Equity, access, and service design: Video collaboration to deliver patient care, anytime, anywhere

Video conferencing in healthcare has become more prevalent than ever in 2020. But for Visionable this is just the beginning of what video-based collaboration can achieve.

Visionable is:

- Helping to deliver equitable access to services for patients.

- Enabling health and care organisations to redesign services, pathways, and workflow.

- Connecting healthcare professionals and bringing them to the patient.

- Supporting entirely new ways of delivering, coordinating and structuring multi-disciplinary teams.

- Bringing together crucial patient information and imaging to support virtual consultations and meetings.

- Making NHS sustainability ambitions realistic, whilst obtaining time efficiencies.

- Doing all this in close partnership with health and care services and the people who rely on its technology – professionals and patients.

Technology to connect the NHS and patients in a new world

In 2020 gradual progress in digital adoption suddenly transitioned to rapid acceleration within health and care. The arrival of Covid-19, one of the greatest challenges to face healthcare and society in living memory, has forced people to find new ways to connect.

This means having the ability to remotely connect patients with those providing services, and to connect clinical professionals across geographies.

Video conferencing has taken off hugely in response to new demands. Visionable has seen this change first-hand. From February to March we saw a 1,600% increase in the hours our video collaboration platform is used across NHS trusts. We onboarded more than 16,000 NHS staff in four weeks. And we have enabled many thousands of hours of additional virtual patient consultations through technology built specifically for the needs of healthcare professionals and patients in the UK.

Coronavirus has acted as a catalyst for change and has led to years' worth of technology adoption in a matter of weeks. But health and care organisations should be careful to make the right technology choices in this rapid channel shift, decisions that will allow them to design services fit for all patients, now and in the future.


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Making sure technology is ready for the now and for the future

As healthcare organisations move fast, they also need to think strategically about technology. Technology must match immediate needs, but also be able to support wider transformation objectives, and importantly enhance equity and access for patients.

That's what Visionable is about. Our technology was not built for one-to-one video calling or the delivery of a service over a third-party link. It is much more than that and provides a means to bring services together around the patient, making services easier to access, and transforming how multi-disciplinary teams can function.

In essence, Visionable is a video collaboration platform that helps clinical teams deliver patient care, anytime, anywhere.

Our platform supports multi-disciplinary team meetings by enabling multiple users to share screens and live audio-visual feeds, and it enables virtual clinics by helping clinicians to hold timed, structured appointments with patients.

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Why Visionable

Our values are based around people – ultimately our goal is to make healthcare equitable and accessible to every person around the world.

- Designed with and for the NHS – for professionals and patients

- Proven to improve access and equity to services and used by more than 100 NHS organisations

- Easy to deploy, easy to use for all users

- Long term sustainable partner – affordable now and in the future and supporting service design across the whole health ecosystem

- Much more than a video conferencing solution – facilitating new ways of delivering MDTs and virtual clinics

- Enable structured meetings that can be attended by an unlimited number of clinical participants, using the device of their choice

- Users can share audio and visual feeds from patients and high-quality diagnostic imaging

- An end to end service, with technology owned by Visionable

- 24/7 rapid, informed, local support in the UK

- Helping the NHS to reduce carbon emissions and unnecessary travel

- Secure, safe, compliant

We put clinicians at the centre of what we do. We recognise the pressure you are under and we want to help alleviate some of that, so we're constantly innovating and building tools that can help you to work more efficiently and effectively.

How Visionable is being used today

More than 100 NHS organisations rely on Visionable today. Our video collaboration platform was built specifically for the needs of clinicians and patients. The following are some of the core ways the technology is being utilised to bring clinicians together and closer to the patient.

Modernising MDTs

The Visionable platform allows clinicians to set up structured meetings that can be attended by an unlimited number of participants, using the device of their choice.

All the participants can be visible on screen at the same time and can share content ranging from PowerPoint presentations, to live audio and visual feeds from patients, to high-quality diagnostic imaging.

This technology is already allowing NHS organisations to redesign MDT meetings. It means that healthcare professionals do not need to be in the same location to take part, that they have all the information they need, and structuring means clinicians can participate in the parts of the meeting pertinent to them.

