



# Mobile Working

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# What I'm going to talk about

- The importance of mWorking for the future
- What do we mean by mWorking?
- Mworking and the patient
- What you need to get right

## TIGHTER BUDGETS

Government spending cuts  
QIPP savings targets  
Limited resources

## INCREASING DEMAND

Moving secondary care into the community  
Aging population  
Public health issues

Need to  
do more  
with less

## OPERATIONAL CONSTRAINTS

Aging workforce  
Poor estate utilisation  
Lack of IT investment  
High levels of organisational change

## DEMAND FOR QUALITY

Patients demanding a modern and flexible health service  
Patient choice and competition  
Push for care closer to home  
Performance targets

# What's the 'opportunity value'



Remote access

- Time saved through immediate communication and eradicates duplicate data entry activity
- Reduced travel time to and from the office

Online access to records, more informed decision making

- Avoidance of unnecessary admissions
- Avoidance of unnecessary referrals
- Avoidance of 'no access' visits



Less dependency on the office

- Reduced travel costs to and from the office
- Release office space

Better data quality, less clinical errors

- Avoidance of litigation costs



Allows staff to:

- Review and update patient records
  - Book appointments
  - Make referrals
  - Contact specialists
  - Order support services
  - Issue prescriptions
  - Access guidance
- .... in real time at the point of care.

Provides staff with the means to better manage their time and workload. They can communicate more freely with colleagues and patients, and have the flexibility to work in the office, in the community or at home.

An opportunity for the organisation to modernise, develop more streamlined service models and make better use of valuable resources such as staff and office space.

***In today's environment work is an activity not a place***

# Improved quality and patient experience

Real-time access and updates to care plans (which can be shared with GPs and other specialists). Reduces the risk of conflict of treatments.

Direct data entry reduces the likelihood of errors when rekeying which improves patient safety.

Reduced burden on the patient to provide appropriate medical and demographic information

Clinicians have more comprehensive records and access to specialists, leading to more informed decision making and increased patient confidence in the service.

Staff can book and confirm appointments with the patient resulting in a faster service and improved co-ordination of appointments and planned care.

Patients can view real time information making them feel engaged and more 'in control' of their own care.



# Improved staff satisfaction



## More time treating patients

If you're able to update records directly online it means you can be far more efficient with your time and focus your attention on your patients. You can now spend less time on 'low value' activities such as transferring notes and rekeying information and more time with patients.

## Better care for patients

Online access to clinical systems will allow more informed decisions on care at the point of care enabling a safer and quicker service for patients. Use mobile devices to engage patients in their care providing them with the information they need to make personalised decisions.

## Develops skills and opportunities

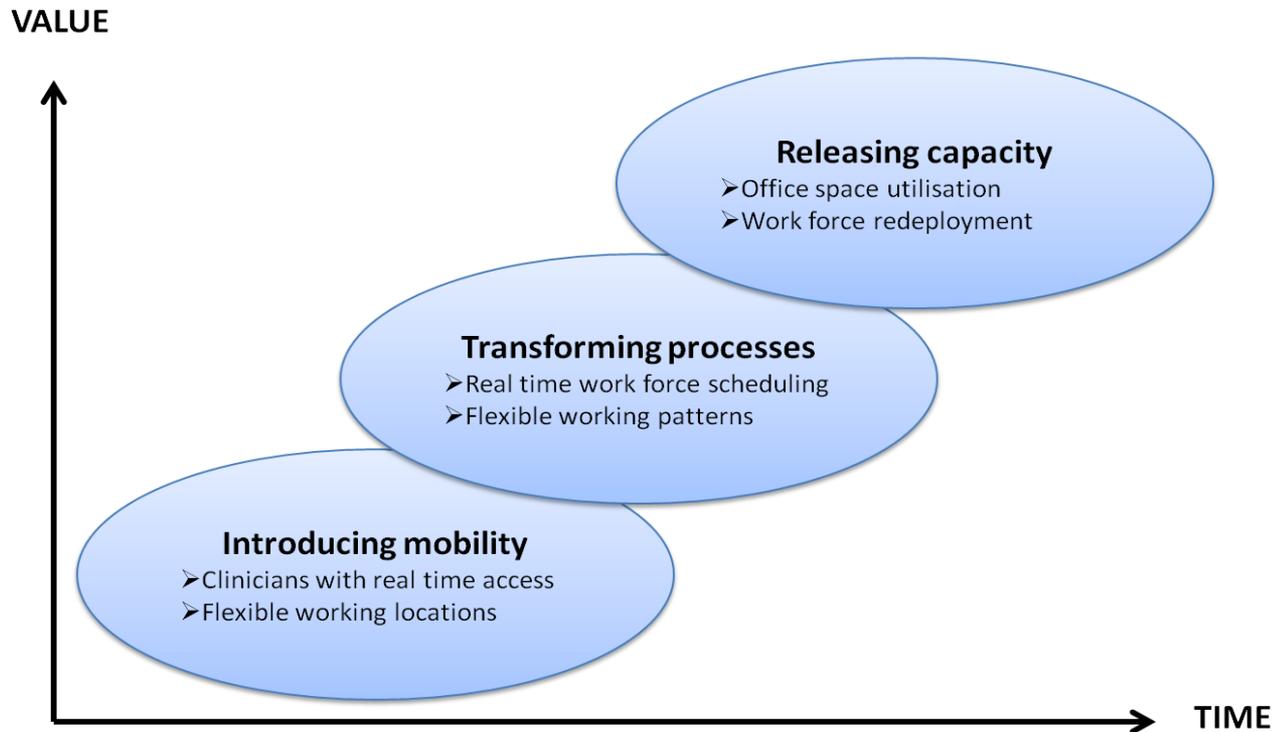
Using mobile technology not only helps you develop your IT skills but enables professional development through online learning. Mobile working can mean geographical boundaries are less significant which could open up wider job opportunities and responsibilities for staff.

