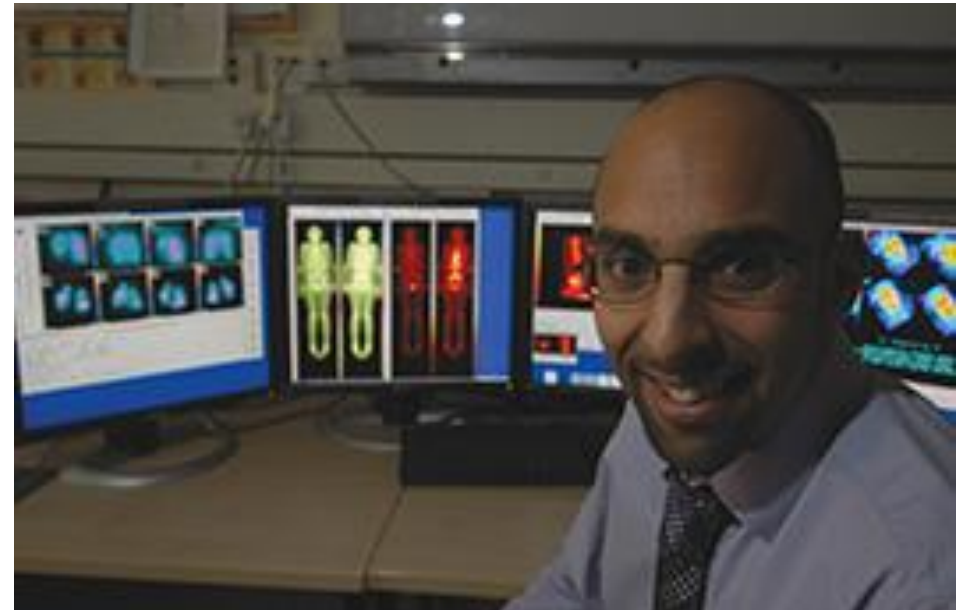


# The National Picture: Digital Transformation and Education



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**Digital Academy for Health and Care**  
**@jamesfreed5**

**How do you measure value?**



## IMPROVING POPULATION HEALTH

Preventing and managing prevalent, costly, and chronic diseases<sup>2,4</sup>



## REDUCING COST OF CARE

Reducing resource utilization and readmissions while assuming greater risk<sup>2</sup>

