

CSC HEALTHCARE SOLUTIONS

GETTING BETTER CARE FROM EVERY PENNY



*Because you have to care about
costs as well as patients...*



SOLUTIONS FOR THE NHS

When ‘the future of the NHS in an age of austerity’ becomes the subject of a special Newsnight report, it’s clear that everyone is gearing up for tough times after years of unprecedented investment in our country’s healthcare system.

It’s equally clear that expectations of the NHS — from patients and from the government — are largely independent of the economic and budgetary environment in which you find yourselves. The belief exists that it’s possible for the NHS to deliver better care — care that is more responsible, more personal, more innovative, safer and more cost-effective too — and eliminate existing inefficiencies.

Lord Darzi believed it. And I believe it too. You may only have heard of CSC as one of the National Programme providers (covering 60% of England), but we’re about a lot more than just IT. We understand that technology alone is seldom the answer, but when it’s applied intelligently, with a thorough understanding of the context — the people, the processes and the business reasons — it can be a game-changer.

Working within the NHS we’ve come to understand, and share, the passion of your people. We know that any investment, any change, must be focused on delivering better care, either by supporting clinicians or freeing up resources from elsewhere. The trusts we’ve worked with will tell you how completely we share their philosophy and objectives, and how much they’ve come to trust and rely on our contribution.

SMALL STEPS THAT MAKE A BIG DIFFERENCE

**HELPING NHS TRUSTS USE
TECHNOLOGY EFFECTIVELY
TO DELIVER BETTER CARE**

In working with trusts to meet their longer-term objectives, we've developed an intimate knowledge of their operations and their more immediate challenges. What follows is an introduction to an extended range of solutions developed from the understanding that we've gained, so we're confident that they can make a real difference to your business.

For each offering we've included at-a-glance ratings to illustrate the return it will give on your investment. These solutions are designed to tie in with your larger goals while addressing specific immediate challenges and delivering measurable improvements, fast. They map very clearly to your processes and strategic objectives, and your colleagues will embrace them. Each is a discrete proposition but they're designed to work

well together and, equally importantly, to align with — and in some cases make easier — the move to a single patient record (whether that be through Lorenzo or other systems).

I hope that after reading this introduction, you'll want to talk to us about these solutions or the other ways we can help. Please do contact our dedicated NHS team.



Gerry O'Keeffe,
Vice President

Contact our NHS team on:
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THE BALANCING ACT

Lord Darzi's Next Stage Review makes the challenge facing the NHS very clear: the future lies in meeting the highest standards of care. But the review's ambitious programme isn't matched with a corresponding pot of money to achieve it.

While we don't know exactly what level budgets will be set at next year, in all probability they will be tighter than in previous years. And tough savings targets, such as those set by the Operational Efficiency Programme and the NHS's own carbon reduction strategy, are not going away. Changing expectations and an ageing population guarantee that you'll need to do more with what you've got just to stand still. And standing still isn't an option.

HOW TO MOVE FORWARD?

In a world where healthcare (like so much else) has become dependent on technology, NHS trusts turn to experts like us to advise them on more effective ways to fulfil their responsibilities to patients, staff, the communities they work in, and their ultimate stakeholders: taxpayers. The National Programme for IT is just part of that story. Significant as it is in laying the foundations of a 21st century healthcare system, it doesn't address all of your immediate and long-term objectives.

We've worked with trusts that are large and small, in different parts of the country, with primary care, acute, mental health and ambulance service trusts. So we understand that every trust has a unique mix of challenges. But there are characteristics that each share and all trusts are asking:

- *What are the best tools for our frontline staff to do their jobs more effectively, and how do we deliver them?*
- *How do we innovate — in a meaningful way without breaking the budget?*
- *How do we minimise disruption and risk? How do we make the right technology choices and avoid costly mistakes?*
- *Where and how can we drive cost out of our operations, without sacrificing quality of service?*

DOING MORE WITH LESS: MAKING INNOVATION PRACTICAL

For 50 years we've been proving that, if you understand how people interact with technology, it has an unparalleled capability to help them achieve more with less. For 30 of those years we've been building our understanding of, and expertise in, healthcare. So we're ideally positioned to help you replace your resource-intensive processes with labour-saving solutions that fit the way that you work, make your budget stretch further, and free you to focus on improving patient care.

