

IBM Consulting



G-Cloud 15 IBM – Smarter Hospitals Service Definition Document

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Service Overview

Features

- Applies IBM supplier agnostic Smarter Hospital Reference Architecture to help illustrate what good looks like.
- Services cover full programme life-cycle including: Business Case Development, Outline Design, Procurement, Build, Integration, Commissioning and Operate phases of implementation.
- Allows for the development of the physical environment and infrastructure in parallel to the development of digital componentry.
- Leverage existing experience to develop new and enhance as delivered solutions.

Benefits

An approach which is focused on

- Improving the efficiency of operations.
- Improving the experience for the patient, the caregiver and those operational staff involved in the delivery of care.
- Improving effectiveness and helping to drive better clinical outcomes.
- Helping to migrate towards more integrated models of care which join up primary, secondary, community and social care.
- Removes traditional siloes between those progressing the physical build, with those progressing the development of digital infrastructure and solutions.

Key Differentiators

- Applies IBM Service Design and Garage principles to support user centric ways of working.
- Leverages the IBM Smarter Hospital Reference Architecture.
- Reflects the knowledge and experience gained across the private and public health sector.
- Reflects broader public sector digital transformation experience.
- Covers the full delivery life-cycle.
- Leverages IBM's deep industry and domain expertise.

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.

A Plan and fast return on investment

IBM develops relationships that last many years, by offering fast value and a return on investment performance. We act as a strategic partner. We bring insights and capability, and we are easy to work with. Using our experience and proven methods we bring proven assets and accelerators to deliver, and we continue to build our strong delivery reputation.

A winning team

Our client case studies, credentials, references and citations - both within and outside the client's industry - show our deep capability in the relevant industry, functional, process and technical domains. Providing you with value through our strong partnerships and alliances. We have a proven, working and successful joint ventures and working collaborations.

Access to Innovation and Attractive Commercial Proposition

We spend \$6 billion each year on research. We have led the field in patents registered each year for the past 20+ years. Our patent number each year exceeds the next 3 companies combined. These capabilities, with teams and assets allow us to show our commitment through investment and commercial risk equating to attractive commercial propositions.



Service Definition

Focussing on supporting healthcare organisations to develop the business cases, plan the programmes and design the solutions that will underpin the development of new, smarter, more digitally enabled hospitals and health care services.

Our user-centred service provides a range of offering including: the assessment of prevailing 'as-is' technologies and digital solutions, the review of patient, care-giver and operational pain points, the development of a 'to-be' technology placemat and supporting digital roadmap, and the services to support the design, procurement, build and operation of new, more digitally enabled hospitals and care services.

We offer end to end consulting, design, implementation and support services covering, but not limited to: -

- Business case development.
- Assessment of 'As-is' and 'To-be' service experience and associated digital technologies.
- Digital maturity reviews.
- Target operating model to describe the "to-be" delivery.
- Facility and spatial design to set out the physical layout, fabric, footprint and flow of the new facility.
- Service design and care pathways to develop and document the to-be staff and patient journeys, to define how the hospital operates within a future Integrated Care model.
- Intelligent workflow to define how the new physical design and digital solutions will be "e-enabled" to reduce waste and improve efficiency and experience.
- Organisational design to set out the organisational model needed to support the redesigned hospital.
- Digital infrastructure and enterprise architecture to develop and document the digital architecture to support and sustain the exploitation of digital capability.
- Data and insights to set out the data strategy, governance and design principles to underpin the better capture, sharing and use of data to drive better and more timely decision making.
- Security and resilience to develop and document the processes, procedures and mechanisms to better manage and protect exposure to external threats and cyber attack.
- Digital Twin development.
- Skills assessment and development.
- The review the application and benefit of emerging technologies including: automation, virtual and augmented reality, virtual assistants, 5-G, IoT, AI and blockchain.

IBM Approach

IBM combines a user-centric approach with a holistic set of capabilities to design and meet your needs for smarter, more digitally enabled hospitals and healthcare solutions.

For more information, please visit <http://ibm.biz/uk-healthcare>

IBM offers ways of working to Inspire, Discover, Prove and then Scale.

We bring an array of global client experience tailored to your way of operating offering ideas on future way of working. Inspiration also comes from a rich partner ecosystem.

The IBM Design Thinking, IBM Garage, and Service Design-aligned workshops offer a range of techniques to go through a live process to discover your needs.

We combine a focus on the needs of the patient, care giver and operational support team with our understanding of successful digital transformation across the public and private sector to help co-create a journey which designs and delivers on visions for Smarter Hospitals and Healthcare services.

Finally, we can scale these ideas through complex project management, by a team of experienced individuals who understand your culture. There is a tremendous amount of learning that can be bought to your projects offering confidence in our outcomes. These lessons allow us to build attractive propositions and take on commercial risk.



About IBM

Supporting Government and Healthcare

We help healthcare and 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.

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.

Government Services Supported by IBM



Defence and Intelligence



Public Safety and Policing



Healthcare



Life Sciences



Tax and Revenue Management



National Infrastructure



Social Care



Education



Works and Pensions

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

This is IBM in the UK

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.



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



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



Artificial Intelligence

IBM develops **watsonx based generative AI solution** for the Austrian federal armed forces to provide **fact-based evaluation and classification** for the ability to remain capable of acting in the light of risk scenarios.



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**