### QUADRUPLE AIM<sup>3</sup>



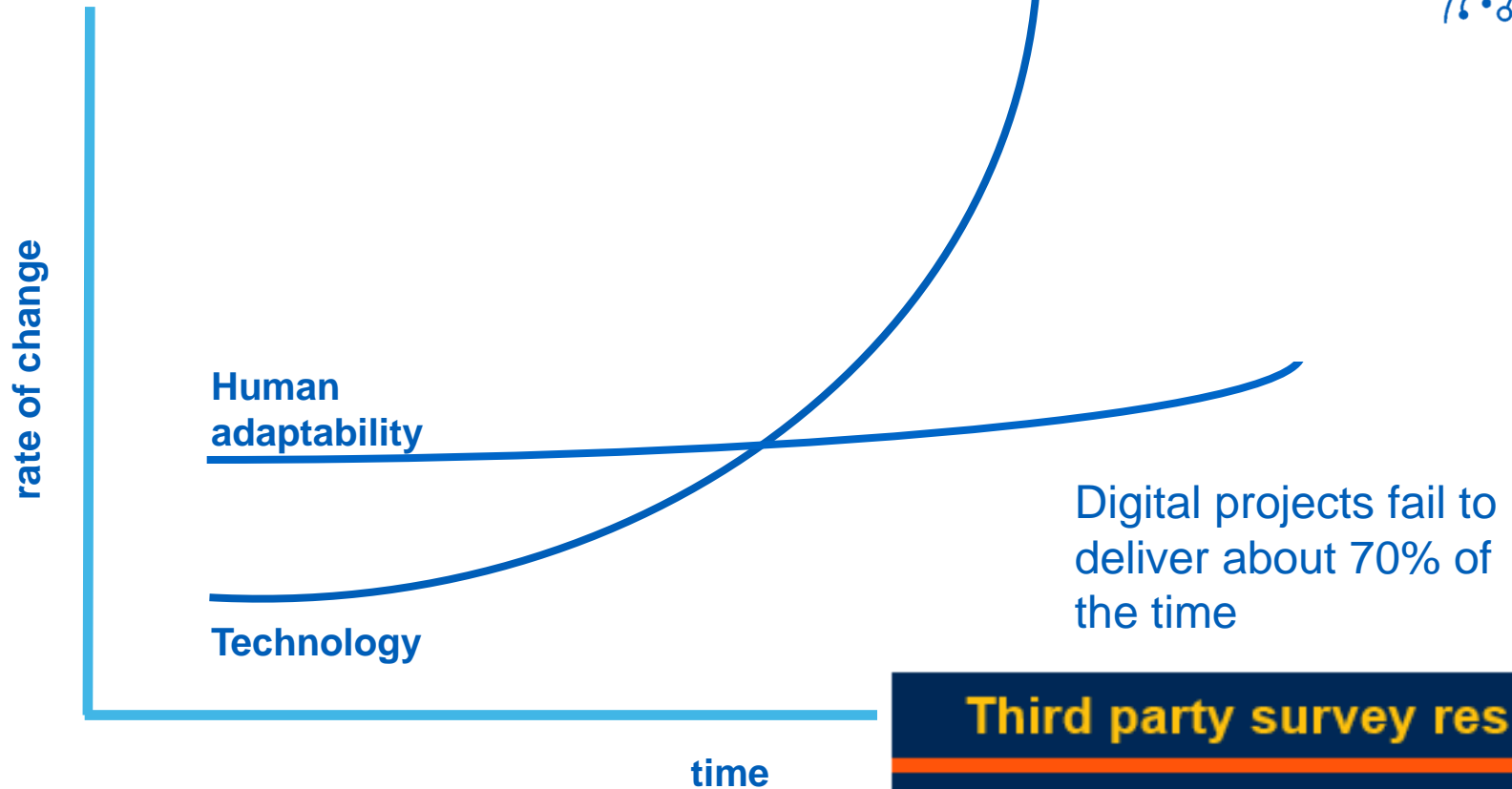
## ENHANCING THE PATIENT EXPERIENCE

Motivating and engaging patients to play an active role in their care to improve outcomes and safety<sup>4</sup>



## IMPROVING PROVIDER SATISFACTION

Providing access to tools and resources to address provider burden and burnout<sup>3</sup>

