TSG

Resilience through innovation

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

Andy Delaney
Chief Executive Officer

@tsgJersey
@andydelaneyTSG

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andydelaney

www.tsgi.co

Who are TSG?

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

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So what is Technology?

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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

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So lets think about some recent technologies over the last 150 years?

Smartphone, 2018

Airbus A350-900, 2018

Tesla Model 3, 2017

LG OLED 88" TV, 2018

ace X, Falcon Heavy, 2018

Intel 4004, 1971

Apple A12 Bionic, 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

CES 2018
LG 8K 88-INCH OLED TV

A12

1 cm

Tech Insights

Rear View Camera
Max distance 50m

Ultrasonics
Max distance 8m

Forv
Max

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Technology and the current generation

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DID YOU MAKE SURE TO TAKE TWO PICTURES SO YOU CAN GIVE ONE TO ME?

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

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BEHAVIOUR

SENSITIVITY

ENGAGEMENT
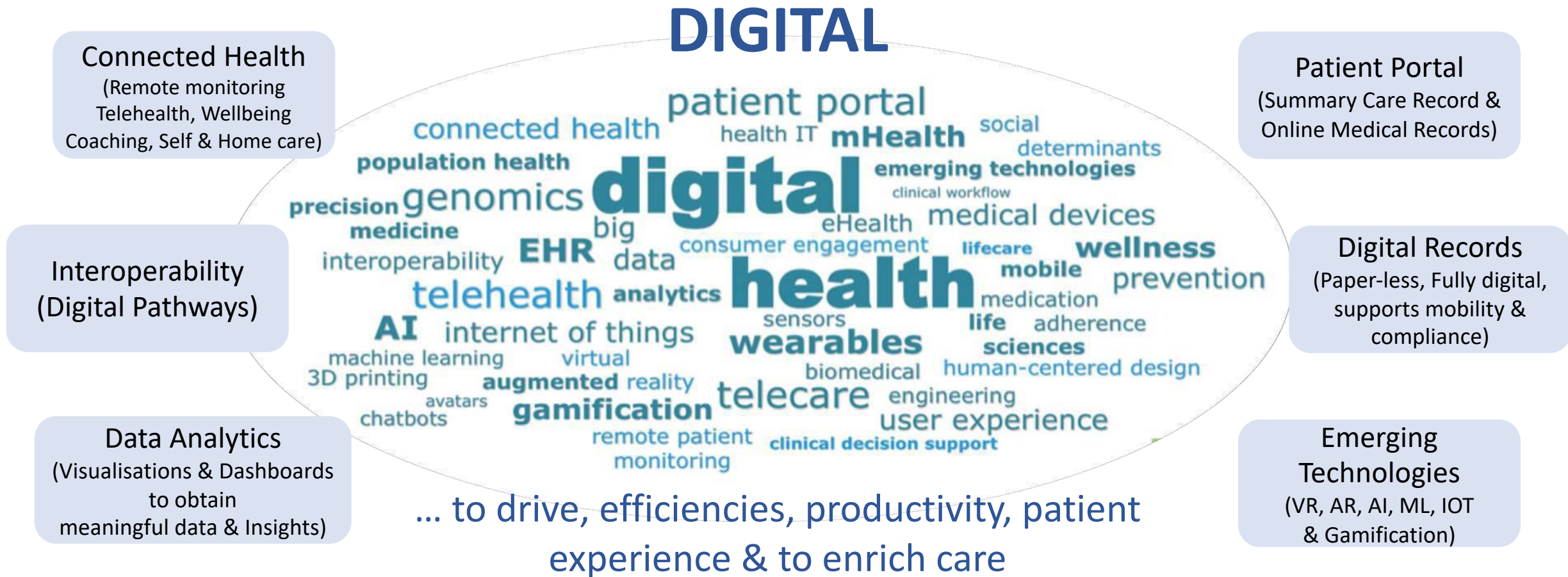
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So what about Digital Health? ……

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DIGITAL

Connected Health
(Remote monitoring
Telehealth, Wellbeing
Coaching, Self & Home care)

Patient Portal
(Summary Care Record &
Online Medical Records)

Interoperability
(Digital Pathways)

patient portal
connected health · health IT · mHealth · social determinants
population health · emerging technologies
precision · genomics · digital · clinical workflow
medicine · big · eHealth · medical devices
interoperability · EHR · data · consumer engagement · lifecare · wellness
telehealth · analytics · health · mobile · prevention
AI · internet of things · sensors · medication
machine learning · virtual · wearables · life · adherence
3D printing · augmented reality · sciences
chatbots · avatars · gamification · telecare · human-centered design
biomedical · engineering
remote patient · clinical decision support · user experience
monitoring

Digital Records
(Paper-less, Fully digital,
supports mobility &
compliance)

Data Analytics
(Visualisations & Dashboards
to obtain
meaningful data & Insights)

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

**Emerging
Technologies**
(VR, AR, AI, ML, IOT
& Gamification)

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Delivering Technology and Digital Health have common denominators:

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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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Delivering Technology and Digital Health have common denominators:

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Key Principles
If your going to fail, then fail fast and move on
Apply clear transparency, governance and responsibilities
Keep communicating
Drive for success and 'Get stuff done'

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So what skills are needed?

