

Enhancing care with the patient engagement platform



Challenges



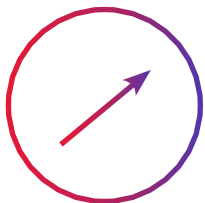
Multiple sources of patient information

Systems and applications across the different areas of care (hospitals, GP surgeries and community care providers) are not connected and information is held in a variety of different ways. As a result, a patient's complete medical and care history is spread out and different information is only available to certain health and social care professionals.



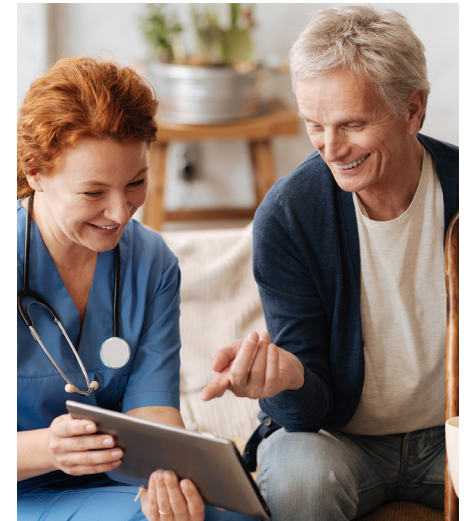
Inconsistent patient relationship management across multi-disciplined teams

With information on individual patients not easily accessible, it is difficult for multi-disciplined teams to collaborate and develop a clear set of activities and actions based on the full information available, to tangibly improve care outcomes. Patients, families and carers themselves also have no access to their records directly.



Increased patient expectations

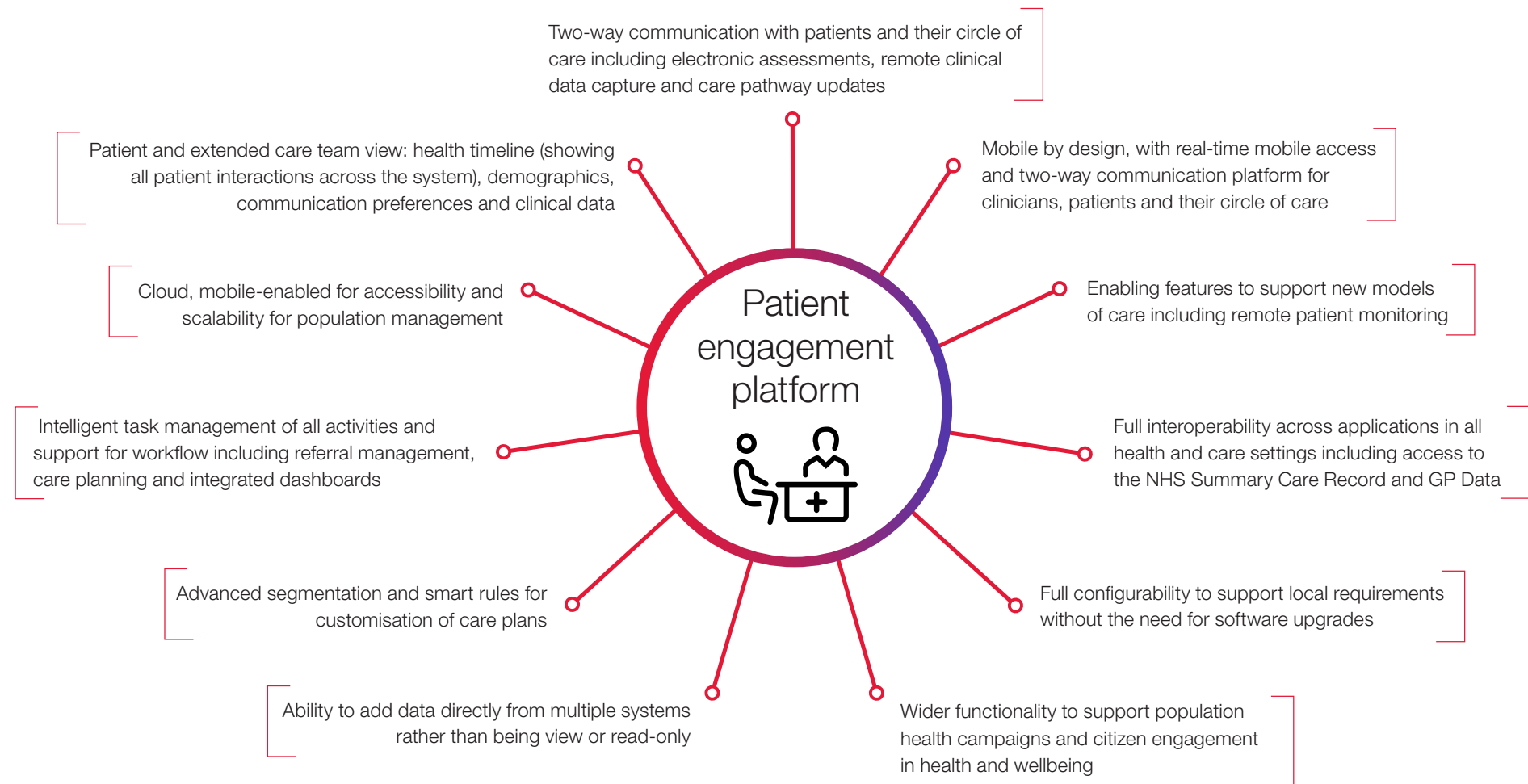
Patients expect seamless digital services and information so they want all health and social care professionals they come into contact with to have their complete medical and care history.