Because we know healthcare so well, you can be confident that the solutions we recommend will make your employees' lives easier, not add unwanted complexity. All of our solutions for frontline staff have been developed in close consultation with the clinical and administrative staff they're designed to help. Because patient care is at the heart of everything your people do, it's at the heart of every tool we develop to help them.

For us, innovation is 'business as usual'. We can show you that innovation doesn't have to be risky or expensive. Often it's about using well-known technologies in novel, ingenious ways, or transferring lessons learned in one sphere to another where they can create advantage. When the British Computing Society gave its 2008 award for mobile technology to an in-vehicle solution we'd rolled out to three ambulance service trusts, it was in recognition of the big difference that this kind of everyday ingenuity can make.

Innovation doesn't have to be disruptive. We've helped the Department of Health set a strategy for a 40% cut in carbon emissions that will have minimal impact on its operations. Whatever your trust's challenges, we can do the same for you — we can help you take small steps that deliver tangible benefits immediately, while moving you towards your longer term goals.



More than half of our revenue is from clients that keep coming back

HEALTHCARE BUSINESS SOLUTIONS

We're introducing a range of practical solutions that can help your trust. These are grouped below according to three key themes. But as all of the solutions support these themes to a greater or lesser extent, we've also provided at-a-glance ratings that illustrate their wider benefits.

EMPOWER FRONTLINE STAFF TO DELIVER MORE PATIENT-FOCUSED CARE, MORE PRODUCTIVELY

- *Clinical information portal*
- *Mobile working: digital pens and notebooks*
- *Healthcare self-service*

PRODUCTIVITY AND CARE



RAISE THE STANDARDS OF SAFETY AND SECURITY BY **GETTING THE FUNDAMENTALS RIGHT** IN AN INFORMATION-DRIVEN WORLD

- *Electronic patient folder*
- *Information discovery*
- *Data loss prevention*

INFORMATION AND CARE



CREATE EFFICIENCIES AND REDIRECT RESOURCES TO **DRIVE SERVICE IMPROVEMENTS** AND INNOVATION

- *Managed services*
- *Managed print*
- *Green IT*

SUSTAINABILITY AND CARE



PRODUCTIVITY AND CARE

- *How easy is it for your staff to get the information they need when they move between different care settings?*
- *How much time do your clinicians waste navigating a maze of systems rather than focusing on patients?*
- *How much delay and duplication of work is there in getting patient information, captured on a multitude of forms, into your systems?*
- *Are queues or delays at check-in raising stress levels for patients right from the start of their interaction with you?*



EMPOWERING FRONTLINE STAFF

Effective information flow is vital to modern healthcare. But capturing information, keeping it up to date and getting it to those who need it, can be a huge drain on your staff's time. The greater the administrative burden, the more likely it is that mistakes will be made. The more time staff spend chasing information, the fewer patients they can see and the less attention they can give them.

DIFFERENT CAUSES, SAME FRUSTRATION

To prepare to see a patient, a consultant will need to access a variety of systems to get the necessary information from different sources. As they move between different systems, opportunities for confusing or missing patient information abound. It's inefficient, frustrating, and can be dangerous.

Or take the many healthworkers whose jobs are mobile: who move around hospitals, clinics and campuses or who work in community based roles. How frustrating must it be for them to be remote from the systems they rely on, making accessing or updating information a particular challenge that detracts from their ability to give their patients the best attention possible.

Support staff have their own frustrations. How often do receptionists watch queues forming as they try to collect and update information from patients arriving both early and late, while juggling last-minute changes in appointments?

THE RIGHT TOOLS FOR THE JOB

The Darzi Next Stage Review recognises that change can only be effective if it's driven and supported from the ground up. If staff are burdened with inefficient processes, it's no good for anybody. It makes even less sense when there are straightforward ways to fix the problems.

We can offer you solutions that won't break the budget and will pay back your investment many times over. We've brought together our decades of expertise in process design and management with our knowledge of your operations to choose technologies that will empower your staff to do their jobs more effectively.

CSC — delivering joined up healthcare to 60% of England

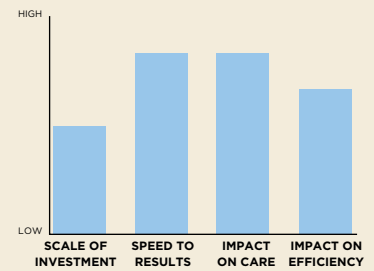
IMPROVE CLINICAL EFFICIENCY WITH AN INFORMATION PORTAL

Instead of navigating between multiple systems, clinicians can select a patient and instantly get a view of that patient's information from all of the relevant clinical and administrative systems — on one customisable screen. They'll no longer have to remember multiple usernames and passwords, they'll save up to one hour per day, and they'll be much less

likely to confuse one patient's information with another.

