

Say hello to stability

Harnessing change after disruption





A year of challenges and transitions

The Covid-19 pandemic has made one thing clear. Health professionals can rise up to any task and manage a deeply challenging scenario with skill, strength and stamina. Unable to meet patients in person, and often held back by legacy infrastructure, the healthcare sector accelerated a technological transformation. Telemedicine increased, and patient attitudes and behaviours around remote consulting or monitoring improved¹.

70% of GP patients are happy with video consultations²

But Covid also revealed healthcare weaknesses exacerbated by the virus. These weaknesses manifested in a stretched workforce with doctors needing to come out of retirement to support colleagues, a backlog of demand for physical and mental health services, and over half of the UK's GPs reporting technical issues when trying to use telemedicine.

Improving digital delivery and developing new approaches for the workforce sit at the top of Healthcare CEO's priority list, according to KPMG's CEO Future Pulse Survey³.

Risks to patient health and workplace satisfaction will become significant if changes are not made soon. Legacy administration issues and poorly integrated systems across the NHS can not only hamper patient care, but have also been associated with an increased risk of hospital readmission and medication errors.

Without adequate tools and a continuing reliance on fax, telephone and paper filing, it can seem like efforts to streamline healthcare are a long way off. And it's not just the frontline dealing with these challenges. Years of trying to manage crumbling legacy systems and delivering administrative support in the face of relentless demand has left an entire profession on the brink of burnout.

Covid-19 forced the sector to digitalise rapidly. And, while rapid digitalisation has been a lifeline for healthcare, the rush to transform has brought significant challenges and complexities. It's clear to Healthcare CEOs that if colleagues' lives aren't simplified, their wellbeing and potential could be impacted⁴.

Thankfully, there is a solution to hand. One that prioritises the sustainability of care, could help to reduce burnout, meet the changing demands of the population, and reign-in spiralling budgets and backlogs. Things that must be addressed if we are to simplify and improve care for all.

There's an opportunity in store

Covid has been deeply challenging, but it's also presented the healthcare system with an opportunity to transform. Change is on the table with the potential to address Healthcare CEOs' two main demands: improving digital delivery and developing new approaches for the workforce⁵.

Technology – when implemented with the end user in mind - has the force to smooth the bumps in the road. Align services. Improve communication. Make telemedicine easier. And that's where Surface comes in.

Surveys and discussions with industry leaders reveal that industry leaders are ready to prioritise sustainability - across care, infrastructure and the workforce itself. The right technology can not only support that path to sustainability, but also simplify and enhance care provision too.

With the right tools, there's an opportunity to bring about stability after a beyond-challenging 18 months. The Microsoft 365 rollout has shown how virtual collaboration not only supports processes, but enhances them, especially when it comes to consulting with remote specialists or teams. Discussions between hospitals or suppliers have become more streamlined, and having unified systems and services have reduced administrative headaches.

The right devices can take these improvements a step further, by empowering people to thrive day-to-day, providing greater flexibility in how and where teams work, and most importantly, flagging a keen commitment to colleagues' well-being and future-ready skills

"For an industry reliant on sophisticated technologies for treatments, the case is clear that the front and back offices of healthcare are ripe for digital transformation"

Healthcare CEO Future Pulse

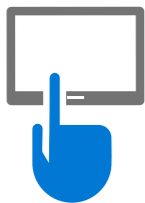


86% agree that M365-powered Surface devices improved employee satisfaction⁶

For on-site clinicians, Microsoft Surface tools are:



Portable, wipe-down and sanitary



Provide more time to care – clinicians can review patient's EHRs on-the-go, with secure, Windows Hello sign on



Large HD screens allow collaborative working with extended, remote care-teams

People First

It's people who create warm, functioning, sustainable workplaces. Within healthcare it's no different. Giving people the right equipment to carry out their day-to-day can make the difference between struggling in a job, and thriving. This has never been more true 18 months into the pandemic with a workforce stretched by increasing demands on time and tools.

