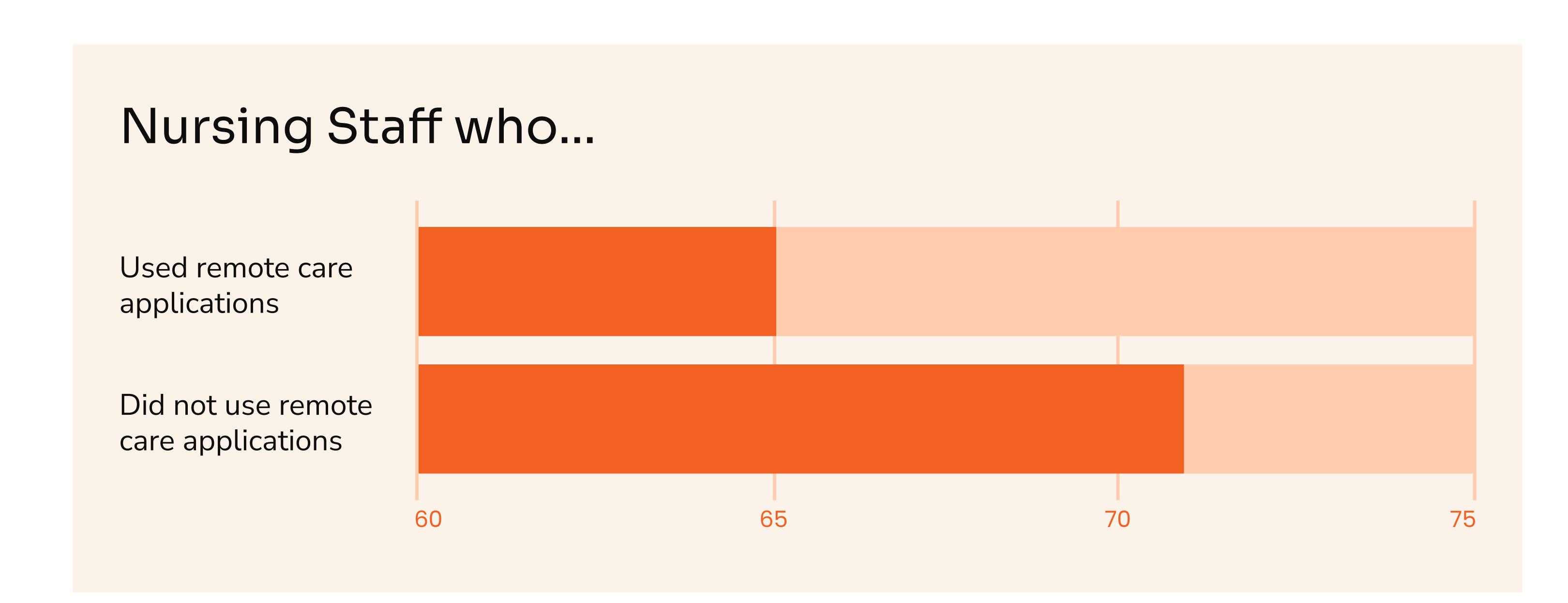
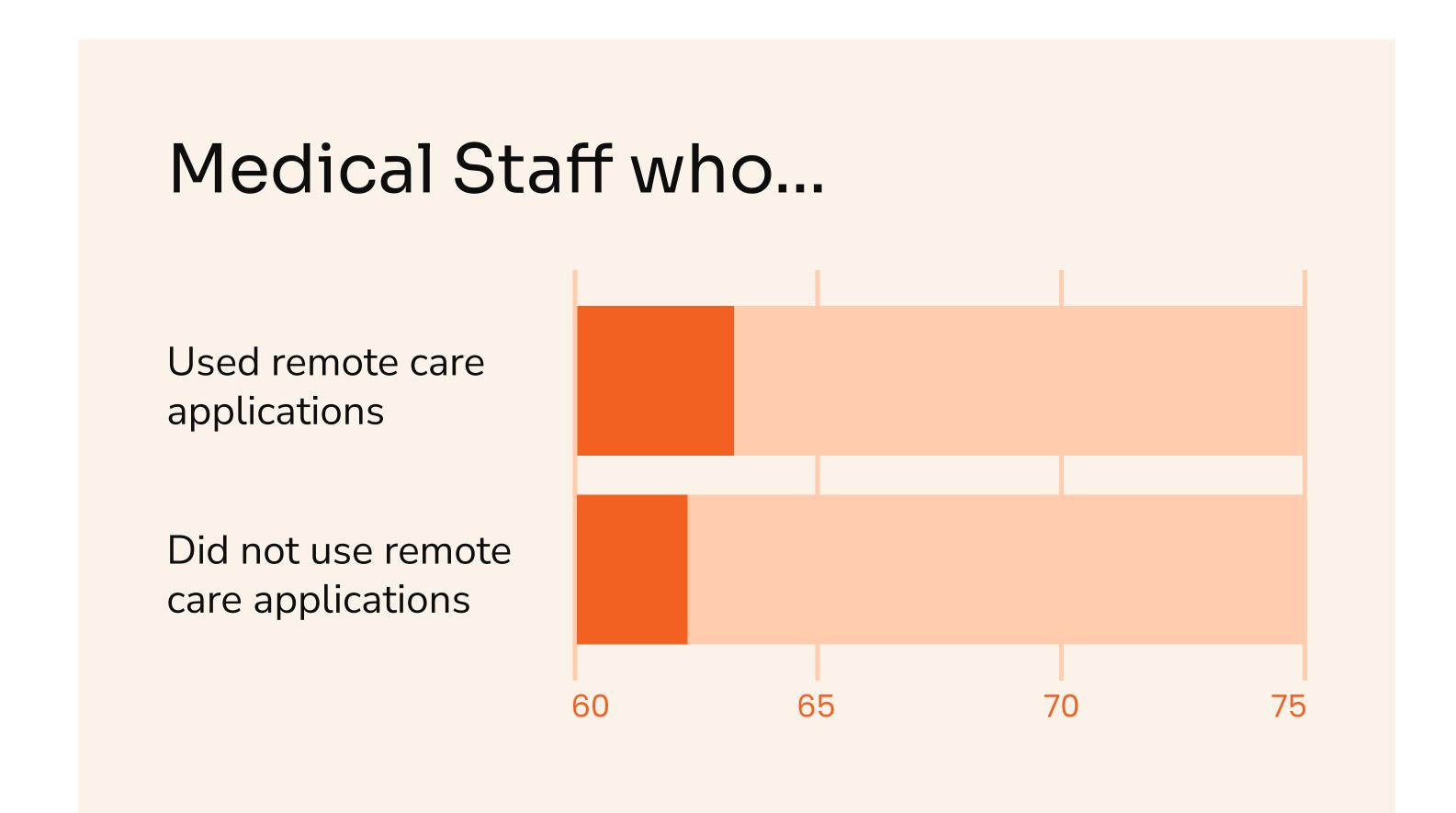
Digital Maturity Benefits Realisation: Remote Care

