So what is Tech, Digital Health and what are the benefits?

Andy Delaney
Chief Executive Officer
Who are TSG?

3 companies within the group:
- TSG (Technology Services Business)
- TBS (Medical Billing Solution)
- TAS (Financial Analytics Platform)
So what is Technology?

Technology is the making, modification, usage, and knowledge of tools, machines, techniques, crafts, systems, methods of organization, in order to solve a problem, improve a preexisting solution to a problem, achieve a goal, handle an applied input/output relation or perform a specific function.

Technology is making something, to either make our lives easier or to solve a problem.
So let's think about some recent technologies over the last 150 years?

- Wright Brothers, 1903
- Alexander Graham Bell, 1876
- Model T Ford, 1907
- John Logie Baird, 1930
- Viking 4, 1950
- Intel 4004, 1971
- Smartphone, 2018
- Airbus A350-900, 2018
- Tesla Model 3, 2017
- LG OLED 88” TV, 2018
- SpaceX, Falcon Heavy, 2018
- Apple A12 Bionic, 2018
- Airbus A350-900, 2018

There are 8 video cameras, 12 Ultrasonic sensors and Front RADAR. 4 bit vs 64 bit, khz vs ghz and quite literally millions of times faster.
Technology and the current generation

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For Healthcare, Why is it important to understand what Tech is?

BEHAVIOUR

SENSITIVITY

ENGAGEMENT

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So what about Digital Health? ……

**DIGITAL**

- Connected Health (Remote monitoring, Telehealth, Wellbeing, Coaching, Self & Home care)
- Interoperability (Digital Pathways)
- Data Analytics (Visualisations & Dashboards to obtain meaningful data & Insights)
- Patient Portal (Summary Care Record & Online Medical Records)
- Digital Records (Paper-less, Fully digital, supports mobility & compliance)
- Emerging Technologies (VR, AR, AI, ML, IOT & Gamification)

... to drive efficiencies, productivity, patient experience & to enrich care

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Delivering Technology and Digital Health have common denominators:

### The Challenges
- Incredibly tough and complicated
- Involve complex change
- Have many elements & stakeholders
- Depend of significant cost & new money
- In many cases its unchartered territory
- Attract varying levels of Risks
- Potential Skills Gaps

### Success Planning
- Clear vision & strategy
- Bite sized planning
- Adopt an Agile and Lean delivery
- Have Key leadership (top down)
- Define requirements
- Appropriate funding
- Work collaboratively

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### Key Principles

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<thead>
<tr>
<th>Key Principle</th>
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<td>If your going to fail, then fail fast and move on</td>
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<tr>
<td>Apply clear transparency, governance and responsibilities</td>
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<td>Keep communicating</td>
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Drive for success and ‘Get stuff done’
So what skills are needed?

- Innovative Thinking, Get it done attitude, talk the right language
- Business Intelligence, Data Analysis, Reporting and Visualisations
- Software Development, Health Framework and Protocols
- Change Management, Project Management, Governance
- Technical Solutions, Application and Infrastructure capabilities

TSG - Experienced, capable and willing

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Collaborative working:

Medtech.je was a Supplier lead group which then transitioned into the HACT group managed by Digital Jersey. This provided the capability to drive open dialog between government, agencies & suppliers which Independent oversight.

2015 - 2017

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2017 – Present Day

Health and Care Technology Group

To bring together Supplier representatives, Primary, Secondary, Tertiary and other care provider. To address common issues, challenges and assist in providing solutions.

6 local technology suppliers

Jersey is a medtech centre of excellence that accelerates the testing, development and funding of innovations in digital health

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Exporting Digital Health Automation

Danny Bannister
Executive Director

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Jersey technology could save the NHS over 100,000 days a year..... Really?
NHS England's flagship GP time-saving scheme frees up '120,000 clinical hours'

10 October 2018 | By Carolyn Wickware

A flagship programme to relieve pressured GP practices has so far freed up 121,000 hours of clinical time, NHS England has claimed.

It said the 'Time for Care' scheme, launched with the 2016 GP Forward View rescue plan, had further released over 192,000 hours of administrative time.

The programme, which has been implemented in over a thousand practices, includes offering phone and online consultations, cutting DNAs, improving GPs' 'personal productivity', partnership working and social prescribing among other areas.
Beta Test

Here.....
First GpsoC Integrations Live

SIGN UP TO THE DIGITAL HEALTH NEWSLETTER!

TRANSFORMING HEALTH AND CARE MATTERS

25 – 26 March 2019
Olympia, London
U.K. Wide Coverage
The problem statement.......!

• Practice managers estimated that the most time consuming area, by far, was ‘Getting paid’ with nearly 140 hours a month estimated as spent on this activity

Source: https://www.nhsalliance.org/making-time-in-general-practice
Typical NHS Primary Care “bill raising” Process

1. Customer arrives at front desk
2. Front desk look up appointment
3. Front desk manually create invoice with Word or cc pads
4. Manually create a receipt, Word or CC pad
5. File receipts and invoices
6. Input onto excel or other bookkeeping software for accounts

10 mins + 30 minutes+
The solution......

Patient demographics & consultation details automatically sync’d

Details of bills/payments automatically written back to medical system

Create, print & pay invoices

Virtual terminal card payments

Reporting

Statements

Accounts and transactions

Analytics
How much time?????
Monthly

- **100** Bills

  **BEFORE e-Billing:** 16.5 Hours PER MONTH
  **AFTER e-Billing:** 50 Mins PER MONTH

  **15.6 Hours** SAVED

Raising Bills

1 Sample NHS GP Practice

**BEFORE e-billing:** 10 Minutes+ PER BILL

**AFTER e-billing:** 10 Seconds+ PER BILL

**BEFORE e-Billing:** 200 Hours PER YEAR

**AFTER e-Billing:** 10 Hours PER YEAR

**190 Hours** SAVED

Yearly

- **1,200** Bills

  **BEFORE e-Billing:** 200 Hours PER YEAR
  **AFTER e-Billing:** 10 Hours PER YEAR

  **190 Hours** SAVED

Data source: Averages taken from sample data collected.
After automation

- Enhanced patient experience
- 50 days saved per NHS surgery per year
- 95% saving in Bill Creation
- 80% saving in Debt Recovery

Data source: Averages taken from sample data collected.
August 2018

4 National Clinical Leads

October 2018

DR MASOOD NAZIR

National Clinical Lead, Primary Care Digital Transformation
• c240 days a year spent in a GP practice managing income (c1.8m days UK wide)

• Non-NHS income c50 days per year x 7,600 surgeries = 380,000 days

• 30% uptake = 114,000 days
Jersey technology is going to save the NHS over 100,000 days a year......
How proud we are to support her......
To look after him.....
And her.........
And them.......my family