

An International Viewpoint of the UK Experience with eHealth Strategy Implementation

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eHealth can improve:

- clinical outcomes
- patient satisfaction
- service efficiency
- in remote areas – deliver care where care not available before

Largely ignored by leaders:

- seen as risky
- an IT problem, delegated to IT experts
- not seen as part of business functionality or related to patient care

Why is it largely ignored?

- lack of understanding
- disruptive technology with its true potential difficult to visualise
- UK NHS - high profile failures and slow procurement

Healthcare leaders must understand that eHealth is:

- not just new technology but fundamental re-thinking of healthcare processes
- a way of working rather than just the application of technology

eHealth can:

- change the way clinicians deliver care
- drive up quality standards
- reduce medical error
- disseminate latest clinical findings
- improve clinical education

...and

- empower patients
- provide patients access to their health records
- improve public health policy
- provide opportunity for local communities in engage in health debate

But to do this we must:

- focus on how IT can reshape work and service strategies
- use for strategic innovation not simply tactical automation
- push for tenfold improvement not incremental gain
- look at how technology can facilitate users
- cross organisational boundaries

English NHS :

- £2.3billion investment starting to come into the service
- first of the major contracts (for ebooking) – signed off last week
- national programme driving agenda

But to ensure success we must:

- get clinicians on board – without clinicians fully signed up it won't fly
- recognise it's change management not an IT project.
- agree common standards for connectivity but also for privacy and security
- recognise how eHealth can empower patients but also recognise dangers of creating a digital divide