On-site clinicians still need to deliver timely and accurate care, often in a collaborative manner with other colleagues. They are often the first point of call for patients, and it's essential that they're brought up to speed quickly when it comes to meeting a new patient, or considering necessary care provision. Work-life balance has been challenging during the pandemic, and what is most crucial for healthcare leaders, is to ensure that this group of people have the right tools to get on with their jobs, with minimal obstacles and technology-headaches.

An ability to access and update electronic healthcare records during or post consultation can save clinicians time during a busy shift, while sharing data with colleagues about a patient's condition can enhance treatment plans by increasing remote buy-in from specialists.

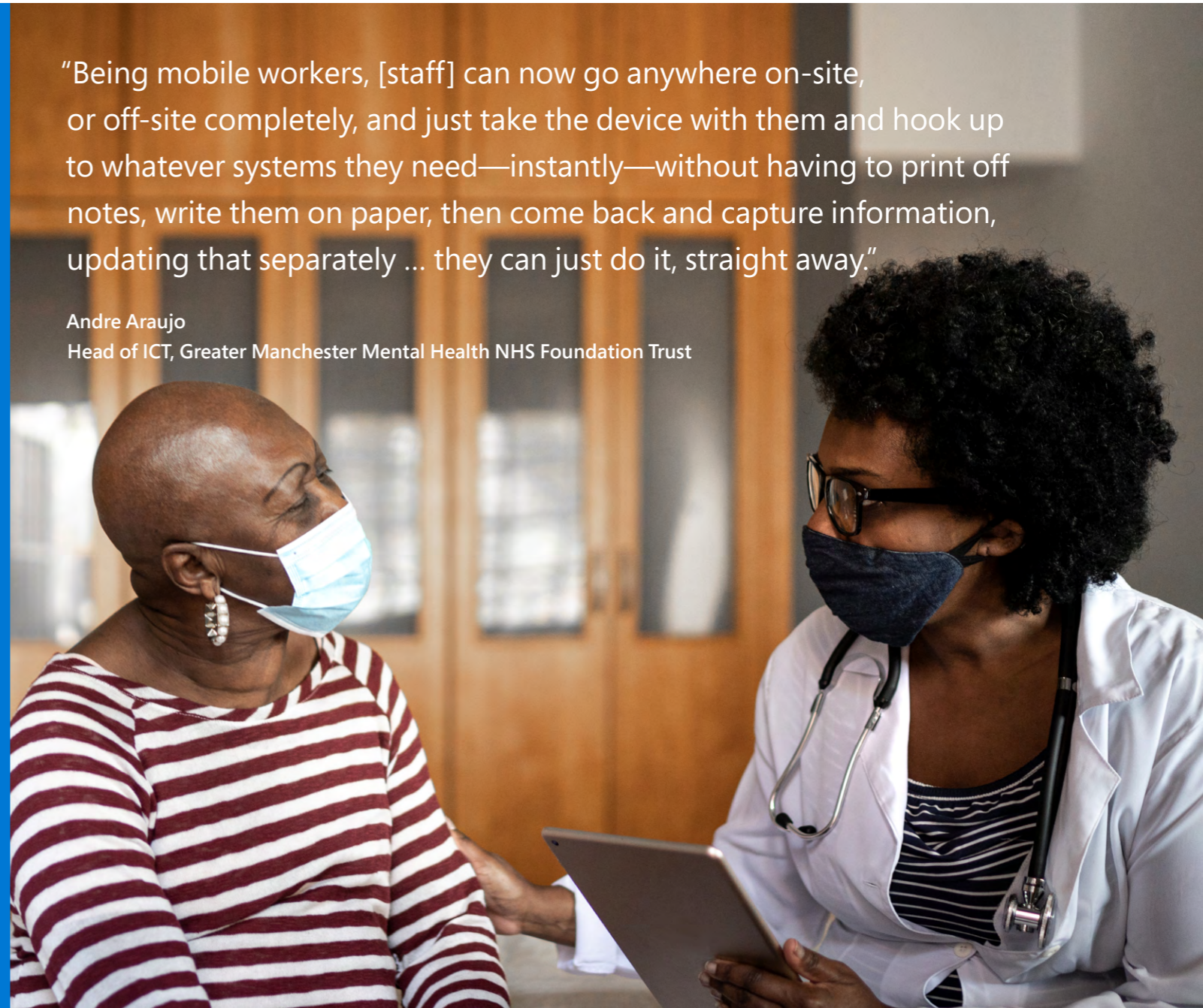
Both can help provide immediate and speedy access to essential information, which can ameliorate care in urgent cases, while keeping track of medication and treatment options during other routine procedures.

