Appendix A19 Digital Strategy

Cross Hands Health and Wellbeing Centre

Cross Hands Health & Wellbeing Centre

"Digital by Design"

Delivering a best in class digital facility for the community of Cross Hands.

Enabling "Digitally Connected Patients" and a "Digitally Connected Workforce."

GIG CYMRU NHS WALES
Bwrdd Iechyd Prifysgol Hywel Dda University Health Board

Gwasanaethau Digidol
Digital Services

Digital Inclusion

Whilst Cross Hands will be "digitally" enabled we must be mindful that not all members of the community wish to engage in this way. Therefore digital services will complement existing face-to-face services available rather than replace.

In addition a number of elements in the building will include methods to enhance digital literacy.

In the library area loan devices will be available for members of the community to use to access information and resources and we envisage a Digital Champions approach where staff / volunteers in the building can help those residents who feel digitally excluded. Library staff will be on hand to support residents in using the latest self-service book vending and reservation locker technology as well as supporting residents to utilise the Carmarthenshire Digital Library and Applications with a emphasis on our range of health and wellbeing resources.

We could also include video appointment cubicles so patients can attend and see clinicians if they don't have facilities at home.

Adopting this approach in the care center will attempt to address the barriers to digital inclusion. We also propose to engage with Digital Communities Wales to ensure the building is as digital inclusive as possible.

If you want to register to join our Digital Champions network please use this link

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"Cross Hands will have a cutting edge Digital Solutions ensuring the ambition of the scheme is realised"

Wayfinding / Public Wi-Fi

Patients will be able to use the check-in kiosks to navigate their way to their appointments or they can use an app on their smartphone which will direct them around the building

We will also provide free guest Wi-Fi services so patients and visitors can access fast and reliable Wi-Fi at no cost during their visit provided by the BT Cloud.

Patient Call / Check-In

When a patient arrives for a appointment they will have a number of methods to check-in to their appointment as well as the traditional receptionist:

- Digital Kiosks available in reception areas where patients can check-in using a QR code and update their own information and preferences.

- Patient calling via screens located around the building.

- Remote patient check-in using an app available from the Apple App Store or Google Play Store which can be downloaded to their own devices. This can be used in their car for example if social distancing was required to be enforced.

- Complies with the Welsh Language Standards.

- Mini questionnaires can be designed and specific messages can be given to patient groups.

- These kiosks will be integrated with the Welsh Patient Administration System (WPAS) to ensure accurate patient information and to minimize any administrative effort.

- Notifications that is the patients turn to be seen so they could wait in the library area for example.

Agile / Hybrid Working

The Health Board has an ambition to support agile / hybrid working that has been adopted during the pandemic and embed it into our organisational culture to support work-life balance and to make best use of the physical buildings across the Health Board.

This will be supporting by a range of technologies:

- Staff having the right equipment for the right purpose (PC's / Laptops / Tablets).

- "Log-in" anywhere so staff can access information and resources wherever they are.

- Docking station equipment so hot desks will be equipped with dual screen monitors, cameras, keyboards and mice enabling staff to touch-down and work from any workstation on the site.

- Modern telephony services so your number moves with you as you work from different desks or are working in the community. This will include voicemail integrated with Outlook and call recording features.

- Access to the Office 365 ecosystem on smartphones which will replace any traditional mobiles still in use.

- Booking services so a desk or meeting room / collaboration space can be booked via the Internet or a smartphone app on your Health Board or personal device.

- Room panels to enable adhoc booking of meeting spaces.

This is what Paul Stoneman (Assistant Finance Business Partner) had to say about agile working:

"Working in an agile way, supported by our Digital solutions and systems, creates greater flexibility to your working day, increases productivity and engagement. I am more connected and engaged with the Health Board now than I have ever been and feel that my health and well being has increased significantly too."

Agile Working will help you have more time to spend with your patients in the communities you serve

Virtual Learning / Education

Modern digital technology can greatly assist with virtual learning and education of both staff and patients.

Augmented and virtual reality devices can be used to enhance learning spaces.

Paper Light Environment

The Health Board has very recently awarded a procurement to Civica to enable the scanning of paper records across the organisation and providing a Electronic Document Management System integrated into our key clinical systems.

When fully deployed in time for the opening of Cross Hands Integrated Care Centre it will enable the building to operate in a true "paper light" environment with minimal requirements for paper storage and retrieval. The video below tells you more about CITO:

Powering a single clinical view at point of care with Cito - YouTube

Digital Dictation will also help with the removal of paper records.

