

Oscar Krane

WE ARE ENGAGEMENT

EVENT PROGRAMME

Wednesday 23rd & Thursday 24th November



EXCELLENCE IN HEALTHCARE



Never in recent memory has the world been affected by one incident as much as the COVID-19 pandemic. It has caused the planet to grind to a halt almost overnight and has put untold pressure onto the NHS like never before. Whilst most organisations have been able to allow their staff to work from home across the board the NHS has still had to have people physically in the Trust to deliver frontline care to those in need. However, most back office staff have been working remotely to ensure that the risk of transmission is as low as possible with their workload going through the roof. Pressure has been put on everyone from the Chief Executive through to the front line clinicians

Digital Transformation, something which almost every Healthcare organisation has wanted to undertake, has typically had a delivery timeframe of years but COVID-19 has seen this cut, in many occasions to a matter of weeks. In addition, alongside this we have seen process which were originally put in place to protect patients removed for the very same reason. So why and how have timeframes for delivery been slashed and potential blockers been removed? How do we ensure that we do not slip back to the old ways of working but also ensure that we do check back and make sure the new digital transformation agenda is built upon solid foundations?

Topics to be discussed include:

- AI / BI • Cyber Security • Embracing Digital • Population Health • Remote monitoring
- Records Management • Integrated Care Systems • Performance Management • Adapting to cyber security challenges • Organisational development and change • Navigating the demand for digital services • Delivering impactful health-value outcomes • Using data and analytics to drive improvement • Supporting the transformation of Healthcare provision



Staverton Park Hotel
Daventry Road
Daventry
NN11 6JT

WEDNESDAY 23RD NOVEMBER

15:00 – 18:00 HOTEL CHECK-IN AND FREE TIME

18:45 – 19:30 REGISTRATION AND DRINKS RECEPTION

19:30 – 22:00 NETWORKING DINNER

THURSDAY 24TH NOVEMBER

07:45 – 08:20 REGISTRATION, TEA, COFFEE & PASTRIES

08:20 – 08:30 CHAIR'S WELCOME AND OPENING REMARKS

08:30 – 09:00 TARGET ARCHITECTURE FOR HEALTH AND CARE IN NHS ENGLAND



Areas to be discussed include:

- Supporting ICS/ ICB in building the right things.
- Ensuring patient data flows where it needs to.
- Driving more agility and innovation by spending less time plumbing and more time generating value.

David Turner, *Chief Technology Officer*



09:00 – 09:30 A HYBRID WORLD. WHAT THIS MEANS FOR THE NHS



This presentation will reflect the changing role of telehealth and digital access to health and health services in a post-pandemic world. It will look to the idea of the 'informed public' and the growing need for multi-agency and partner collaboration.

Jim Miller, *Chief Executive*



09:30 – 09:55 USER-CENTERED DESIGN AND ITS INFLUENCE ON DIGITAL TRANSFORMATION



As the NHS work towards a digital first future, engaging the workforce is crucial to achieving sustainable digital transformation through the use of data. The session will explore the following factors to implementing digital change to improve patient care and safety.

- User engagement
- User experience
- Leadership
- Change management
- Benefits

Makeba Nash, *Chief Nursing Informatics Officer*



10:00 – 10:30

OPTION 1

ACHIEVE HIGHER QUALITY PATIENT CARE AND IMPROVE STAFF SATISFACTION



David Cole, who has recently joined Vocera from Belfast's South Eastern Health and Social Care Trust, talks about the NHS Trust's journey to achieving higher quality patient care and improving staff satisfaction.

Vocera Communications technology is aligned to key hospital processes, including patient flow, theatre throughput, junior doctor management, discharge coordination, critical alerts, major incidents and stroke lysis.

Staff use a handsfree Vocera badge or the Vocera app to communicate by name, role, or group using a simple voice command and the Trust has now spread and embedded Vocera Communications across three acute sites. The Trust has also integrated the bed-exit and nurse-call systems to ensure that patient needs are addressed as quickly as possible, whilst reducing the distractions of endless alerts and alarms across the ward.

Dave Cole, Customer Success Manager



10:00 – 10:30

OPTION 2

MODERNISING DIGITAL IDENTITY SERVICES



Most security leaders are evolving their security strategy beyond the traditional network model, which assumed anyone within the network perimeter was trusted, while anyone outside that perimeter was untrusted.



With resources moving to the cloud and a workforce that needs secure access from any network or device, it's identity that becomes the new control plane to manage secure access across users, devices, and networks. We will explore providing a single control plane to manage risk-based access for everyone and to everything they need access to, with "Everyone" – your employees, partners, contractors, machines and "Everything" – all of the apps, servers, APIs, networks – cloud or on-prem.

Grace Dolby, Technical Champion & Head of Support
Charlotte Evans, Healthcare Account Executive



10:00 – 10:30

OPTION 3

DON'T FORGET ABOUT YOUR HISTORICAL PATIENT DATA!