These devices also allow greater flexibility when it comes to mobile care, especially important for remote, mobile medical professionals servicing rural communities. Surface can support a greener, more sustainable workplace: not only can the office go paperless, but clinicians and carers will have to travel less, reducing fuel use.

More than one-third of virtual care visits will be for mental health⁷

"Being mobile workers, [staff] can now go anywhere on-site, or off-site completely, and just take the device with them and hook up to whatever systems they need—instantly—without having to print off notes, write them on paper, then come back and capture information, updating that separately ... they can just do it, straight away."

Andre Araujo
Head of ICT, Greater Manchester Mental Health NHS Foundation Trust



Surface Go



Surface Laptop Go



Surface Pro X



Surface Hub

Patient-centred care

Vulnerable or unwell people living in remote locations aren't always able to travel to large medical centres where specialists tend to be. This has been dramatically highlighted by Covid-19.

Covid has shown that with the right technology and skill-combination, patients don't necessarily need to be in-situ to be monitored or treated. Patients get more thorough care, but for medical professionals, their knowledge base widens as on-the-go devices can mean extending their reach in addition to gaining access to specialists across different regions.

For administrators, accessing the right tools can simplify processes such as IT deployment, by reducing complexity and cost by streamlining processes, and improving security. Making life easier in the back-office, reducing the time it takes to contact colleagues or update a system, frees up time for more impactful, constructive work: vital in an overstretched and understaffed workplace. 86% of Forrester Survey respondents said that with Microsoft 365-powered Surface devices, the organisation could support a remote workforce better.

Having a joined-up simplified solution such as Microsoft Surface, available for everyone from clinicians to legal, can and will transform the organisational experience, supporting sustainable care delivery and creating a streamlined approach across the entire Healthcare sector.

A new way of working

"The main impact of the Teams, Surface Hubs collaboration, the whole thing, during COVID is just the ability for staff to carry on working – providing amazing care to the patients at the standard they are used to.

The message just become clear the calls have been working so well that no matter what happened going forward, or how long the situation lasted, meetings were never going to return to the way they were."

Revell Cornell, Infrastructure Manager at Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust.

People-centred care

Fundamentally, people choose to work in medicine because they want to help. There are a myriad of ways that having access to the right technology can reduce time spent on bureaucratic admin, and instead bring clinicians and support staff closer to patients. Plus, having everything on devices can mean less paper wastage, creating a greener work environment.

With access to patient files on a hand-held device, for example, ward-staff can avoid constantly returning to the nurses' station and continue to develop their rapport with patients.

At the Royal Hospital for Neuro-disability (RHND), Surface ensured that nurses had information at their fingertips, meaning that consulting across various care providers was quicker, allowing nurses to put more time into face-to-face patient care, and less time hunting for patient files. Any concerns about security are mitigated too with Surface. If a tablet goes missing, it can be wiped immediately by central IT, reducing any risk of breach in patient confidentiality. This gives added peace of mind for patients, who may worry about who has access to their electronic information.

Surface devices operate at the highest quality. This isn't about blurry videos and poor sound quality. Surface tools come with quality AV, HD cameras and far-field mics, which mean clinicians can work collaboratively and in real-time with a patient using Surface.



Having an at-the-fingertips opportunity to video-call a specialist to consult in a major city when you are a patient in a remote part of the country can sometimes be the difference between life and death. In addition, patients clearly value the ability to digest their care at their own pace. Surface can give patients greater accessibility features to understand and make decisions with their treatment or medication, for example, by enabling language translation.



Voice of NHS Trusts

"If we can provide great IT and all the information is there at their fingertips, you can tell straight away that the clinicians and nurses are buzzing and want to show off the kit that they have available and start getting the patient involved."