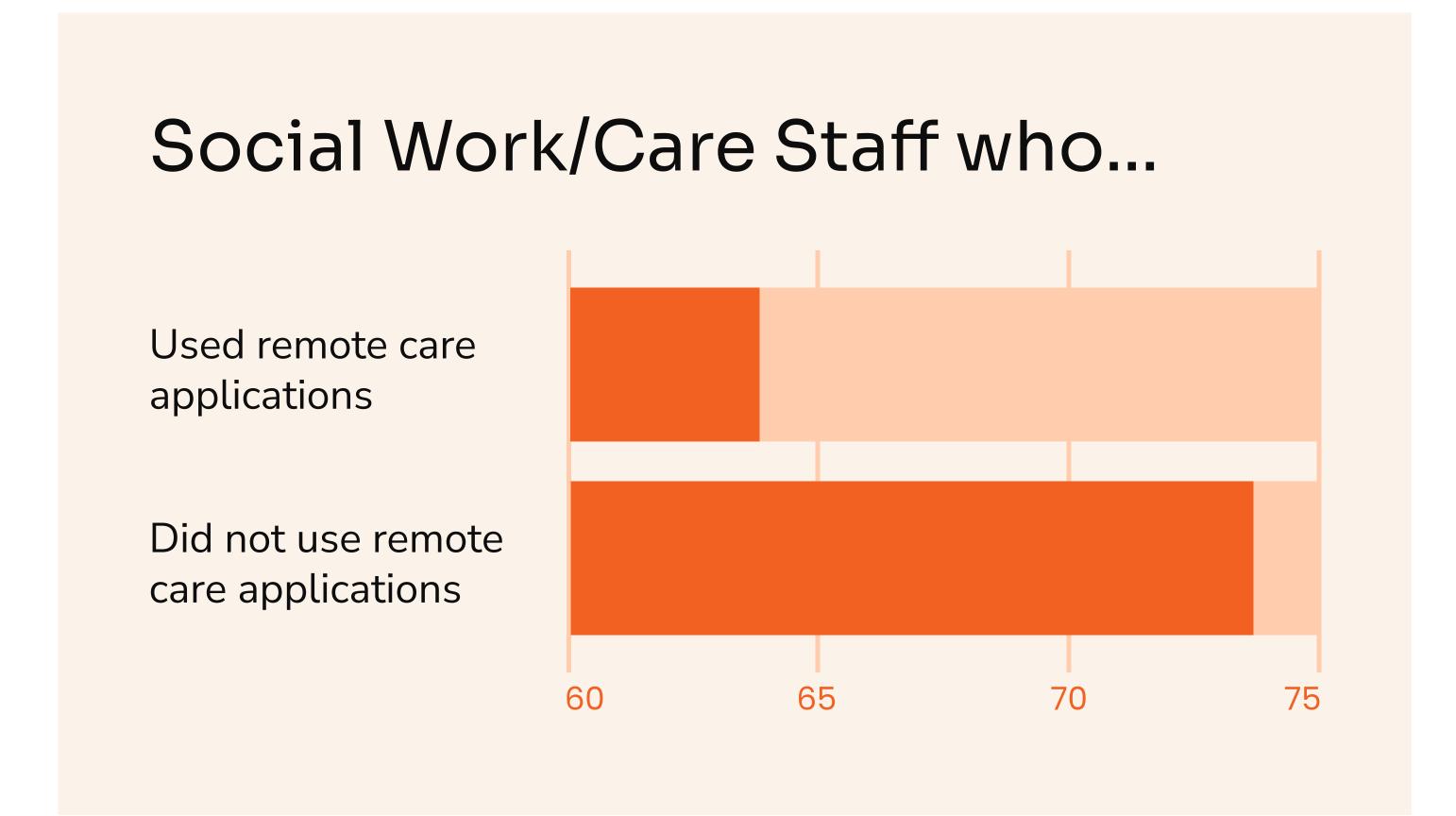




How strongly do digital solutions contribute to working efficiently and productively, and maintaining a manageable workload?







Real-life comments from users illustrate this:

Near Me has transformed my clinical care and made life a lot easier for lots of my patients

Teams is barely functional on Wyse machines!

The differences in policy make it hard to communicate with external agencies due to different systems being used (e.g. MS Teams and Skype versus Near Me)

Most colleagues are over 50, historically hands-on nurses who have been thrust into using Teams with very little training available for those getting used to working digitally.

Wi-Fi is not reliable, and Wyse devices are awful for running Teams to the extent that it makes you look incompetent.