Get it done attitude, find a way

Industry relevant - Software Development

Industry Relevant – Technical Solutions

Industry Relevant – Change Management

Industry Relevant – Business Intelligence

TSG - Experienced, capable and willing

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

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med+books
Integrated Billing for Healthcare

States of Jersey
GP Ordercomms

NHS

HL7 INTERNATIONAL

egton Billing

InterSystems®
Health | Business | Government

ZEN Reporting

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Collaborative working:

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2015 - 2017

MED TECH.JE

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

*****

6 local technology suppliers

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.

2017 – Present Day

DIGITAL JERSEY **HACT**

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.

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Exporting Digital Health Automation

Danny Bannister
Executive Director

@tsgJersey
@DannyBannister1

TSG Jersey
dannybannister

www.tsgi.co

Jersey technology could save the *NHS* over 100,000 days a year….. *Really?*

PULSE

At the heart of
general practice
since 1960

OPINION

When I grow up, I'll be a worse GP

NHS England's flagship GP time-saving scheme frees up '120,000 clinical hours'

10 October 2018 | By Carolyn Wickware

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Comments (23)

SHARE ON FACEBOOK

SHARE ON TWITTER

EMAIL TO A FRIEND

EXCLUSIVE 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......

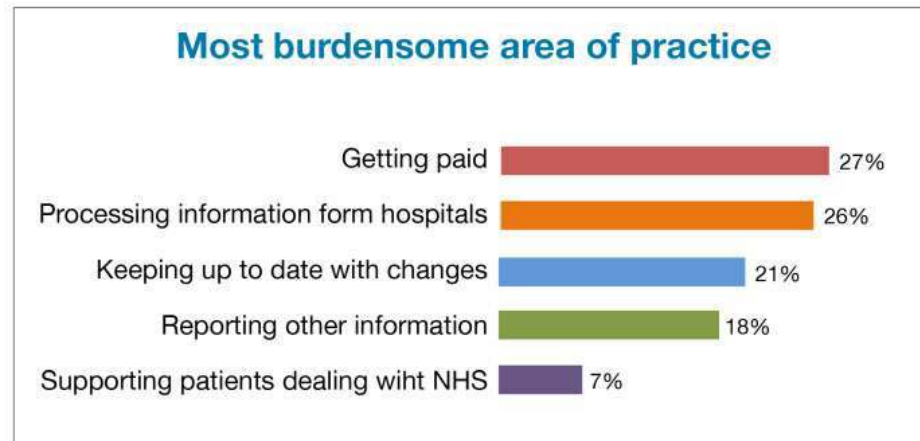Step 5

Step 6

U.K. Wide Coverage

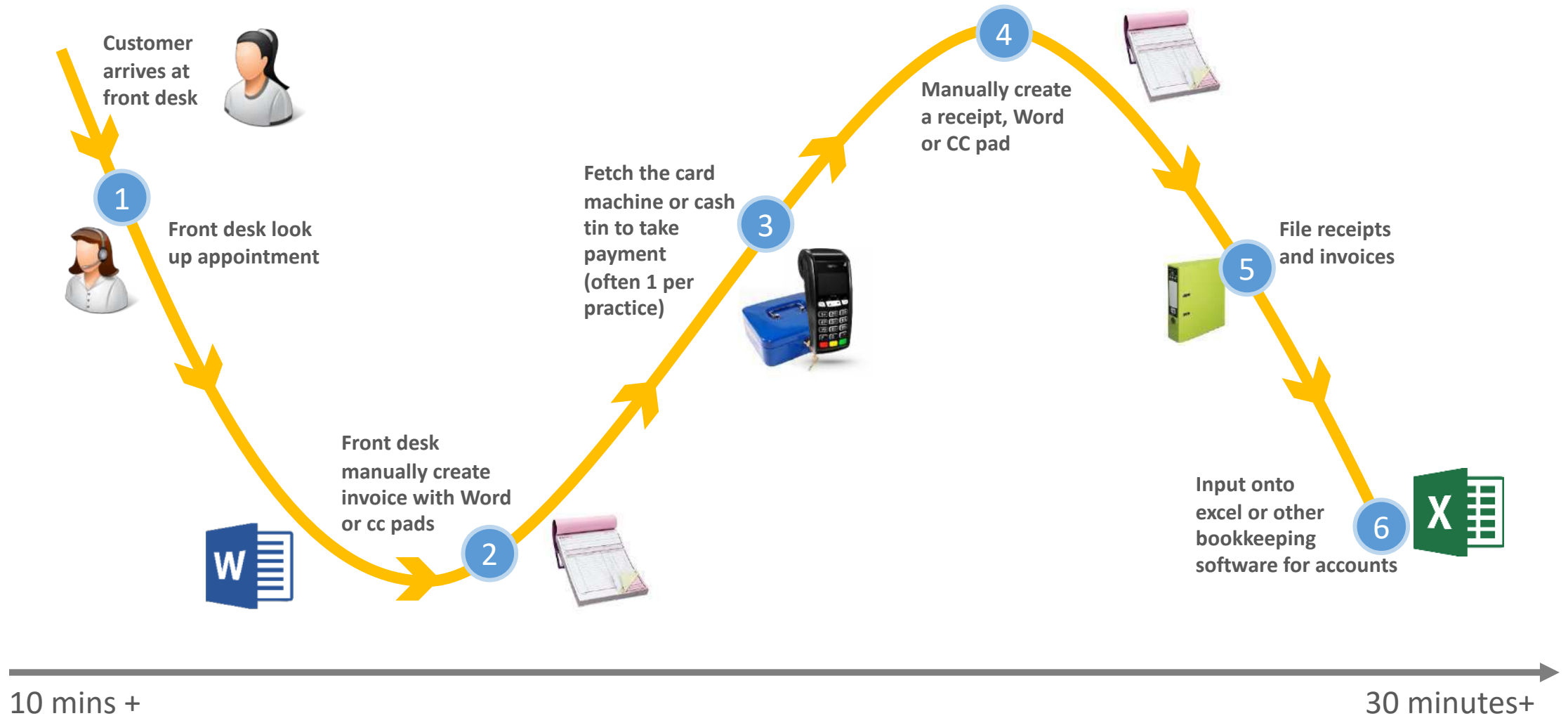# The problem statement……!

- 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
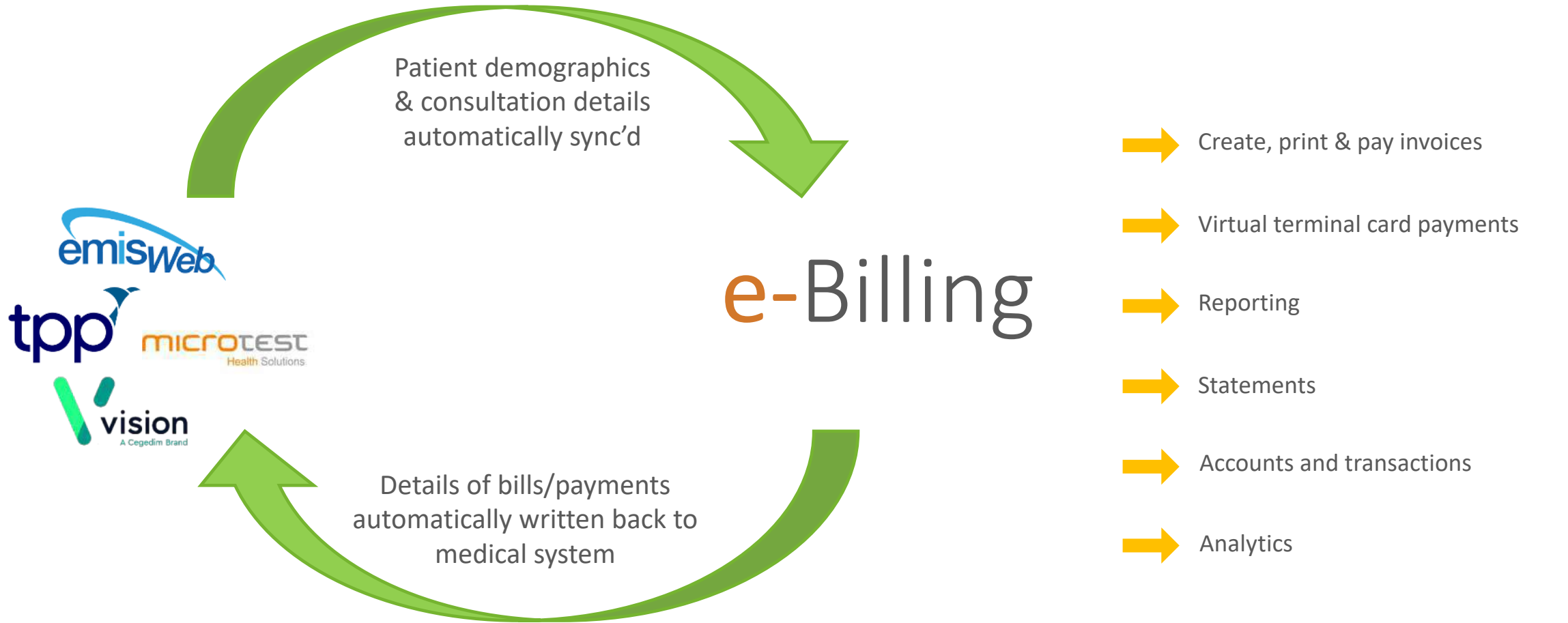