Visionable is already enabling complex MDT meetings for the East of England Stroke Network, North West London Cancer Network, and Torbay and South Devon NHS Foundation Trust to name a few examples. It is also used by many more trusts to enable clinicians to call in specialist expertise when they need it. And it is helping trusts to dramatically reduce their carbon footprint.

The Visionable solution is simple to set-up, secure, and can be accessed from anywhere with connectivity. It is also sustainable. Trusts that buy MDT licences can be confident about the cost of maintaining remote working in the future, creating opportunities for long term service redesign.

Virtual Consultations

Visionable's Virtual Consultation Platform allows clinicians to consult with patients and create structured, timed appointments that are sent to patients by email or text.

It is designed to be extremely easy for patients to use. Patients simply click on the link to join; there is no need for them to register and they do not gain access to a clinician's video calling handle or email address. Once the consultation is finished, no patient information is retained.

The Virtual Consultation Platform can be deployed rapidly and is helping to move routine diagnostic and outpatient activity to digital first, as well as supporting digital triage and video consultations in GP, primary and community services.
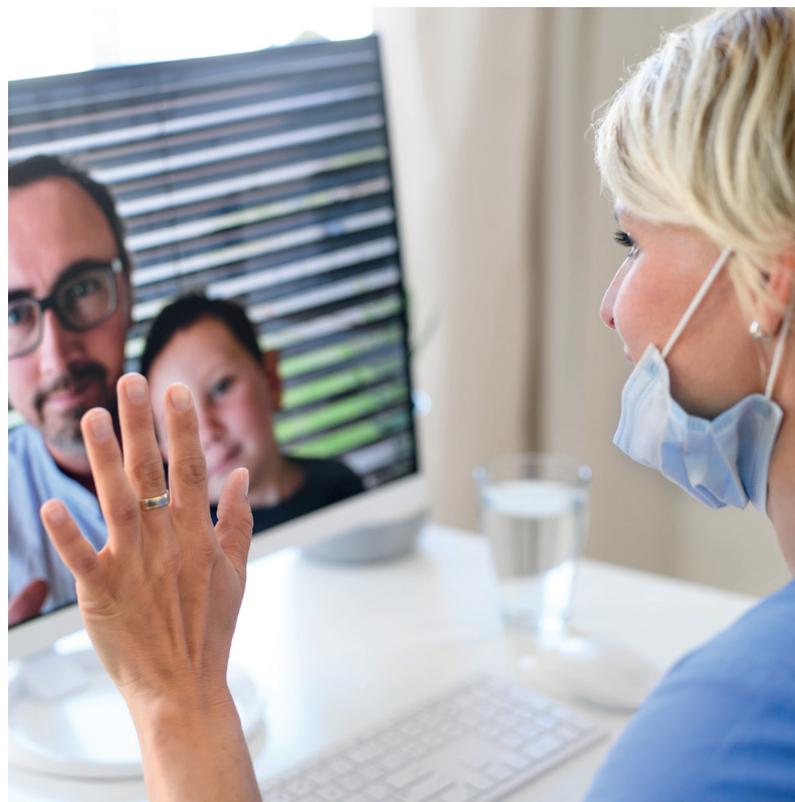
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Unique technology

- **One platform for all your needs** – From doctor-patient consultations, to multidisciplinary team meetings, and end-of-life connections, Visionable can do it all.

- **Share feeds from other clinical and technical devices** – you can transmit real-time data, and share pathology reports like X-rays, CT scans and microscopic readings, with high-quality imaging.

- **Display an unlimited number of screens simultaneously** – Make your clinical meetings as productive as possible by sharing as many patient records, scans, and pathology images as you like, at the same time.

- **Utilise multiple camera feeds** – Enhance your meetings by viewing different angles when there are groups in larger spaces, and include clinical and technical specialised device inputs.

- **Unlimited participants** – There's no limit on how many people can join the meeting and you can easily view all participants on one screen.

- **Reliable and secure** – We run secure, individual NHS Digital approved servers that are based in England & Wales. That means outages are limited to the single server that is affected and would not impact nationally.

- **Compatible with various devices and web browsers** – You can use Visionable on a smartphone, laptop, tablet, or even on older computer hardware that is used in some NHS trusts. You can also use it on any up-to date web browser and don't need to download any additional plug-ins for any of the features, like screensharing.

