle depending on the project needs.

This pragmatic approach to method adoption plus our global experience of complex systems engineering reduces the overall time to delivery.

Cost effective operations

The best solutions to build, are not always the best solutions to own and operate, for potentially many years. We construct solutions that are, from the start, built for run. This means that we are focussing on the ownership and run experience as part of the solution design and build phase. This focus builds confidence that the solutions we build have longevity.



IBM Shared Care Record Integration Services

Service Definition

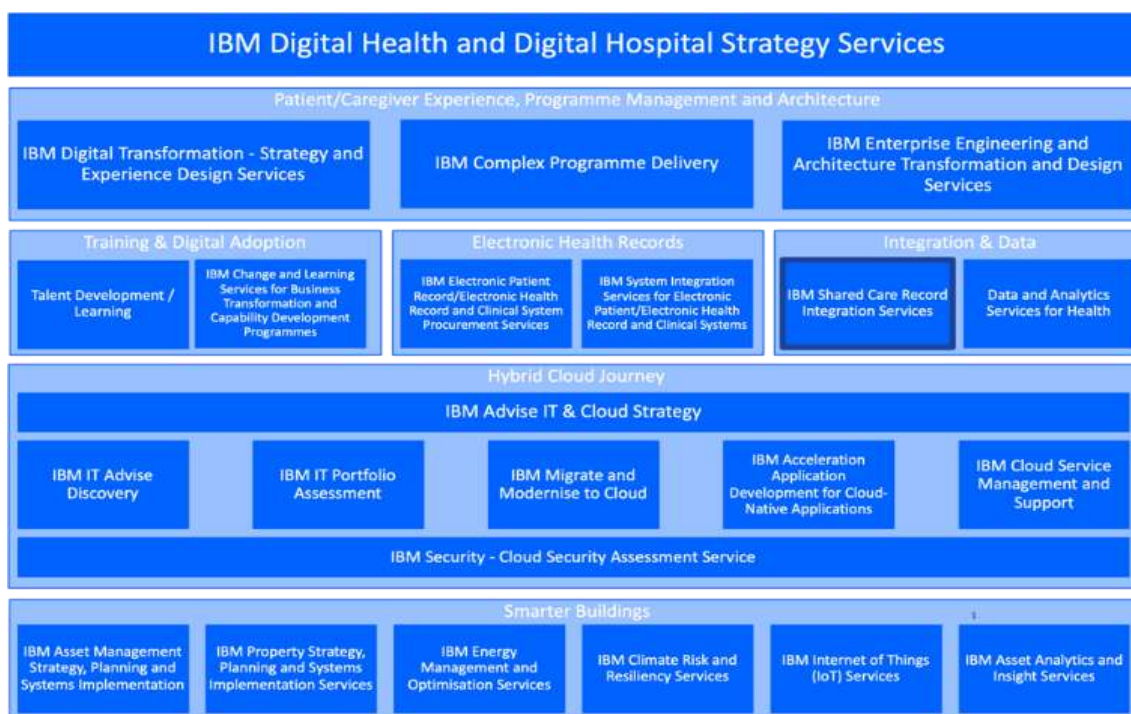
The integration, aggregation and presentation of data from multiple sources into a Shared Care Record underpins the creation of Intelligent Workflows across applications and across care settings.

Integration is increasingly moving to a microservices and API-based architecture, enabling an ecosystem of interconnected systems and supporting clinical repositories. These services allow the definition of a roadmap to transition from traditional messaging-based integration toward the adoption of cloud-based microservices and APIs and presentation of this information in a unified presentation layer.

We deliver a coherent set of priorities for operational application and data integration to maximise benefits and provide impact early.

IBM's Shared Care Record Integration Services provide a structured approach to implementing secure message flows, aggregation and mapping to develop traditional messaging-based interfaces.

Positioned within the wider landscape of IBM GCloud offerings, the services are complemented by offerings for Enterprise Engineering and Architecture, Electronic Health Records procurement and implementation, supporting the journey to the Hybrid Cloud and the implementation of Smarter Building technologies.



IBM Shared Care Record Integration Services

IBM Approach

We bring you the benefit of having worked with some of the world's largest health and care organisations, supporting the transformation of complex care delivery pathways, critical services and information technology landscapes.

We use the IBM Garage Method for Cloud™ to deliver the IBM Shared Care Record Integration Services.

IBM Garage Method for Cloud™ brings together a collection of practices and workflows that have been curated to help organisations rapidly design, build, deploy, and scale innovative solutions.

The Method uses Enterprise Design Thinking, Lean Startup and agile DevOps concepts to enable continuous design and delivery of new functions.

We co-create, co-execute, and co-operate with you to embed a high-performance culture, innovate by design with speed, and scale from MVP to industrial strength to deliver:

- Up to 75% reduction in design time
- Up to 33% improvement in time to deploy MVPs
- Up to 2x faster delivery of new applications to market

IBM Garage Method for Cloud™ Toolkit

A suite of integrated tools and assets with a scalable, flexible architecture supported by an analytics engine and automation that helps our clients accelerate their transformation journey to a multi-cloud environment.

This toolkit supports our client's cloud transformation journey by the acceleration of cloud adoption with automation for greater efficiency and deeper analytical insights for improved decision-making ability, delivering benefits such as:

- Up to 40% reduction in time and effort to process new sources of information
- Up to 25% reduction in errors from manual activities related to migration
- Up to 25% reduction in time and effort required for migration activities

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



About IBM

We have worked together with organisations in the UK for over 100 years, with a rich history of joint innovation and achievements, built on trusted relationships.



Quantum

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



Environment

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



Cloud

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



Economy

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



R&D

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



Changing the world

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



Royal recognition

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



Diversity

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



Graduates

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



Volunteering

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



Tech talent

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



Inventors

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