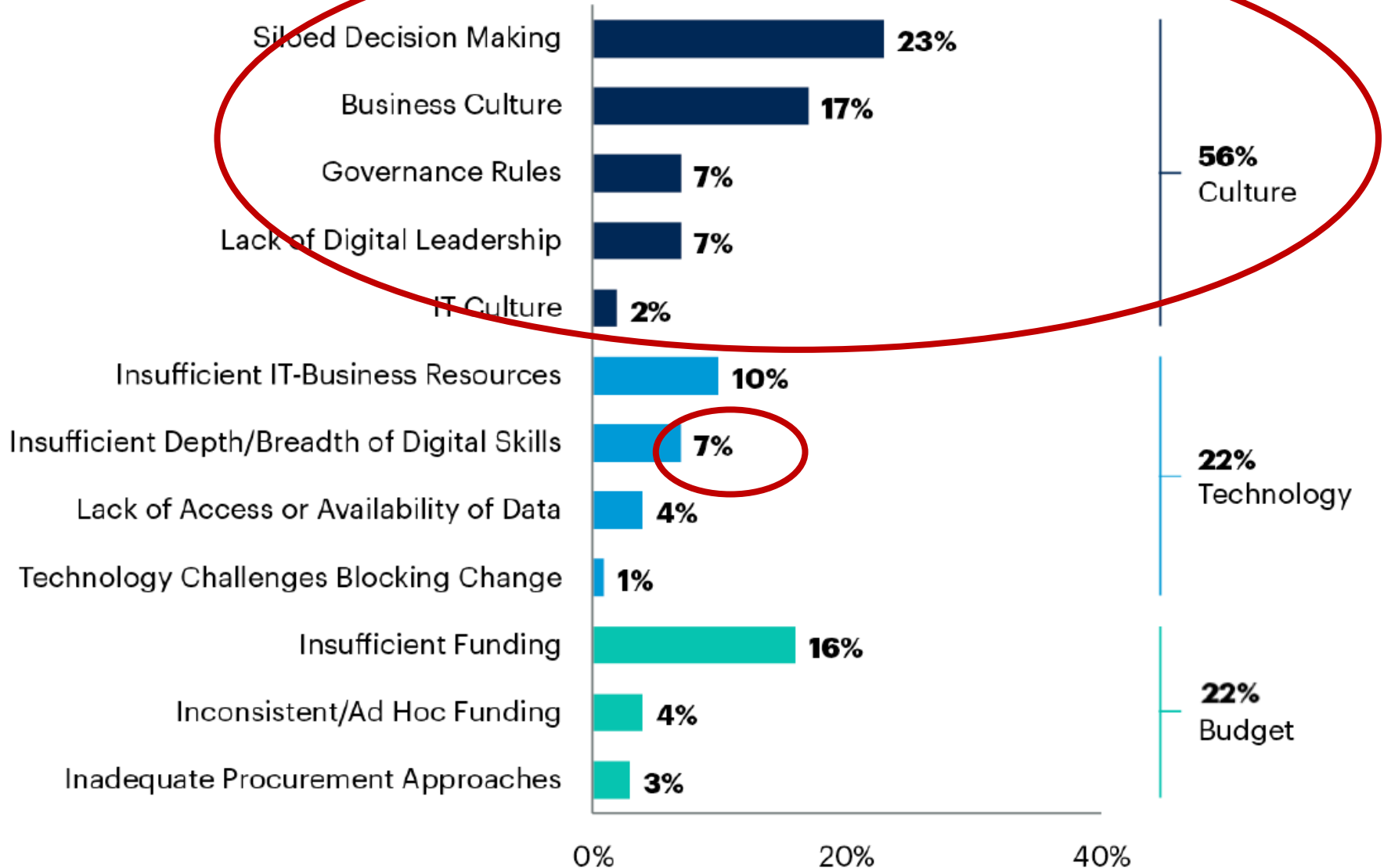


### Third party survey results

- Forbes – 75% did not deliver
- HBR – 70% did not deliver
- McKinsey – 66% did not deliver

