Enabling Kind Care

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Content

- **Changing Expectations**
- **Our Response**
- **Early Outcomes**

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Expectations are changing

- **Service users**
  - More digital natives
  - Used to modern services that just work

- **Workforce**
  - ~~Work-life balance~~ life balance
  - Flexibility
  - More focus on purpose
  - Shorter attention spans
  - Expect tech to just work

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Business approach must change

- **Human Centred Design**
  - Understand the problem (User needs / Journeys)
  - Design solutions with not for users
  - Multi-disciplinary Products and Services teams
  - Create something quickly to test and get feedback
  - Iterate
  - Success is the user experience (Net Promoter Scores)

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So, what about IT?

A traditional “Contain and Constrain” IT strategy and way of working can’t support these needs and expectations

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IT becomes DDaT

- A Digital, Data and Technology team is partner of the business.
- DDaT people embed into numerous product and service teams
- DDaT success is also focussed on outcomes and benefits delivery. (NPS)

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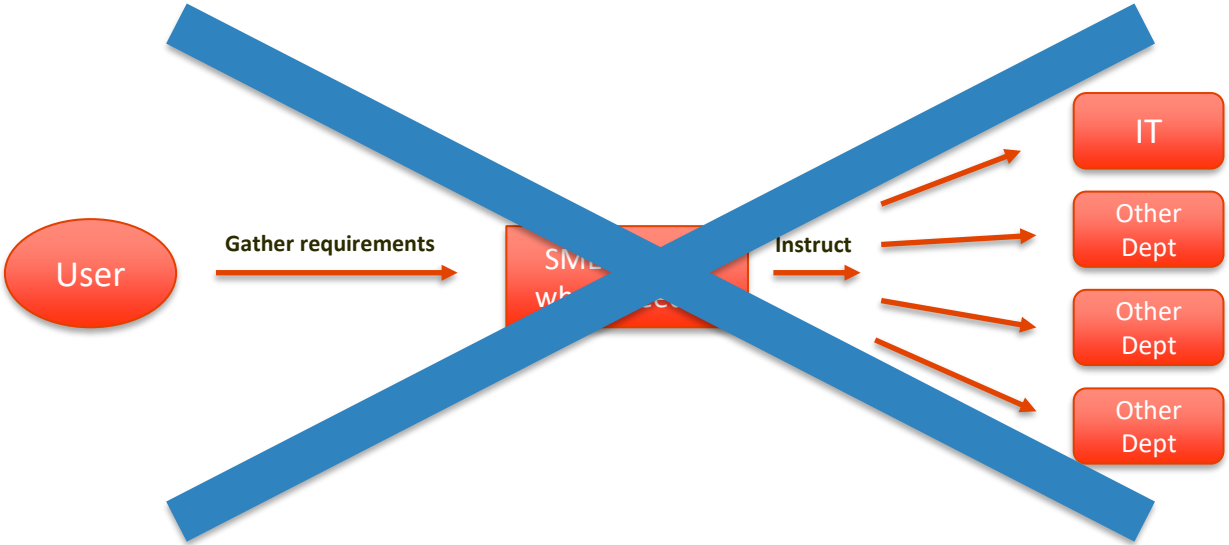
Designing for



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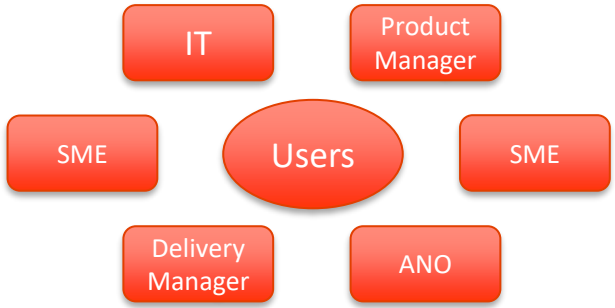
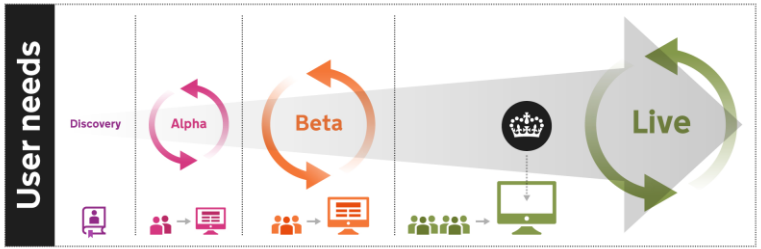
Designing with