All this, without your IT team having to replace, or make significant changes to, your underlying systems. And if you do decide to migrate to new systems, your clinicians can keep the interface they're familiar with.

AT A GLANCE BENEFITS



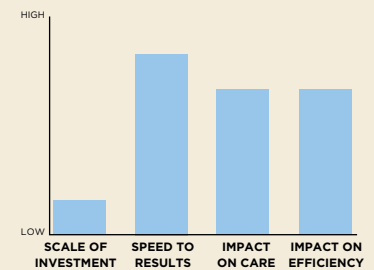
MAKE MOBILE WORKERS MORE EFFECTIVE

For highly mobile healthworkers — such as PCT community workers — we offer a choice of easy-to-use, secure and cost-effective devices that will transform their ability to work efficiently at the point of care.

Digital pens: ideal when two-way access to information isn't critical. When a community healthworker fills in a paper form with a digital pen, it not only creates a normal paper document, it also simultaneously creates an electronic record of the document that can

be uploaded remotely, processed and attached to the patient record without any extra effort.

Notebooks: ideal when effective care requires access to information at the point of care. We offer a variety of laptop-type devices designed for healthcare environments and budgets, giving mobile NHS staff secure wireless access to important systems that they could previously only access from fixed points in clinics or hospitals.

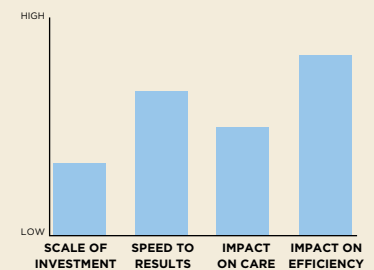


CUT PATIENT WAITING TIMES WITH HEALTHCARE SELF-SERVICE

Patients and receptionists alike instantly recognise the value of touch-screen check-in kiosks. The kiosks cut check-in delays dramatically by giving patients control, and freeing receptionists to deal with those that need extra help. They significantly reduce DNAs by prompting users to update their contact

details, and solve many payment processing problems by prompting users to update their GP details.

Organisations that have implemented the kiosks have found them to be popular with patients of all ages, generating a significant return on investment.



CSC SOLUTIONS IN ACTION

Wolverhampton City PCT is taking community treatment into patients' homes by giving its community nursing team networked laptops. Neil Nisbet, the trust's director of finance, is clear about the benefits:

"Essentially, when a clinician is at a patient's home we want them to be able to get information about a patient's condition and make it available in real-time for a number of clinicians to view... You are also not going to have health workers carrying patient files. A file for a chronically ill patient is going to be a weighty tome. Laptops can improve patient confidentiality and protect patient data and help us provide a much more secure environment and ultimately a better service for patients."



INFORMATION AND CARE

- *How long does it take your staff to find the right information?*
- *Is patient safety compromised by errors that can be traced to poor quality of information?*
- *Do you know where all of your trust's sensitive information is?*
- *How much control do you have over who has access to confidential patient information?*
- *How much does it cost you to store, move and manage information (held electronically or on paper)?*

GETTING THE FUNDAMENTALS RIGHT

The explosion of data in healthcare is fundamentally a positive thing: putting together information about disease, treatment and patients' lifestyles can dramatically improve patient outcomes. But it also means you have to collect and store more information; measure, analyse and report more extensively; and share data more widely – both within and beyond the trust.

INFORMATION OVERLOAD?

The more information there is, the harder it is to navigate and manage. How quickly can your staff get to the patient histories and test results they need? Among the mess of records, how confident can they be that the information available to them is up-to-date and accurate?

You need to improve the quality of information and make it more easily available to those who need it, but that raises the issue of confidentiality. Protecting patient information is as important as improving patient care, leaving you with the familiar battle to balance sharing and security.

INFORMATION EXPERTS

It's a battle we're very familiar with. As much as healthcare is your area of expertise, so managing information is ours. Because we understand your objectives and challenges so well, we can help you get your data under control in ways that transform it from a drain on resources and a security worry into the asset it should be.



