

IBM Consulting

A glowing blue cube is the central focus, resting on a dark, intricate circuit board. The cube's faces are illuminated with a bright blue light, and two of its visible faces feature a glowing cloud icon. The background is a dense, textured surface of circuitry, with various components and traces visible. The overall lighting is dark, with the blue glow from the cube providing the primary light source.

G-Cloud 15 IBM – Care Pathways Optimisation Service Definition Document

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IBM Care Pathways Optimisation

Service Overview

IBM Care Pathways Optimisation empowers healthcare organisations to design **intelligent care pathways** that improve patient outcomes, operational efficiency, and cost-effectiveness. Leveraging **AI-driven insights, automation, and intelligent navigation**, we enable seamless, data-driven transformation across the continuum of care.

Features

- **Comprehensive Analysis of the 'As-Is' State**
Example: Mapping current patient flow and identifying inefficiencies using AI-powered analytics.
- **Pinpoint Insights into Potential Improvements**
Example: Predicting high-impact interventions through machine learning models that analyse historical patient data.
- **Detailed Picture of the 'To-Be' State**
Example: Designing optimised pathways with **intelligent navigation tools** that guide clinicians through best-practice steps.
- **End-to-End Transformation Planning and Execution**
Example: Deploying AI-enabled workflow automation to streamline referral and discharge processes.
- **Rapid Cycles of Change with Clear Benefits Realisation**
Example: Implementing robotic process automation (RPA) for administrative tasks, reducing turnaround times by 40%.
- **Robust Structure for Cross-Organisational Collaboration**
Example: Digital collaboration platforms enabling real-time updates and shared dashboards across departments.
- **Intelligent Navigation for Clinicians**
Example: Embedding decision-support tools within EHR systems to guide clinicians through evidence-based care pathways.
- **AI Automation for Operational Efficiency**
Example: Automating appointment scheduling and resource allocation using predictive algorithms.

Benefits

- **Evidence-Based Discovery Approach**

AI-driven analytics highlight true improvement opportunities.

Example: Identifying delays in oncology pathways and predicting impact of early intervention.

- **Stakeholder Buy-In and Support**

Digital visualisations and predictive modelling foster confidence in proposed changes.

Example: Interactive dashboards showing projected improvements in patient outcomes.

- **Transformation Culture Embedded into Front-Line Teams**

Example: Training clinicians to use AI-powered decision support tools for daily practice.

- **Alignment Across Teams and Organisations**

Example: Shared digital platforms ensure transparency and collaboration across acute and community care.

- **Balanced Approach to Improvement**

Combining people, quality, delivery, and cost with technology enablement.

Example: Reducing waiting times while maintaining clinical safety through automated alerts

Key Differentiators

- **AI-Driven Care Pathway Optimisation**

IBM integrates predictive analytics, intelligent navigation, and automation into pathway design.

Example: Using AI to forecast patient flow and optimise resource allocation.

- **Global Experience with Local Adaptation**

Proven methodologies tailored to national healthcare systems, including NHS.

Example: Applying lessons from US and European AI-enabled care pathways to UK settings.

- **Focus on Measurable Outcomes**

Every intervention linked to KPIs such as reduced length of stay, improved patient satisfaction, and cost savings.

IBM Care Pathways Optimisation

Addressing Organisations' Needs

We help teams transcend boundaries and work together to reduce backlogs and speed-up the flow of care for patients.

End-to-end collaborative transformation

IBM helps organisations identify and implement improvements to care pathways by visualising and understanding processes 'end-to-end', uncovering opportunities to improve both actions and interactions, and engaging all those involved across organisational boundaries, locations and settings.

Reducing complexity and unnecessary work

Our focus on removing waste, reducing the non- value-added steps in a process and eliminating burden for staff helps organisations reduce complexity and unlock greater capacity to focus on patient care.

Tangible benefits and return on investment

Before committing to pathway transformation, stakeholders align on their objectives, know what benefits to expect, are confident that they have a proven approach to foster collaborative improvement, and know that they have a mechanism for monitoring the return-on-investment from implementing major change.

IBM Care Pathways Optimisation

IBM Approach

Our mission is to help systems, places or organisations make their work lighter.

IBM's structured thinking environment supports teams along their transformation journey, helping to make change happen and transfer knowledge and skills for long-term continuous improvement.

All journeys follow a proven process:

- Creating alignment on reasons for action, 'as is' and 'to be' states.
- Rigorous preparation through data capture, voice of patient and staff, and process mapping.
- Designing future pathways to optimise flow and reduce burden.
- Implementing and sustaining rapid cycles of change to bring the future into the present.

This approach is underpinned with a set of tools and methods that can be adapted and adopted to suit each context. Knowledge and skills transfer to teams enables them to maintain improvement cycles through time.

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



Tech talent

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



Royal recognition

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



Inventors

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



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