What we offer



The CGI patient engagement platform is an innovative new approach to transforming digitally enabled care. Based on the Salesforce Health Cloud application, the solution delivers the most advanced customer relationship management features to help health organisations put the patient at the centre of integrated health and care.



What we offer



Strategy

Our advisory services look at current processes and systems across the ICS, providing a gap analysis. Working together, we will develop a strategic roadmap having identified opportunities for transformation.

Design

Our human-centered approach to design aligns business requirements with engaging customer experiences.

Implementation

We use agile methods to develop new business and customer experiences that utilise best practice approaches for a clean Salesforce environment.

Integration

We migrate services, harness data and integrate with other applications, including third party systems, for seamless delivery of services.

Managed services

We can deliver service management, system administration, and ongoing operational support of Salesforce solutions.

Change management

Our methodology helps maximise Salesforce solutions with team culture and adoption. Agile change management approaches ensure continuous improvement.



Benefits



Increased collaboration across agencies

Enabling multi-disciplined teams to collaborate more efficiently, bringing the data from multiple systems together. This data can then be translated into a system of co-ordinated and collaborative actionable activities, which will tangibly influence care outcomes.



Provide complete, best practice care

Using predictive analysis and trends to optimise care pathways, we enable clinicians and care providers to provide the best care and using AI, automated processes and RPA to reduce or eliminate manual work.



Make clinicians' jobs easier

Best in class user experience on all devices showing complete view of patients, care team and end-to-end care plans. Clinicians can also input data directly which will update the relevant source systems.



Improved patient experience with personalised view

A single 360 degree view of the patient, multiple digital entry points and two-way communication, providing a consistent patient experience across all channels.



Drive efficiency and agility into operations

Leveraging SAFe and Agile practices to design and implement new business processes that take advantage of the new capabilities derived from the platform.

We use the power of the cloud, social and mobile technologies to provide healthcare professionals with the tools to deliver **Patient Relationship Management (PRM)**. This enables clinicians to understand patients more deeply, **build 1-to-1 relationships** and co-ordinate with patients, supporting family, friends and caregivers across the entire care journeys.

Why CGI

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We are a Salesforce Platinum Partner with over 15 years' Salesforce project experience across multiple industries

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Our global delivery and proximity model with a local presence combined with global delivery capability including ten Salesforce Centres of Excellence across the globe

200,000

For 25 years, we have helped around 1,000 health facilities and over 200,000 health and care professionals globally to improve the way in which health is delivered, through successful transformation programmes

20

Over 20 years of working with both Acute and Community Trusts within the UK

400,000

Supporting over 400,000 records in the Defence Medical Information Capability Programme, which is being accessed by 2,500 concurrent users doing up to 20,000 consultations per day

Helping to deliver better patient experience with features to deliver the optimal engagement between service providers and patients, based on global experience in delivering this across multiple industries and sectors

Helping to improve patient safety and experience with e-Prescribing and Medicines Administration, working with a number of NHS Trusts including University Hospitals Plymouth NHS Trust, Somerset NHS Foundation Trust and South London and Maudsley NHS Trust





About CGI

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world.

We are insights-driven and outcomes-based to help accelerate returns on your investments. Across 21 industry sectors in 400 locations worldwide, our 78,000 professionals provide comprehensive, scalable and sustainable IT and business consulting services that are informed globally and delivered locally.

Our commitment: Insights you can act on.

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