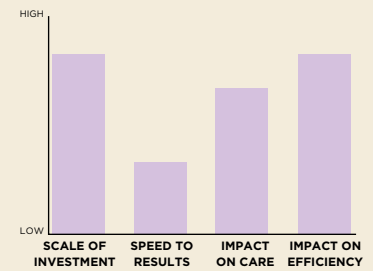
INFORMATION WHERE YOU NEED IT: ELECTRONIC PATIENT FOLDER

Digitising your paper records — making them accessible without having to physically move them around — will enable you to slash the time, money and space your trust devotes to record management. Beyond cutting the costs of storing and transporting information, it will dramatically improve the ability of clinicians to access records quickly, and

give you much more control over who has access to what information.

Electronic patient folder, our document management service for healthcare, not only delivers significant, measurable benefits now, but will also simplify any future transition to an electronic patient record system.

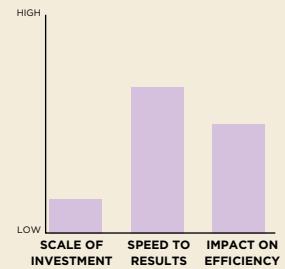
AT A GLANCE BENEFITS



CONTROLLING QUALITY: INFORMATION DISCOVERY

All too often, efforts to rationalise information and make it more accessible falter because of the quality of the data and uncertainty about what you've got and where it's kept. With our information discovery service we've solved one of the thorniest issues in information management.

We'll help you find, structure, cleanse and de-duplicate your data. And we'll help you create new standards and processes for managing it, so that it's easier and more cost-effective to store, access, use and keep secure.

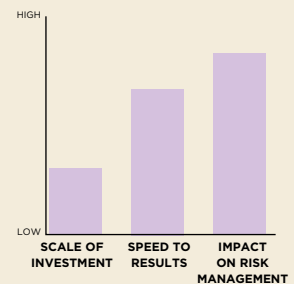


PROTECTING PATIENT CONFIDENTIALITY: DATA LOSS PREVENTION

You can't protect patient information by locking it away and refusing to let people access it. So you need a data loss prevention strategy: a way to keep track of sensitive information and respond to breaches of security policy. We'll help you discover where confidential data is held, who has access to it, and how it is being used and transported. We'll help you respond to vulnerabilities, manage authorisation

and access, and prove to regulators that your trust is protecting patient data.

Our data loss prevention service is a cost-effective way for you to comply with the information governance requirements laid out by David Nicholson in his letter to trust chief executives, directors of finance and chief information officers.



CSC SOLUTIONS IN ACTION

When NHS Luton saw a demonstration of CSC's information discovery software, it immediately saw how valuable it could be to its plans for improving the management of information.

A pilot in the trust's finance and IT departments had immediate results. After discovering and deleting unnecessary and duplicate files, analysing near-duplicate files and archiving older versions, the departments' data storage needs were reduced by around 30%.

One welcome knock-on effect was that systems ran faster. Another was that, with the remaining content properly structured, it became much easier for finance and IT staff to find the files they needed.



50 years in the business of innovation: providing outsourcing, systems integration and consulting services

SUSTAINABILITY AND CARE

- *Will you be able to meet your targets for service improvement with a shrinking budget?*
- *Do you have the resources to deploy and manage your technology infrastructures as efficiently as possible?*
- *Are you making the most of technology's potential to create savings across the trust?*
- *Can you manage the cultural change that underpins the success of technological change programmes?*



DRIVING SERVICE IMPROVEMENTS

You know that technology can be a force for good: healthcare looked very different 60 years ago, before we had all of the diagnostic tools, drugs and techniques that we take for granted today. But thinking about technology, choosing it, managing it — it's not what you're here for and it diverts both your attention and your budget from your core healthcare responsibilities.

TOO MANY PRIORITIES?

As much as healthcare depends on technology, it will never be your trust's core area of competence. Nor should it be. But you still need to find a way of keeping up with the fast pace of technological change so you can leverage it to make continuing improvements in care. You still need to maximise the value of your IT services so you can free up cash to spend on these improvements.

So how do you identify the right innovations to achieve your strategic objectives cost-effectively? How do you identify where and how you can use technology to cut costs — without jeopardising service? How do you manage technological change: not just in the narrow sense of ensuring that projects run smoothly, but ensuring that you take your people along with you and they support the changes that you make?