# Digital Transformation Challenges in Government

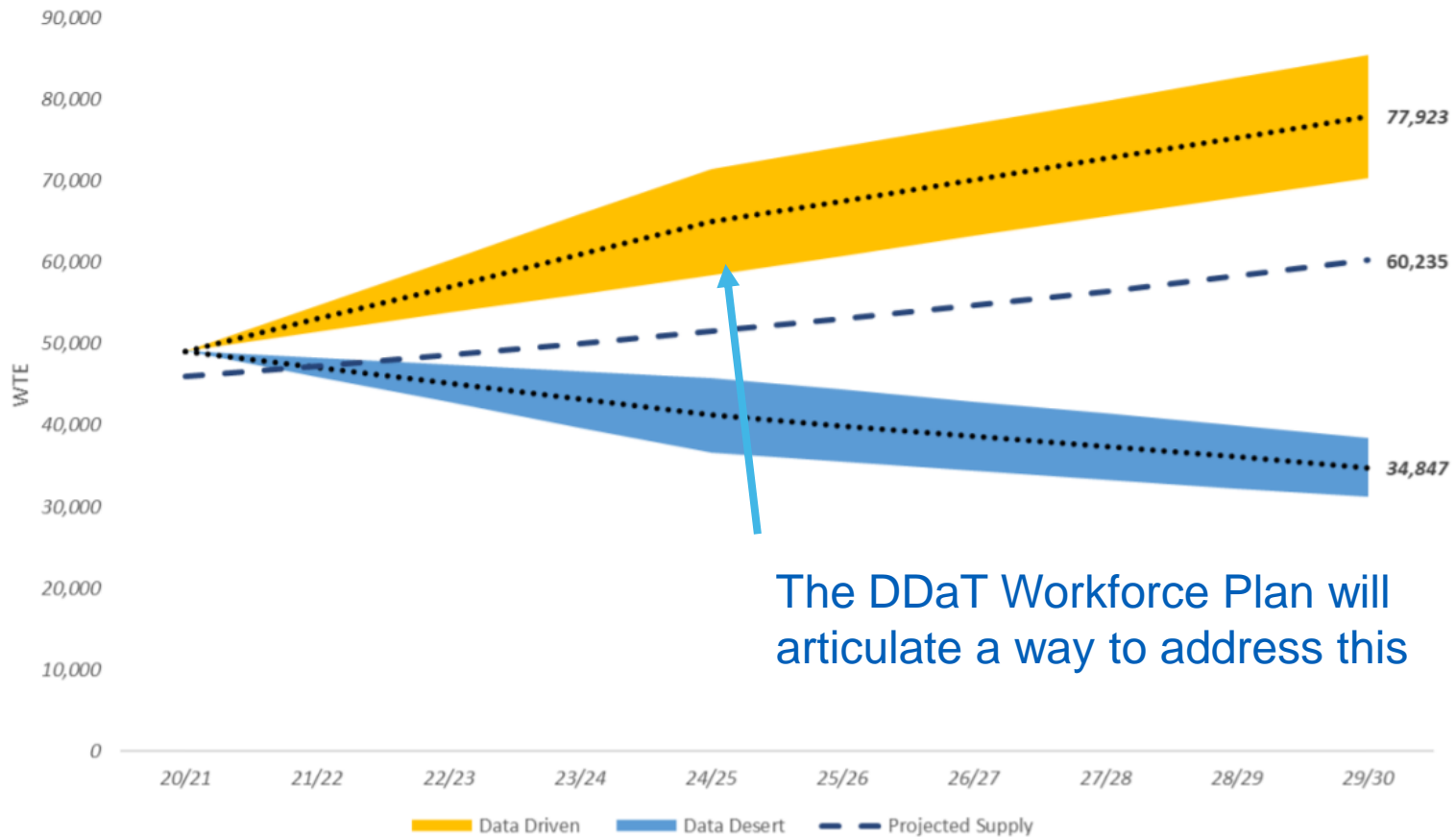
Percentage of Respondents: Rank One



n = 166 total answering

**We have capability and capacity issues in our DDaT workforce**

Figure 1: Supply projection and demand forecasts for the NHS digital technology and health informatics workforce in a Data Driven Future and Data Desert Future – 2020/21 to 2029/30