Multi-disciplinary Product / Service Team



Iterative developmental delivery

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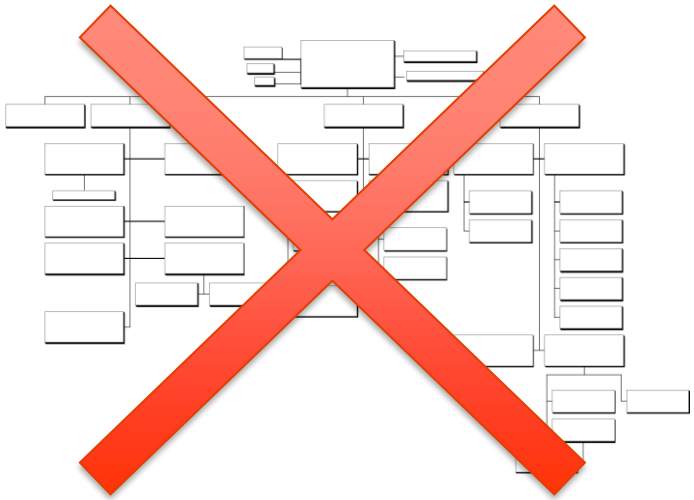
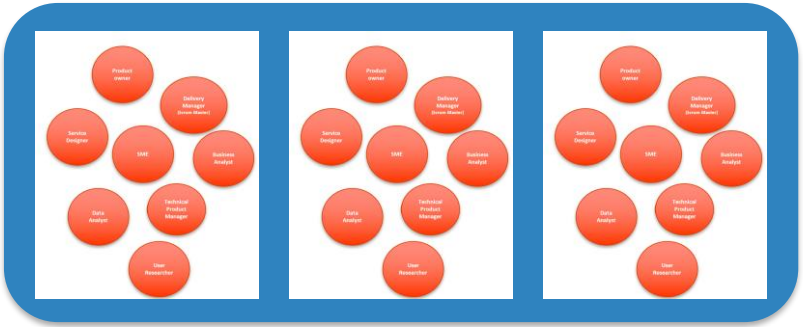
Organisational Change

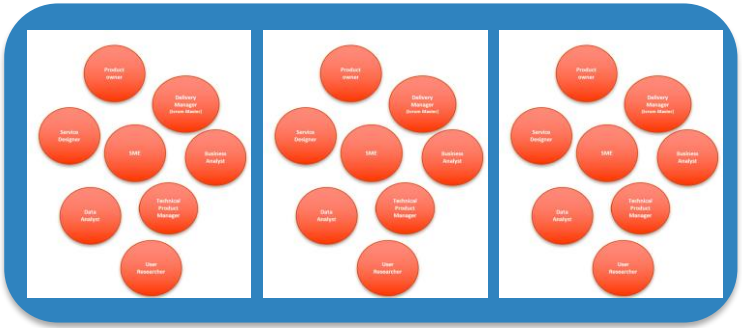


Colleague Journey



Relative Journey

Resident Journey



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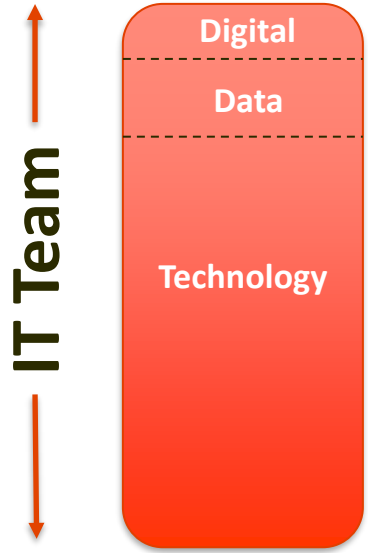
DDaT: Greater than the sum of its parts

- **Digital:**
  - Human Centred Design
  - The technology we need to deliver the user needs and user experiences
- **Data:**
  - The data we need or will create
  - Capture, storage, management, sharing and use
- **Technology:**
  - Infrastructure, Security and Systems architecture which enable the digital and data workflows and value chains
- **Service Management:**
  - System access, availability and support
  - 3rd Party supplier management
  - Feedback and satisfaction measurement (NPS)