Source: *https://www.nhsalliance.org/making-time-in-general-practice*

Typical NHS Primary Care "bill raising" Process

Customer arrives at front desk

1 Front desk look up appointment

2 Front desk manually create invoice with Word or cc pads

3 Fetch the card machine or cash tin to take payment (often 1 per practice)

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

e-Billing

emisWeb

tpp

microTEST
Health Solutions

vision
A Cegedim Brand

Details of bills/payments automatically written back to medical system

➡ Create, print & pay invoices

➡ Virtual terminal card payments

➡ Reporting

➡ Statements

➡ Accounts and transactions

➡ Analytics

10 seconds+   30 seconds

Top 10 Items - Patient

Top 10 Items - Business

Top 10 Items - 3rd Party

Patient Services	Invoices	Value
Letter	4,845	£104,293
Vaccination	2,371	£132,688
Access to Records	1,427	£13,721
Travel	763	£22,618
Employment	644	£56,947
Certificates	536	£11,708
Firearms	499	£18,126
Student	464	£9,125
Insurance	445	£15,154
Forms	403	£10,285
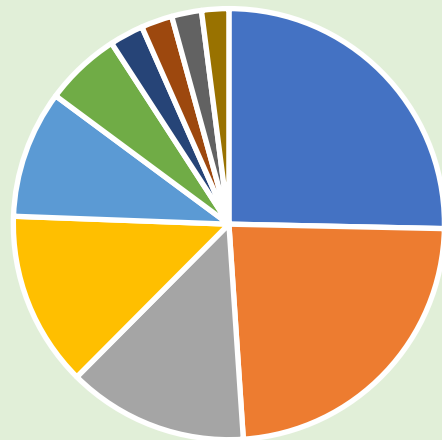
Business Services	Invoices	Value
Health Checks	249	£17,107
Room Hire	232	£72,372
Cremation	133	£10,906
GP Work	129	£91,356
Vaccination	94	£9,767
Enhanced Services	56	£12,308
Access to Records	25	£10,685
Employment	23	£3,330
Student	22	£8,177
Certificates	20	£16,119
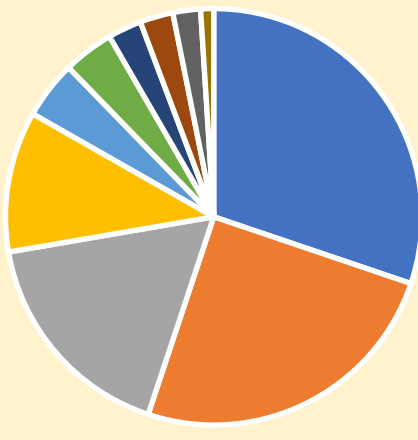
Third Party Services	Invoices	Value
Access to Records	2,450	£95,676
Medical Report	2,021	£131,899
Insurance	1,395	£119,918
Driving	888	£43,042
DWP	364	£10,267
Cremation	319	£25,968
Fostering	212	£12,756
Employment	209	£16,774
Questionnaire	174	£7,062
Forms	82	£2,792

NHS Digital

How much time?????
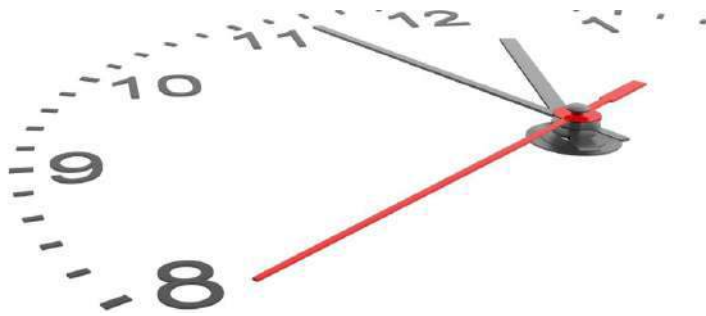
e-billing

After automation

Enhanced patient experience

50 days
saved per NHS surgery per year

95% saving
Bill Creation

80% saving
Debt Recovery

Data source: Averages taken from sample data collected.

August 2018

October 2018

NHS England
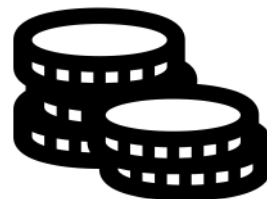
4 National Clinical Leads

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