The DDaT Workforce Plan will articulate a way to address this

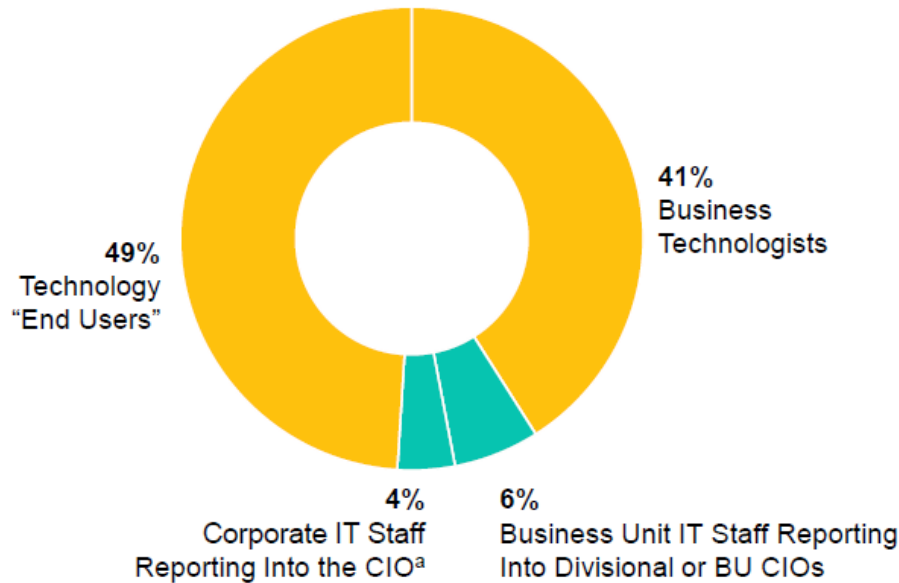
**Making the most of our workforce**



## Prevalence of Business Technologists

IT Department

Other Business Areas



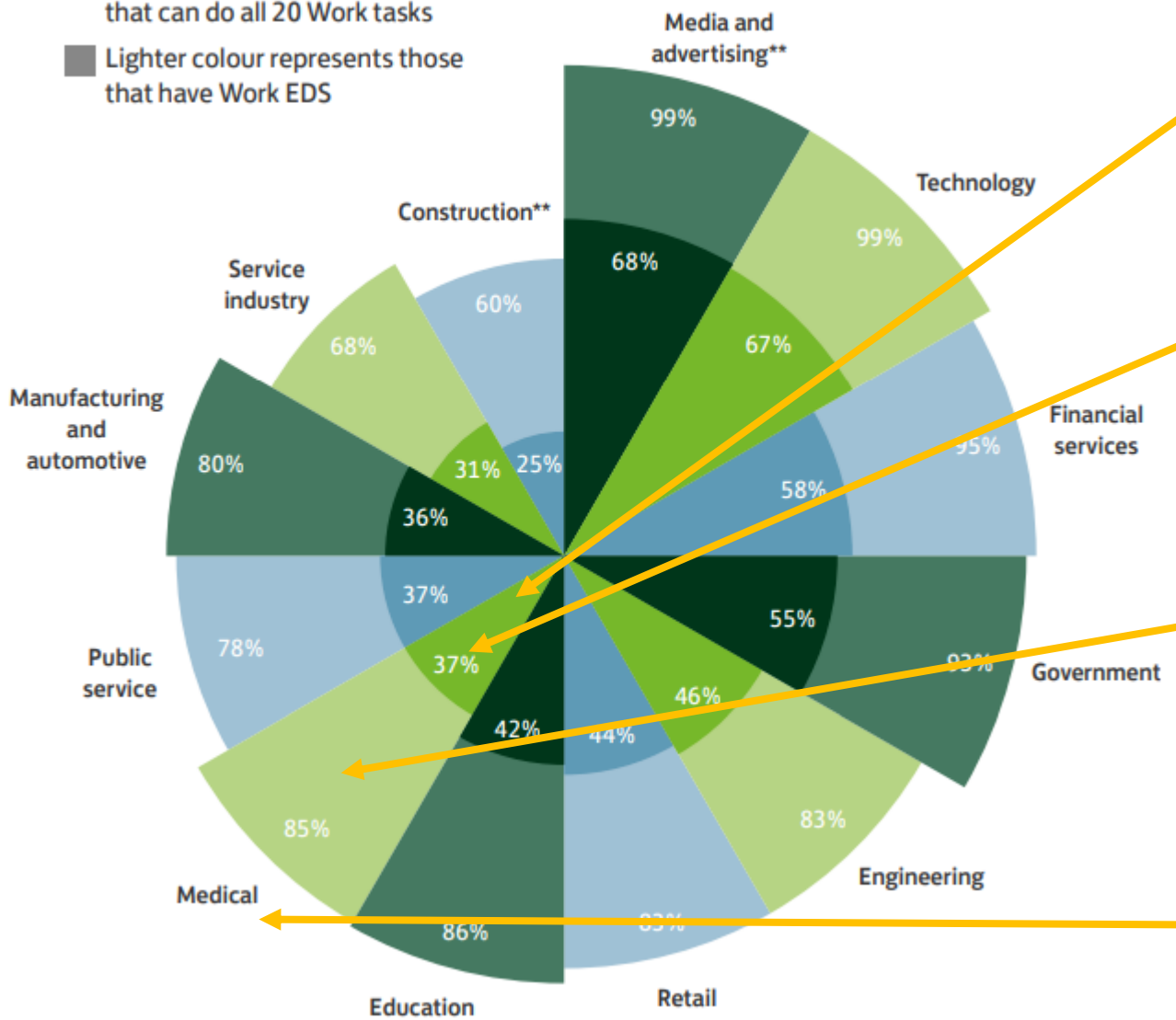
# Most technologists now work outside IT/Digital functions

n = 11,848 employees

Source: 2020 Gartner Digital Friction Survey; 2021 Gartner Reimagining Technology Work Survey

<sup>a</sup> By CIO we mean the senior most IT executive. Titles may vary to include, Chief Digital and Information Officer, Chief Information and Digital Officer, Chief Digital Officer, Head of IT, Data & Analytics, etc.