Vicki Cooper
IT Service Delivery Manager,
Walsall Healthcare NHS Trust



Simplifying complexity

Across healthcare, it's clear that one of the biggest obstacles for providers is a lack of integrated systems. It all starts with the loud, and ensuring your Cloud solutions are in place. The next is ensuring systems are streamlined, and that's where Microsoft Surface comes in. Microsoft Surface can support a healthy workforce by providing tools that not only make work more productive, but also getting back to the basics of why people chose to work in Healthcare in the first place.

Where once shift-changes were filled with locating patient notes and chasing other practitioners for updates, Surface can provide a quick update via-handheld device, allowing clinicians to start their rounds with their best foot forward.

The range of tools provided by Surface means that there is something for every role. Surface tablets can be stored and charged in a central location, allowing quick access during a shift-change. To avoid contamination, these tablets can be easily wiped clean, reducing the chance of transmission between users.

The smallest devices can be slipped into pockets, while stands have been developed for larger tablets to walk around wards with. In the City of Cambridge, Massachusetts, Pro-Emergency Services paramedic crews replaced their Panasonic devices with Surface devices. Surface has given paramedics a lighter and adaptable device to easily capture patient care reporting on the road. From a cost-saving, efficiency stand-point, Pro-EMS has also reduced the time needed to replace devices and accessories, ensuring focus remains on providing optimum levels of immediate care for patients.

"The ease of use, weight, and screen responsiveness made completing daily tasks easier and faster."

Tim Harren, CIO, Professional Ambulance Service

Highlights include:



Allowing patient-facing colleagues to see treatment and medication updates in real-time



Reducing the chance of patient mix-up



The ability to avoid potentially disastrous missed medications.



Pen



Headphones



Surface Laptop Go

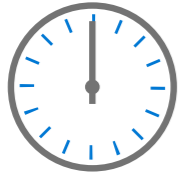


Surface Pro X



Surface Hub

Ultimately, Surface is about making lives easier:



Giving more time back to clinicians and administrators to focus on essential tasks, improving employee wellbeing



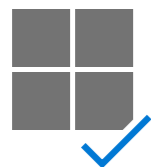
Giving patients the vital care they need, promoting a patient-first approach



Providing joined-up, simplified solutions between different care providers, thanks to integrated systems



It's secure, allowing IT to remote-deploy and manage data thanks to our chip to cloud security, which means our technology is secure by design and stays connected to the cloud at all times.



No need to update existing software. Microsoft Surface is designed specifically for experiences cloud-based solutions including Dynamics 365 and Microsoft 365 productivity suite.

Why is Microsoft Surface right for healthcare?

Surface is the solution healthcare needs to capitalise on this period of rapid digitisation, and support stretched staff who are at breaking point. Surface allows for seamless integration between software and devices, which can improve security and frees up IT's time.

Microsoft Surface has expertise, with deep industry experience and leadership in enterprise technology solutions. Innovation is built in to Surface tools, allowing easy integration and fast task-completion: Microsoft Cloud for Healthcare, including Microsoft 365 and Dynamics 365, means that everyone across the sector has access to the same product. Surface also provides deep support, with experience of effective and efficient deployment strategies and implementation techniques required for business success.



How can we help?

We want to see healthcare succeed. It's a cornerstone of developed society and a fundamental human right. We want to partner with you to find a better healthcare solution. A solution that can improve patient care, while putting the wellbeing of our clinicians front of mind.

That's why we're offering the opportunity to allow Healthcare Partners the opportunity to trial Surface devices before committing to a rollout. Let us help you solve these problems.

Computacenter and Microsoft will help make digital work for your organisation. Clinicians will be empowered to make faster and better decisions that improve healthcare quality and patient safety. And healthcare leaders will be empowered to maximise the capacity of existing clinical teams while safeguarding their wellbeing.

Discover more

To learn more about how Computacenter and Microsoft can enable your clinicians with smarter technologies and richer experiences, please contact your Computacenter Account Manager, email enquiries@computacenter.com or call 01707 631000.



Surface Laptop Go



Surface Laptop



Surface Laptop Studio



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