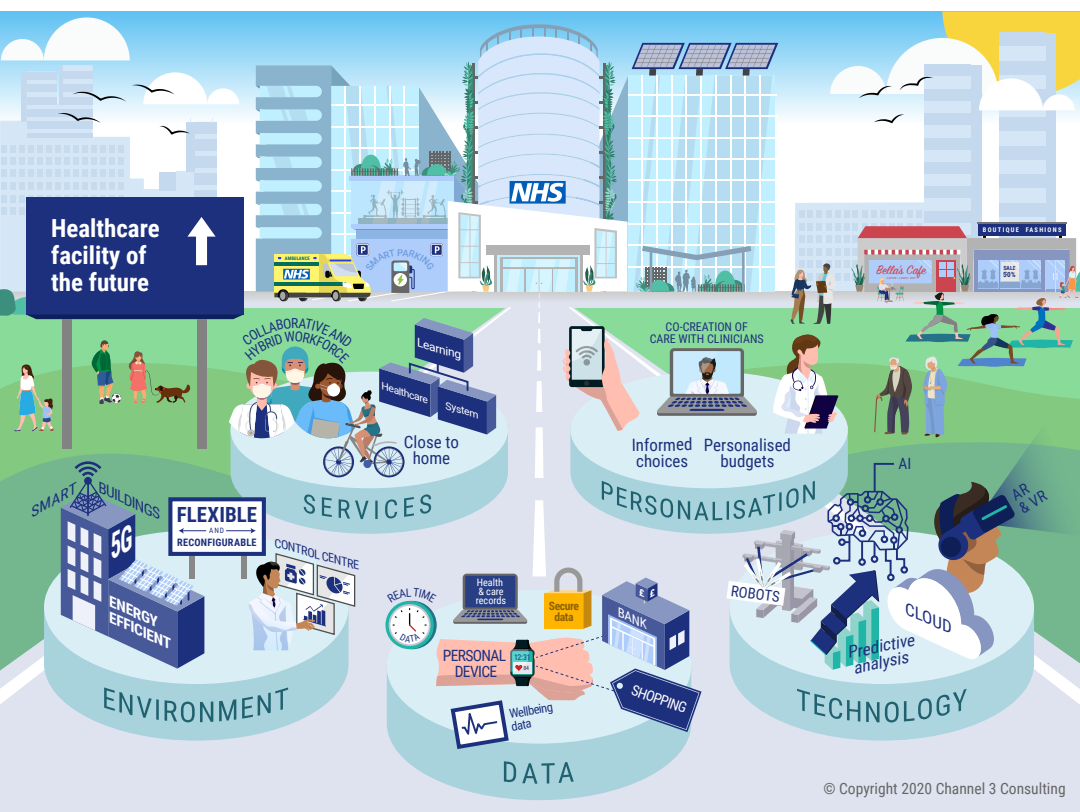


Apple, airports and the hospital of the future

Putting digital at the heart of healthcare infrastructure investments

Walk into an Apple Store, and it looks nothing like a phone shop of 10 years ago. It's an open space that feels palpably different from most retail outlets. It's a space that's used flexibly and creates an entirely different customer experience. And customers love it.

Ditto the airport experience. Your entire travel transaction with the airline is paperless, and you control how and when you check-in. When you get to the airport, the only thing you need to do is drop off your bag and head to your gate. That gives you a smoother customer experience and means airport real estate can be configured and used very differently.



What made those transformations possible? It's simple: innovative companies seized the opportunity to create radically different customer experiences by embracing new technology and fundamentally changing how physical space is used.

With £2.8bn now committed to investment in NHS estates through the Health Infrastructure Plan, UK healthcare has the opportunity to do the same. If clinicians, operational teams and service users are prepared

to embrace the investment opportunity and think as differently as Apple and airports, the healthcare facilities of the future won't be hospitals as we've known them.

Of course, they'll continue to have operating theatres, A&Es and many of the other features we need from buildings where life-saving care is delivered. But these physical locations will be just one part – albeit a hugely important one – of a broader health and care ecosystem that will be less and less dependent on face-to-face interactions in a single building.

For new hospitals to achieve their full potential as healthcare hubs of the future, they'll need to be powered by technology and data that lets them adapt over time, join up services and interact very differently with patients, the workforce and the wider public.

Through our work helping clients develop infrastructure business cases and plan and deliver system-wide transformation, Channel 3 has developed a clear vision of what we think great digital enablement looks like for the healthcare facilities of the future. It's a picture built around five critical digital enablers:

SERVICES that are increasingly flexible and can rapidly adapt to new clinical models and treatments as they emerge with new science. That flexibility will require a multiskilled, mobile workforce delivering services that are closer to home, in a hospital or wherever the most appropriate setting may be.

PERSONALISATION tools that put patients in control of their health and care, and help maintain wellness, not just manage sickness. To make personalised, informed decision-making possible, patients and clinicians will need to collaborate using resources like wearables, devices and other sources of data.

A flexible **ENVIRONMENT** that's sustainable and harmonises with the wider integrated care ecosystem. With digital technology built into their fabric, smart buildings will enable spaces to be easily reconfigured as services change. They'll also be much more environmentally sustainable for future generations.

Rich **DATA** that enables personalised, flexible services by giving real-time and longitudinal views of people's health and the services they receive. That data needs to be available and usable in all the physical facilities where care is delivered, be that in a hospital or a person's own home.

TECHNOLOGY building blocks like cloud-based services and modern networks. Without these seemingly mundane foundations, it's simply impossible to do exciting, innovative things like AI, robotics and predictive analytics.

The other thing our experience has taught us is that those enablers aren't enough on their own. Achieving the full potential of investment in estates requires everyone in the health and care ecosystem – from clinical and executive leaders right through to frontline staff and the patients they serve – to embrace the opportunity and design a future where technology meets estates and transforms care.

At Channel 3, our passion is helping health and care organisations do just that. We'd love to talk about putting technology and innovation at the heart of your estates investment.

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