## Improves work-life balance

Remote access means less of your time and money is spent on travelling to and from the office. There is less need for you to visit the office in the morning at the end of the day providing flexibility for your family life. Accommodating personal commitments without impacting your productivity.

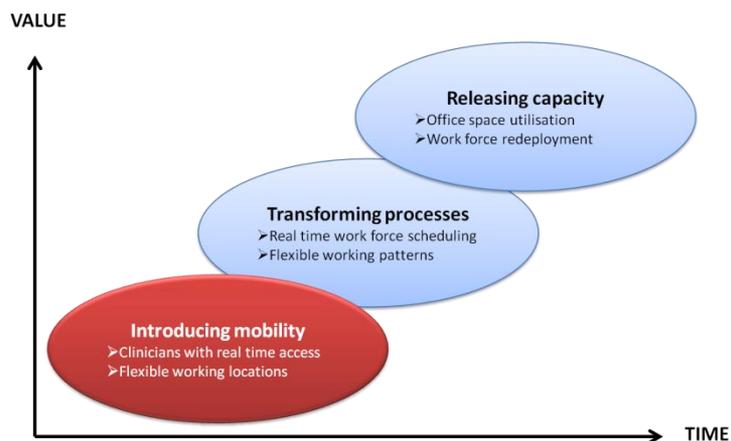
# Realising the value

To realise the full benefit potential of mobile working you need to do more than just issue clinicians with mobile devices. **You need to change the way you work.**



The diagram illustrates three levels of transformational maturity and emphasises the need for a clear strategy to optimise the benefits.

# Realising the value

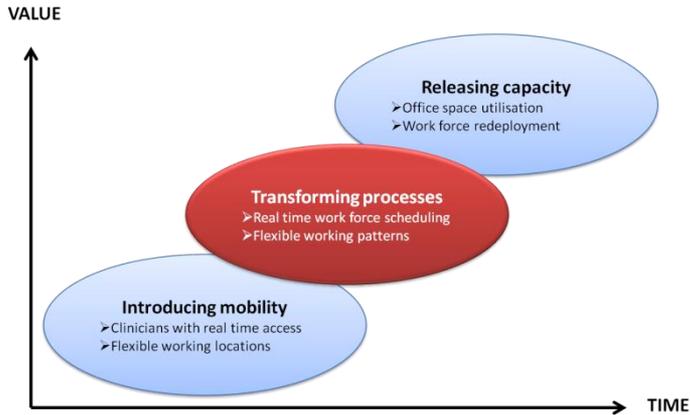


## INTRODUCING MOBILITY

At this early level organisations are turning clinician time savings into business value. It largely depends on the business drivers as to how the organisation wants to direct the additional capacity. Below are some simple examples of how some NHS organisations have approached this:

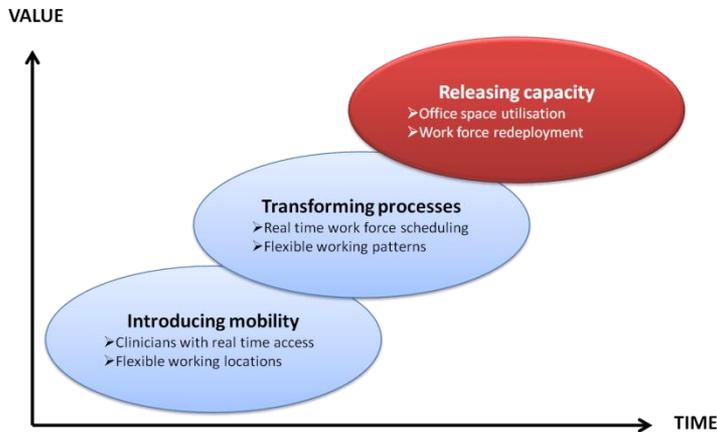
Business Driver	Example
Improving quality & patient experience	Clinicians spend more time with patients per appointment
Reducing staff costs	Less clinicians are required to complete the same workload
Improving staff satisfaction	Provide staff with more time for development, networking and support
Increased revenue	Clinicians are allocated more patient cases per day

# Realising the value



## TRANSFORMING PROCESSES

The organisation is now implementing mobile working across whole services. This enables a more responsive, flexible style of working to increase productivity and free up further capacity. Staff workloads can be managed centrally in real time. It also enables flexible working patterns to extend services hours.



## RELEASING CAPACITY

At this optimum level organisations are realising potentially significant cashable benefits. Office space is rationalised through 'hot desk' arrangements. New service models are moving the management and delivery of care from functional silos to multi professional and multi agency teams.

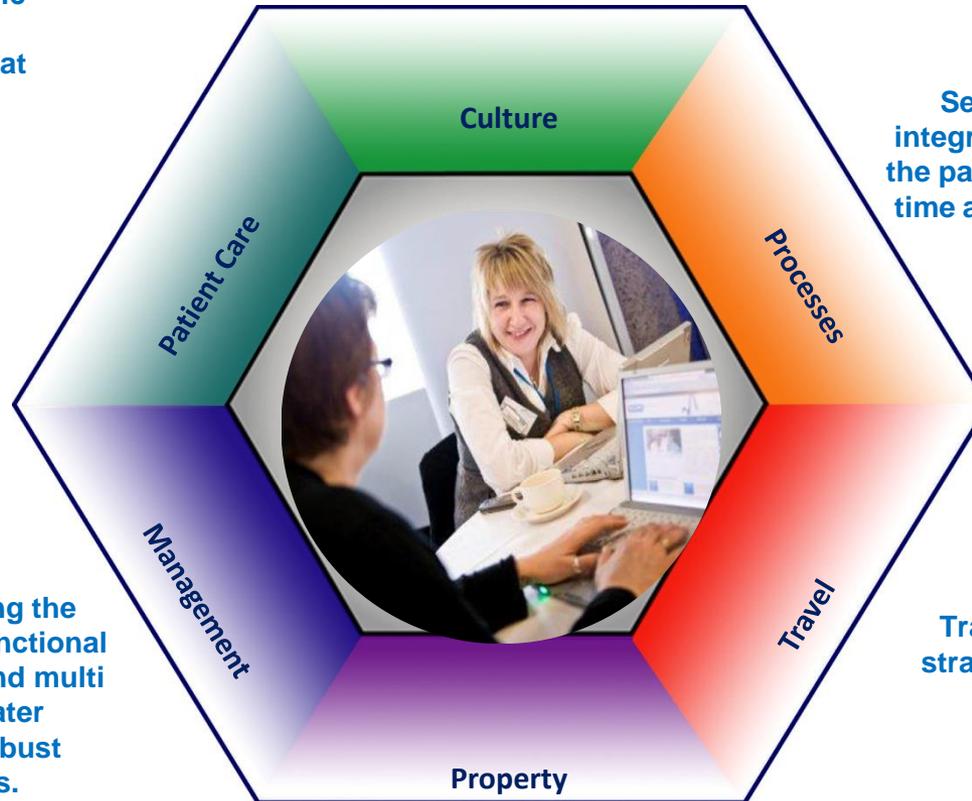
# What you need to get right



# Conclusion

Empowered staff to work at the most appropriate location, whilst delivering the best possible care. Greater flexibility to work in a way that best suits their lifestyle needs.

An engaging patient centric service with fast, well informed decisions made at the point of care.



Seamless service provision with integration of health professionals into the pathway of care. Enabled by the real time accessibility of people, processes and information.

New service models moving the management of care from functional silos to multi professional and multi agency teams. Also greater accountability through robust performance measures.

Travel only when required and straight to the location not via an office.

Paperless offices. Modern staff-friendly high utilisation property.