The NHS is continuing to drive its agenda for frontline digitisation, diagnostic modernisation, and infrastructure improvements. With aspirations to digitise and join up health and care records; improve the accuracy and speed of diagnoses; and to invest in infrastructure to improve service delivery; the need to share data is at the heart of these programmes.



The challenge for many is that as new technologies are introduced, such as new EPRs or diagnostic applications; what happens to the legacy, replaced or duplicate systems? And, more importantly, what becomes of their data?

In this session, the BridgeHead team will discuss how these initiatives are creating a stream of legacy systems while offering some advice and guidance as to how you can make your historical patient data part of your longitudinal patient record, accessible at the point of need. They will finish by exploring a project with University Hospitals of Derby and Burton NHS Foundation Trust who are embarking on an application retirement programme.

Andrew Clark, *Business Development Manager*

Angela Single, *Senior Director – New Business Development & Partners EMEA*



10:30 – 11:30

TEA, COFFEE & NETWORKING MEETINGS

11:30 – 12:00

HOW DO WE ENABLE RAPID DIGITAL TRANSFORMATION – WHEN WE HAVE PEOPLE'S LIVES IN OUR HANDS?



I've spent 20 years in the NHS working in improvement and innovation. I came to the North West Ambulance Service 3 years ago as the CIO with one mission – to get close to the digital teams and figure out how digital can help us solve our intractable challenges and how we make digital an enabler to rapid change.

I wanted to get close to the things that slow us down – information governance, the lack of funding and people, the different cultures that resist change, the challenges with collaboration, the governance that can seem to strap us down. I was convinced that a coming together of improvement and digital could help us achieve the leaps and innovations that we see transform other industries.

In this presentation I'll talk about how at the North West Ambulance service we have rapidly improved our digital maturity and 'levelled up' whilst at the same time enabling digital innovation.

Abigail Harrison, *Chief Information Officer*



12:00 – 12:25

(RE)USING THE RIGHT TOOLS FOR THE JOB: HOW WE CAN REDUCE WASTE, IMPROVE QUALITY AND REALISE THE POTENTIAL OF TECHNOLOGY IN HEALTH AND CARE



In the NHS Digital Platforms directorate, we make it easier for people to build health and care products through the use of existing common tools and services. Inspired by the *What Good Looks Like* framework, we wanted to define ‘what good looks like for a technical capability’. Our approach to encourage the reuse of common tools is through the inclusion of technical guidance in the NHS service standard. By improving information, incentives and support for both users and service providers we are bridging the gap between those who could use common tools and services, and those who provide them

We will explore how this approach has been used to deliver a better experience to both system suppliers and health and care organisations across a range of NHS Digital products;

- NHS Login
- Personal Demographics Service
- Spine Futures
- API Management

Nick Hopkinson, *Associate Director – Strategy & Engagement*
Shan Rahulan, *Director of Platforms – Core Services*



12:30 – 13:00

OPTION 1 DON'T LET RANSOMWARE RUIN YOUR DAY – OR WEEK, OR MONTH, OR YEAR!



Organisations have spent many years building resilience to mitigate against the threat of traditional physical and logical failures within the IT Infrastructure. Ransomware presents a number of different challenges and therefore requires a new approach to protection and recovery. In this session, we will look at some of the key areas to consider when looking at the challenge of ransomware and how to improve your ransomware resilience.

Tony Walsh, *Strategic Account Executive*



12:30 – 13:00

OPTION 2

PATIENT SAFETY & CLINICAL RISK – CYBER SECURITY



Clinical risk is the risk and severity of a patient or patients that may have adverse consequences due to a medical endpoint being functionally compromised or negatively impacted based on its associated vulnerabilities. Together The AbedGraham Group and Medigate are leading providers of healthcare cybersecurity technologies to address clinical risk within the NHS.



Medigate provides healthcare-dedicated medical device security, asset management, and operational analytics solutions. We capture, enrich, and orchestrate clinical device data via integrated solutions that break traditional IT, Technology Management and Supply Chain operational silos, drive convergence, and harden hospital security infrastructures.

The AbedGraham Group [CCOM²] is a unique Clinical Risk Analytics Engine developed by clinicians which ingests data from Medigate and creates powerful benefits for healthcare leaders. CCOM² qualifies which endpoints and vulnerabilities present the most severe risks to patient care and clinical services, prioritises remediation and incident response activities based on the patient safety impact.



Ian Chapman, *Senior Vice President, Business Development*
Keith Christie-Smith, *Sales Director – Government, Healthcare & Defence*



12:30 – 13:00

OPTION 3

SMART TECHNOLOGY FOR HEALTHCARE ORGANISATIONS: GIVING EMPLOYEES THE FREEDOM TO FOCUS, WHIST IMPROVING COMMUNICATION, CARE AND COLLABORATION WITH PATIENTS AND PARTNERS



IT leaders face a range of evolving security risks, but external threats aren't the only problem. Data loss through employee email errors is almost as big a concern as malware and phishing.