Key  Darker colour represents those that can do all 20 Work tasks  
 Lighter colour represents those that have Work EDS



5% are Digital, Data and Technology professionals

32% of health and care staff are ready to learn to innovate

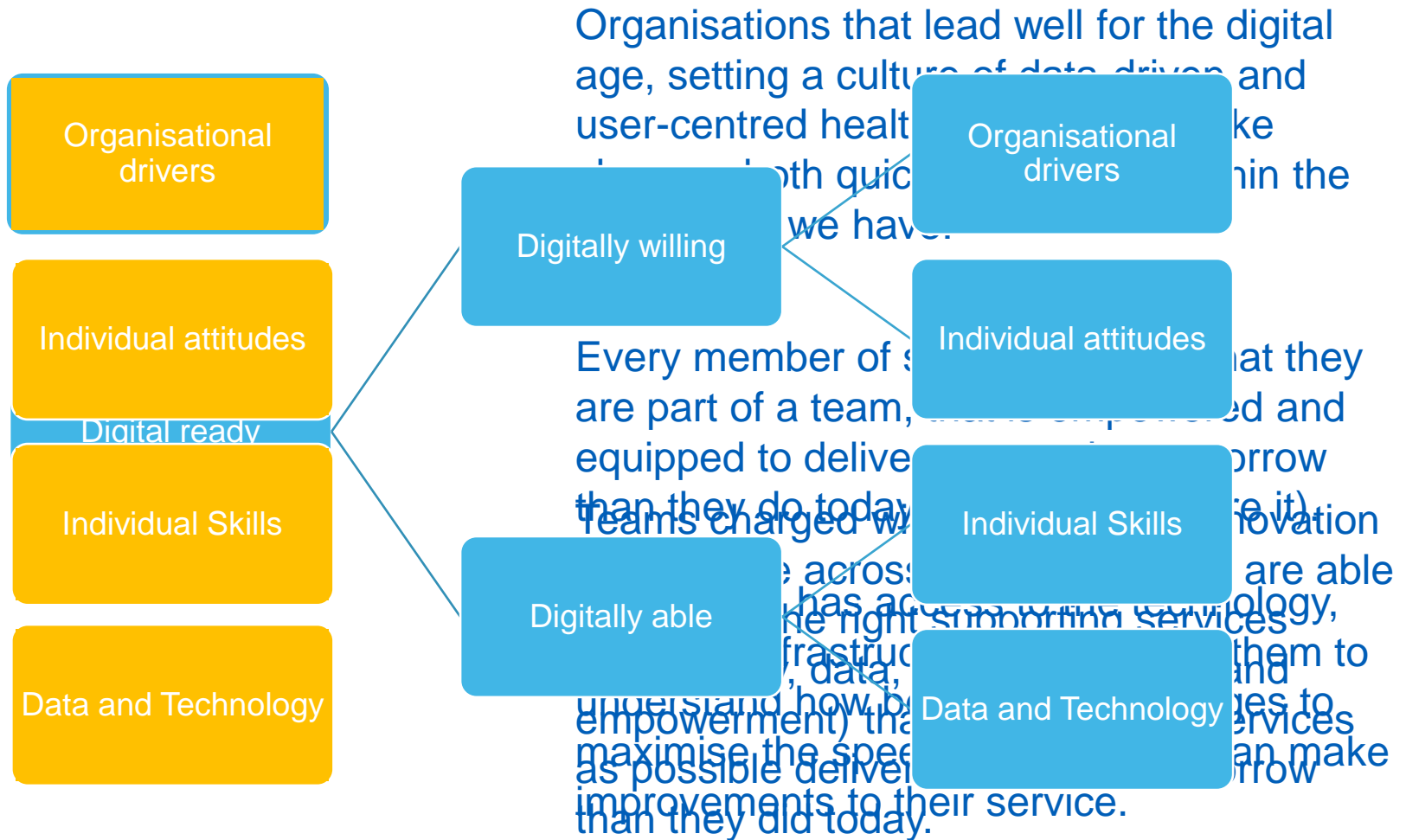
48% need basic training before they are ready to innovate safely