Collaboration & Meeting Spaces

All collaboration and meeting areas will be equipped with Microsoft Teams Room solutions offering the following features:

- Wireless content sharing
- Collaborative whiteboarding
- Proximity join (meeting starts as you enter the room)
- Voice control

Sensory Technology

We will look at sensory technology where products can be used for education, healthcare, therapy and play. Such products will help our patients who have complex needs and conditions.

Print Anywhere

Shared printers in the building will support the Health Boards implementation of our "Print Anywhere" strategy. This will enable occupants to utilizing printing where required in an easy manner:

- Print from any device from any location
- Secure printing so your ID badge or PIN code needs to be used to release print jobs
- Supports scan to e-mail and network folders
- Duplex and A3 as standard

Digital Information

Digital Signage will be used in open access areas to provide information to patients and visitors.

This will enable central control of content via the Health Board's communications team and incorporate a range of media types including text, images, videos, web pages and social media integration.

Robotics & Automation

Robotics are now being used in Health Care facilities across the world replacing mundane tasks normally completed by members of staff enabling them to spend more time with our patients.

Usage scenarios include:

- Moving supplies around the site
- Delivering medication
- Moving equipment from central storage areas
- Disinfecting and cleaning treatment rooms

Examples of robots available include MOXI (Diligent Robotics - Intro Video - V2 - A5.mp4

Robotic services are available which can be utilised in patient rehabilitation such as assisting patients who need to learn to walk again after an accident.

Care robots are also being developed and can assist nurses in taking blood and recording vital signs, supporting repetitive tasks giving nurses more time to provide individual patient care.

Robots have also been successful in improving outcomes for Children with Autism such as the QTRobot (QTrobot)

Nurse Call

The advanced digital facilities in the building could also include modern nurse call solutions connected to our networks. These modern systems provide a number of advantages over traditional solutions:

- Robust system with no single points of contact
- Speech control
- Enables integration with other Digital Services
- No requirement for additional infrastructure

Intelligent and Secure Building

The building will be equipped with modern management and security features:

- Cloud CCTV will be employed which will enable intelligence management of the facility such as notifying facilities when kitchen areas need to be cleaned or when a toilet facility has been used so many times.

- Cloud CCTV will be used to monitor any violence around the building and if this is detected the police or security personnel can be notified.

Internet of Things sensors can be used to provide intelligent building monitoring such as space utilisation, leak detection, building control and building monitors.

All this would feed into a single IoT platform which would provide dashboards for monitoring and reporting / analytical activities.

Access Management

Access to the secure areas of the building (including out of hours) will be by our SALTO system which is managed over our networks.

The same ID badge used for printing and access to fixed workstations can be used for door entry control.

When a member of staff leaves their access to the building is automatically revoked and in case of fire roll calls can be provided.

"Cross Hands will have a cutting edge software defined network delivering high levels of performance, security and reliability"

General Infrastructure

Cross Hands will have the latest Cisco network technology which will support high capacity, resilient and performant communications support the range of services to be delivered.

This infrastructure will provide the following additional services:

- Wide Area Network connections with no single points of failure.

- Multi-tenancy providing networking for not only the Health Board but the GP Surgeries and Local Authority colleagues.

- Highly secure ensuring the users of the building are protected from the latest Cyber Security threats.

A pervasive Wi-Fi network will be provided so staff can connect wherever they are in the building .

The latest monitoring technology will be utilised to ensure faults and performance issues are quickly identified and rectified with minimal disruption.

5G Pathfinder

Working in collaboration with the Swansea Bay City Deal we will endeavor to provide 5G connectivity to the building.
5G provides high bandwidth mobile connections which far exceed that provided by Wi-Fi and can be a game changer in relation to what features and applications can be utilised.
Examples of 5G applications include:

- Wearable devices

- Virtual Reality Video Conference

- Remotely monitor vital signs

Virtual Consultations

All consultation rooms will be equipped to for virtual consultations where patients have their appointment via voice / video technologies.

Digital Mission

Our Digital Mission is to:

"To empower patients and staff to securely access information anytime, anyplace, on any device.

We will deliver a Digital Health Board, providing exceptional care, quality and safety for our patients, a single view of information for our clinicians, with collaboration at our core."

The Future?

As the full business case develops we will continue to monitor technologies as they become available and whether they can be utilised to provide enhanced services to Cross Hands.

Technology will only be introduced when it is:

1. Simpler
2. Connected
3. Faster
4. Enabling
5. Secure

Digital Services

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