DDaT is embedded in a traditional IT team



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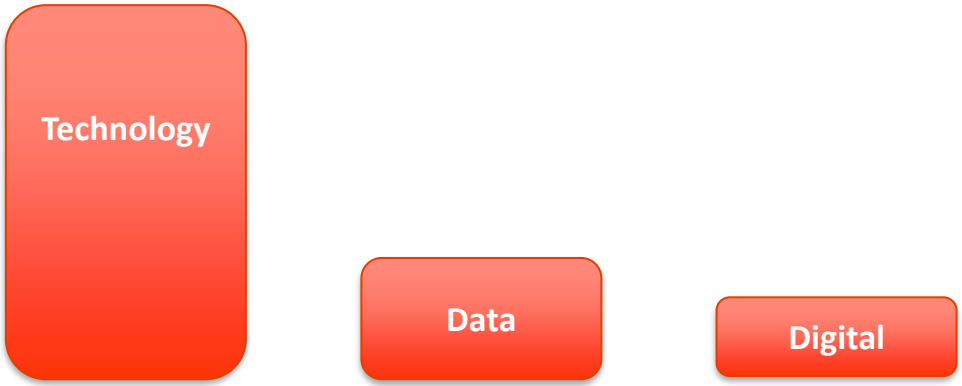
But Technology is the lead



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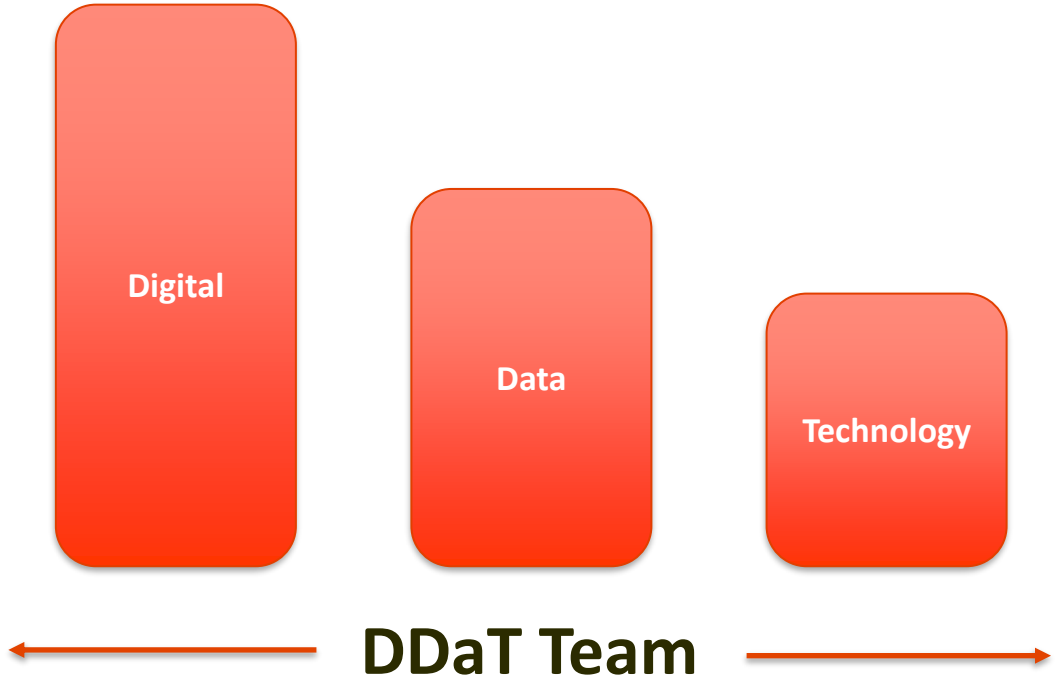
DDaT focusses on user needs and experience



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Business alignment

- **Purpose alignment**
  - Help enable our **Colleagues** to do their **Best Work**
  - Help our **Residents** to live their **Best Lives**
- **(new) Roles & Governance alignment**
  - Technical Product / Delivery Managers
  - User Researchers
  - Service Designers
  - Design forum
  - Multidisciplinary (Product & Service) Teams
- **Embedding our DDaT people in the (new) Product & Service Teams**
  - Not an add on, part of their role

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IT “input” metrics become DDaT “outcome” benefits

- **Upgrade Home infrastructure (SDWAN, WiFi & Telephony)**
  - Enable Digital Care
- **Roll out MS365 Modern Workplace**
  - Enabling modern collaborative, flexible ways of working
- **Create a Data Warehouse and roll out Power BI**
  - Enable us to become Insight Led

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Enabling Kind Care

- **Enable Digital Care**
- **Enable modern, collaborative, flexible ways of working**
- **Enable us to be Insight Led**

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Early Outcomes

- Reduced staff turn over
- Reduced agency
- Stronger, more stable, happier teams
- Increased time to care
- Higher quality
- Happier Residents
- Happier Relatives and loved ones

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Summary

- **Service users & workforce needs / expectations are changing**

- **Business approach must change**
  - IT becomes DDaT
  - Human Centred Design
  - Multi-disciplinary, Product and Service Teams
  - Modern, Collaborative, Flexible Working

- **Priorities also align in response**
  - Purpose led
  - Business aligned
  - Outcome driven

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HC one The kind care company

Thank You