Employees are more stressed, less able to focus and at even greater risk of causing data leaks. While almost every employee wants to be free to focus on their core role, distractions like bureaucracy and time-consuming security processes are barriers to true focus. Current security methods are not fit for purpose.



Whether your healthcare organisation currently uses NHS Mail, or they're looking to offboard to have it's own email tenancy or you're finding that employees avoid using current security processes, join Amir Khan, Zivver's Healthcare Industry Specialist and Barry Moulton, Director at BJM IG Privacy, to gain insights into how smart technology can embed into everyday workflows to empower effective working with minimal disruption.

Amir Khan, *Healthcare Industry Specialist*
Barry Moulton, *Director at BJM IG Privacy Ltd*



13:00 – 13:45

LUNCH

13:45 – 14:15

TEA, COFFEE & NETWORKING MEETINGS

14:15 – 14:45

DELIVERING STRATEGIC CHANGE IN DATA SECURITY AND DATA PRIVACY



The landscape of data security and data privacy is continually evolving to meet the demands of healthcare and wider industry. The NHS relies on systems and services to be built and delivered with these principles at the forefront as well as confidential and sensitive information being shared safely and securely to save and improve lives.

In this session, Rosie will discuss why ‘Secure and Privacy by Design’ principles are becoming increasingly paramount for the delivery of patient care, and how NHS Blood and Transplant is delivering a strategic change programme across these remits, to deliver a customer centric function and support the enablement of business objectives.

Rosie Underwood, *Head of Data Security, Privacy, and Records Management*



Blood and Transplant

14:45 – 15:10

ADAPTING TO CYBER SECURITY THREATS



During this presentation Gary will talk about the complexities faced when it comes to Cyber Security Threats from the view point of an organisation which has a large proportion of its workforce working remotely. This creates a different set of issues when it comes to preventing a cyber attack compared with other NHS Trusts.

Gary Colman, *Head of IT Audit and Assurance Services*



**West Midlands
Ambulance Service**
University NHS Foundation Trust

15:15 – 15:45

OPTION 1 ANATOMY OF A RANSOMWARE ATTACK



It's hard to believe Ransomware is decades old. However, in the last 5+ years, its notoriety has really grown. It has gone through nearly as many evolutions both in capabilities & the degree of organisational structures behind it. With so much evolution and change in ransomware attacks, how well do we understand our attackers' tactics, techniques and procedures and are existing prevention, detection & response strategies and capabilities still fit for purpose or do we need to evolve our thinking?

Joshua Faulkner, *Sales Engineer*



15:15 – 15:45

OPTION 2 USING TECHNOLOGY TO PROTECT PATIENTS AND GETTING MEASURABLE ROI



Cyber Technology is key in healthcare with the need to detect in real time and to enable timely, relevant and actionable insights. Previous investments have become shelfware and it has increased the demand on time and resources, which could directly impact patient safety if vulnerabilities are not detected.



Tyrone Isitt (C-STEM) and James Jones (Armis) will be discussing the importance of operationalising Cyber Technology for Healthcare by utilising the Armis Platform. Armis in Healthcare is the industry's most comprehensive asset intelligence platform. Get 100% visibility and maximise security across all managed or unmanaged medical devices, clinical assets, and the entire healthcare device ecosystem with zero disruption to patient care.

Tyrone Isitt, *Sales Manager*
James Jones, *Healthcare Account Executive*



15:45 – 16:30

TEA, COFFEE & NETWORKING MEETINGS

16:30 – 17:00

CYBERSECURITY – PREPARING FOR THE INEVITABLE?



Ally will cover the following topics:

- Basics around the importance of cybersecurity
- An understanding of is it inevitable?
- What would actually happen?
- How we are tackling this in NHS Tayside
- The role of the Executive
- How practical is security in Healthcare and how do we keep up with this?



Ally Gentles, Head of Digital Infrastructure

17:00 – 17:30

CAN INNOVATION SUPPORT THE NHS'S PUSH TO REACH NET ZERO?



Delivery of healthcare has a negative impact on the environment with the NHS in England contributing around 4% of the country's annual carbon emissions – similar to that of Heathrow airport. The NHS has become the first healthcare system to set Net Zero targets – and they are stretching ones too; the NHS aims to reach Net Zero by 2040. We can't meet these aims by continuing to do the same things we are doing now so we need to be innovative and think differently. How can innovative products, technologies and ways of working help us make a difference? And how can we identify the most promising innovations and get widescale uptake into the NHS? The 15 Academic Health Science Networks in England are looking at these questions and how we might support this vital aim.



Kathy Scott, Director of Operations and Deputy CEO

17:30 – 17:40

CHAIR'S CLOSING REMARKS AND EVENT FINISH
