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Oxford University Hospitals: Optimising Digital to Maximise Care

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Taking Technology Infrastructure to a New Strategic Level to Free Up Clinical Time

Oxford University Hospitals (OUH) wanted to make use of the best technology possible to free up clinicians and hospital staff to spend more time with patients and make the most of limited resources. A transformative platform-as-a-service, ServiceNow solution helped the trust to achieve this goal, with efficient, self-serve IT support and a 360-degree view of critical transformation projects.

With Telefonica Tech's expertise, and the efficiency of the ServiceNow platform OUH is making the best use of technology to help over 12,00 hospital staff devote more time to patient care.
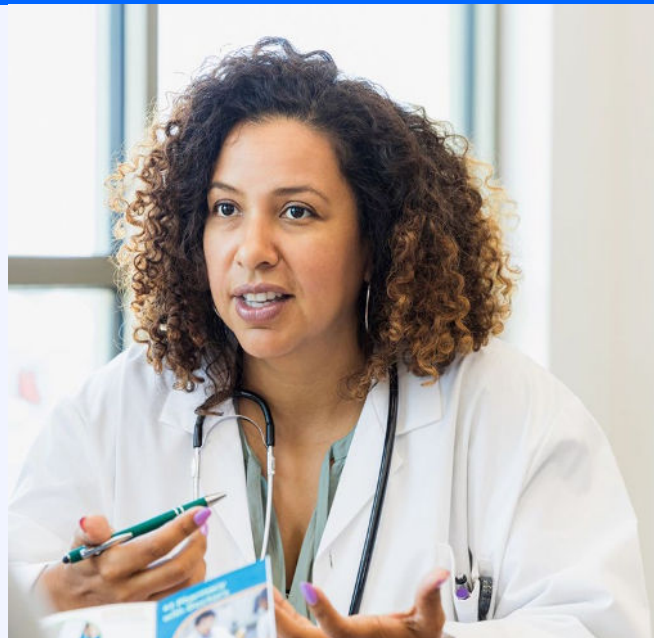
87%

of the 11,000 tickets logged in the first 3 months for technical support were resolved via self-service

360°

view of critical projects provides a detailed analysis of the budget, time, and impact of projects within the hospital.

THE CHALLENGE – MAXIMISING LIMITED RESOURCES

This project sought to improve productivity and time spent with patients at the bedside as well as gain a single view of projects that could help to reduce overall spending and improve speed and efficiencies.

This is a crucial next step in OUH's transformation journey, building on previous initiatives delivered by Telefónica Tech such as the secure data centre and SD-WAN network, designed to keep patient and clinical data secure.

Telefónica Tech has helped us to get around a lack of resources and time within our teams, because we haven't got infinite resources. They have come in, and they've given us extra capability, and capacity to move projects along faster and give a better outcome quicker.

Matt Harris, Digital Services Director, OUH

THE SOLUTION – STREAMLINED IT SERVICE AND PROJECT MANAGEMENT

Telefónica Tech's experts conducted 18 requirement workshops to carefully align people, processes, and technology for the Platform-as-a-Service (PaaS) model. They migrated data from existing systems, integrated ServiceNow into the hospital's systems, and set up dashboards and reports to support service delivery/operations and resource management.

To help the internal IT team understand ServiceNow and best practices, Telefónica Tech reviewed and suggested changes to the way OUH worked internally. Finally, they created a train-the-trainer programme consisting of champions and recording training sessions attended by 20-30 people each.

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THE RESULTS – FREEING UP TIME FOR PATIENT CARE

According to Matt Harris, Director of Digital Services at OUH, **staff can access support quickly and easily, and spend more time devoted to patient care.** Since implementing a self-service portal integrated with Microsoft Teams, the University Hospital has seen 87% of IT support requests resolved via self-service. This has reduced the need for technical support, shortening the resolution time, and leading to cost savings.

Additionally, **Strategic Portfolio Management allows the hospital to monitor live projects via a single dashboard and analyse the effects of budget and time**.

Matt Harris added, "In meetings, you didn't really see the difference between our own staff and the Telefónica Tech staff. This led to an amazing end product, delivered within timescales, within budget, with the benefits to the Trust now being much better visibility of what we're doing."

It's really easy for me to say that I could recommend Telefónica Tech to other people, companies, friends, and people I've worked with across different industries. They've come to the table to help us to deliver more, faster, better, efficiently across the Trust.

Matt Harris, Digital Services Director, OUH

THE OUTCOMES

- 87% of the 11,000 tickets logged in the first 3 months for technical support were resolved via self-service.
- 360-degree view of projects.

SOLUTION OVERVIEW

PaaS, ServiceNow
- ITSM/Project Management

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