15% may be unable to even engage with digital learning platforms

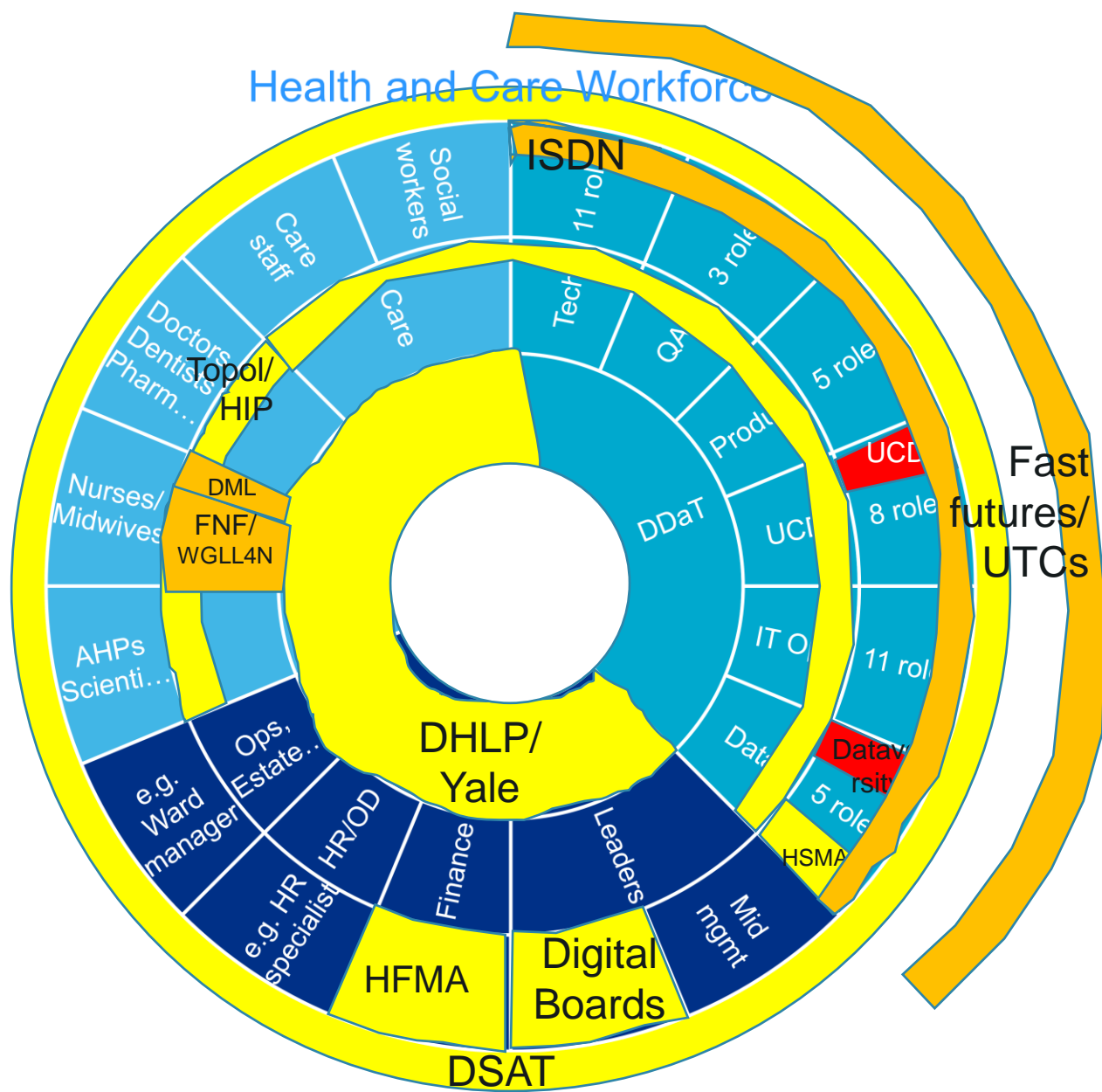
# Summary of the Evidence (for me)

- ‘Digital’ is increasingly a part of how we deliver more value, but it is not in itself sufficient
- Currently there is a tremendous amount of waste in delivering digital initiatives
- ‘Failing fast’ and doing the right things in the right way are part of the solution, and have limitations of DDaT capability and capacity
- Much (most?) of the solution is in the ‘power of open’ – democratising Digital
- This is a multi-factorial issue, with change required at all levels
- Whatever happens...we need to be data-driven and measure value (better).

# How do we add more value?



# Health and Care Workforce



# Thank you for...

- Providing context
- Making skills development real
- Championing digital capabilities
- Helping one another
- Staying grounded



# Thank you!

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