PROFESSIONAL HELP

Our clients will tell you that a good way to do all of these things is to lean on us. We'll show you how to achieve significant efficiencies and cost savings in a controlled, sustainable way. We'll break down what may seem like extensive programmes of change into manageable steps that deliver benefits at every stage. We'll help you educate your staff and secure their support for new ways of working that ultimately make a difference to patients.

The solutions introduced in previous pages will hopefully already have illustrated these points. Here are some more of our healthcare offerings, designed primarily to give you sustainable operations that free your resources to invest in achieving high quality care for all.

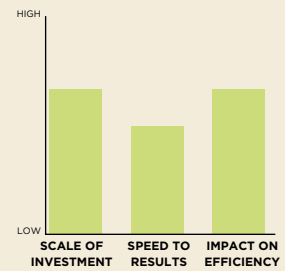
*30 years of
experience in
healthcare*

FREE UP RESOURCES WITH MANAGED SERVICES

There's no room for downtime in the NHS. Can you keep your services running, 24x7? We can, and usually far more cost-effectively than a typical trust can. And it doesn't have to take long: for one client we reduced their incident tickets by 40% within a month of migrating thousands of servers and petabytes of storage to our data centre.

We're already approved by NHS Connecting for Health to handle patient data. We'll give your people complete visibility and control through our customer service portal, regular reporting and trends analysis, and SLAs for availability, disaster recovery and performance. This will allow them to spend more of their time on more strategic activities and allow you to invest cash previously sunk in supporting these services on innovation.

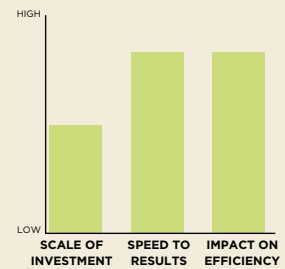
AT A GLANCE BENEFITS



CUT COSTS WITH MANAGED PRINT

Despite the general shift to paper-light organisations, the need to work with paper persists. Your spending on printers, photocopiers, fax machines, etc, is probably hidden in multiple cost centres. Not only do we give you complete visibility and control of the total cost, we can typically cut it by 30% too — and reduce your carbon footprint.

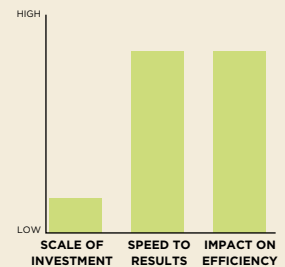
We'll rationalise your print fleet and streamline your document production and distribution processes. We'll ensure that your staff are never frustrated by a device that's broken down or run out of paper or toner. And we'll make it easy for them to find and use the nearest print device when they're somewhere unfamiliar.



TRANSFORM EFFICIENCY WITH A GREEN IT STRATEGY

'Green' operations are more efficient and cost-effective, but the targets set by the NHS carbon reduction strategy are tough. And will you be one of the 170 trusts soon to be affected by the new Carbon Reduction Commitment (CRC) legislation?

We've developed a defined programme to create a green IT strategic action plan in as little as 10 weeks. First we'll work with you to create a green vision report. Then we'll measure your carbon footprint and use our green diagnostic tool to identify your best targets for carbon reduction. Finally we'll deliver a green IT action plan that will set you on the road to meeting your targets.



CSC SOLUTIONS IN ACTION

The Department of Health turned to CSC to develop a green action plan for becoming carbon neutral by 2012 — without disrupting its operations. Working through our defined green IT engagement we delivered an action plan divided into four workstreams: The green office for the future, green business-enabling infrastructure, the department as a knowledge economy, and green culture and governance.

The plan identifies more than 30 carbon reduction initiatives to achieve a 40% reduction from 'in use' ICT, with the potential for a further 20% reduction through more aggressive initiatives. The estimated cost savings through 2011 are £500,000.





BUSINESS SOLUTIONS
TECHNOLOGY
OUTSOURCING

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CSC

The mission of CSC is to be a global leader in providing technology enabled business solutions and services. CSC makes a special point of understanding its clients and provides experts with real-world experience to work with them. For 50 years, clients in industries and governments worldwide have trusted CSC with their business process and information systems outsourcing, systems integration and consulting needs.

CSC Healthcare

Healthcare is a key part of CSC's global business. It has a strong track record of delivering successful government health programmes across Europe and in both the public and private healthcare sectors in the US. CSC has been providing IT solutions to healthcare organisations for 30 years, from public health departments to major public and private organisations working in healthcare provision, insurance, life sciences and pharmaceuticals.