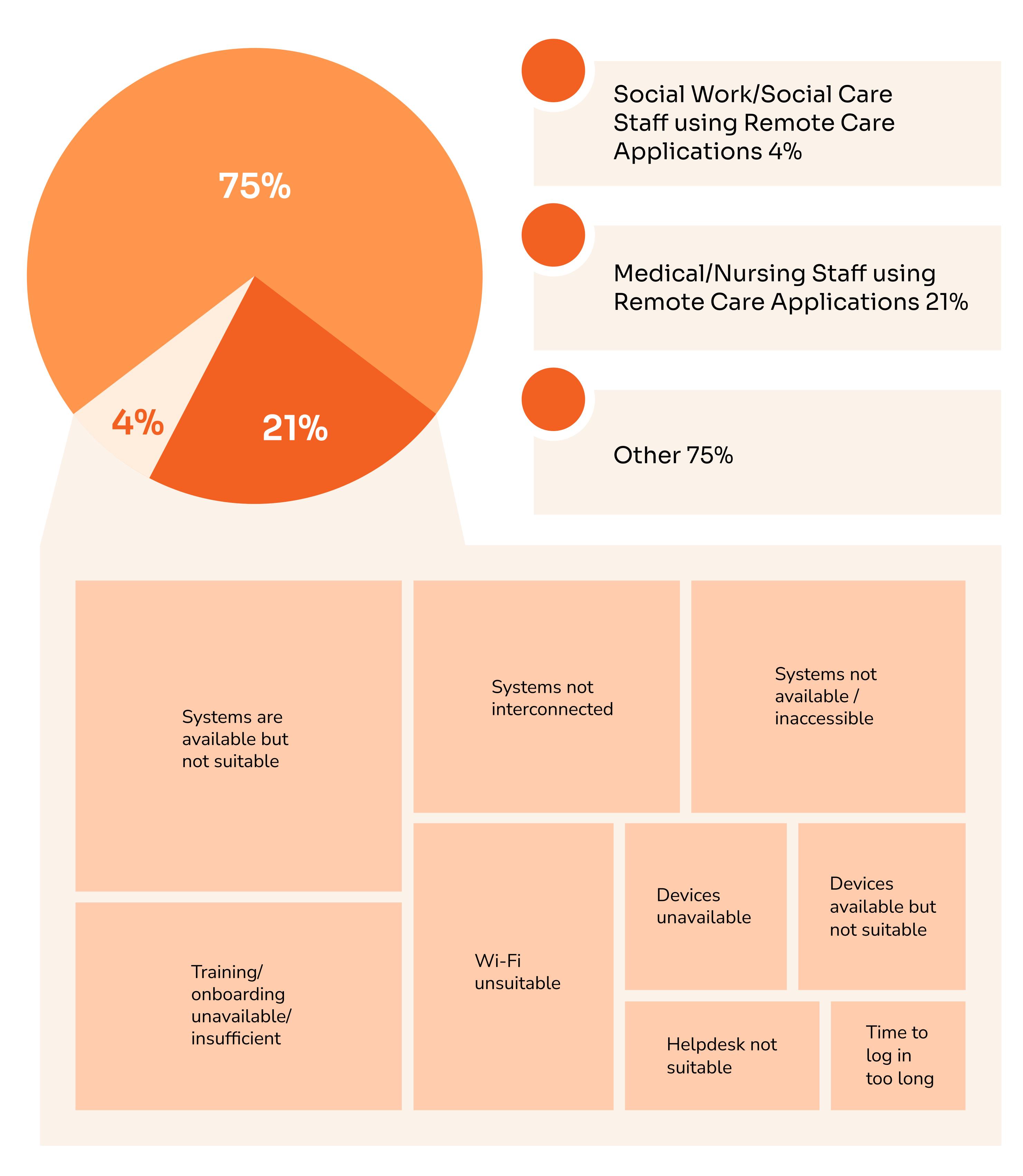
Difficulty with accessing Wi-Fi

impacts Teams and Near me





Digital ways of working are important to the relevant staff groups but benefits from existing assets are constrained by access issues



The consequences merit investigating available interventions:



What systems are mentioned in this context?

NearMe and MS Teams



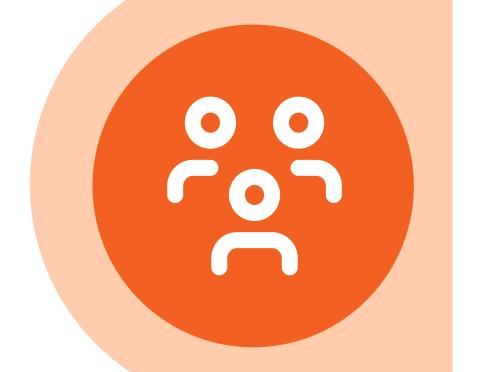
Are there organisations that are particularly affected?

Access issues (Wi-Fi, devices) are a significant contributor – organisations with poor performance in those areas are particularly affected



How is leadership responding?

We're unaware of a specific response from leadership, although some are addressing access issues



How are staff responding?

Generally, remote care processes are well-received and potential benefits are widely understood. Access issues aside, some struggle with the concomitant technical and cultural changes.



Devices and network infrastructure constrain benefits realisation; besides availability, there are also qualitative issues

Define "What good looks like" to support remote care in practice and develop

practical guidance so organisations don't have to reinvent the wheel over and over

Other constraints revile around using remote care applications comfortably both in technical terms and along cultural dimensions

Develop well-founded, universal user training collateral for use at local level

Include train-the-trainer approaches to empower user champions that can promote confident, comfortable use of remote care apps (so that they can become users' first choice when other options exist)