- **Ability to record your meetings** – You may not have time to make note of every conversation and meeting, so save your interactions for future reference or to share with your colleagues for further collaboration.

- **Integrated SMS function** – Communicate quickly and easily with your patients and colleagues. Nothing complicated, just a few simple clicks.

We are your trusted partner. We are always willing to go the extra mile and you can be guaranteed that we will do everything possible to tackle any problems or challenges that you face.
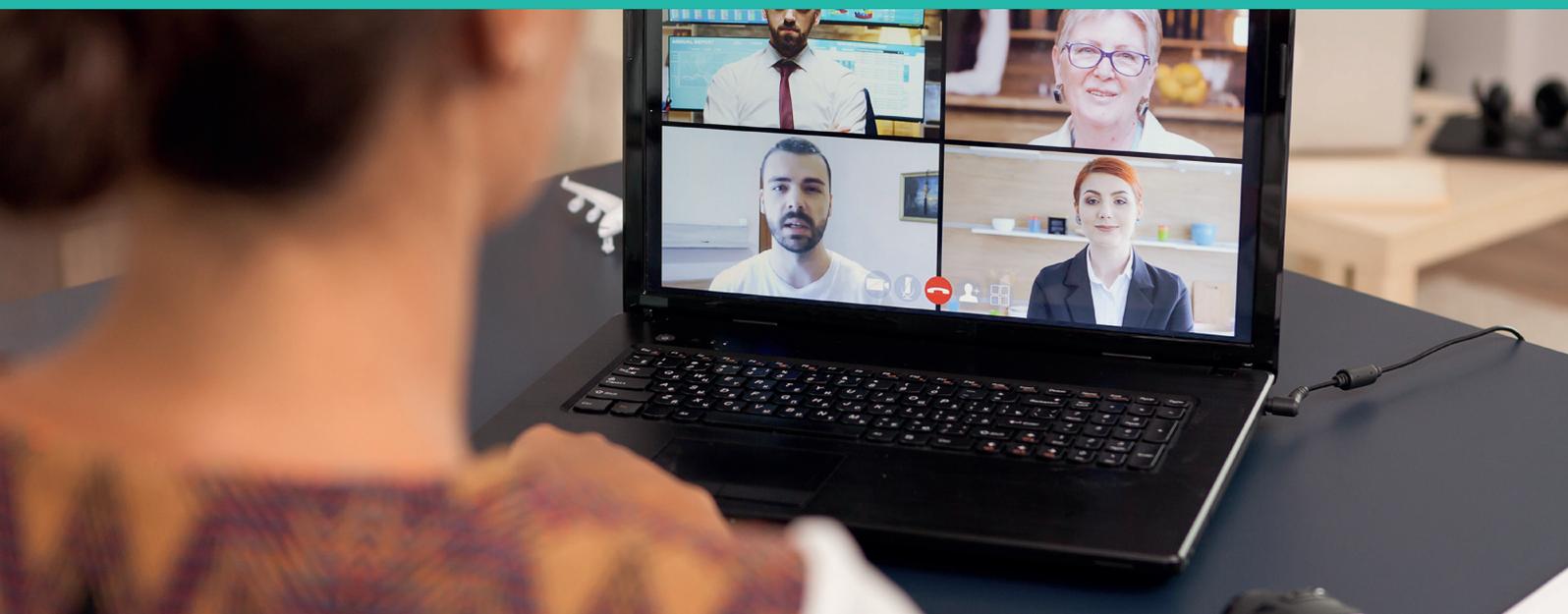
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Our approach – a partner for the long term

Our work goes far beyond solving the immediate challenges caused by Covid-19. Visionable was founded on the basis of using technology to deliver improved equity and access in healthcare. We believe technology must do both of those things to be of value – reinforcing the founding principles of the NHS.

To achieve that we do far more than deliver video-conferencing IT. We work with our healthcare partners to help them re-design services and configure workflow at ecosystem level.

Whether that's helping them to bring stroke consultants from a regional network of organisations, so they can quickly appear at the patient's bedside remotely in A&E. Or delivering technology fundamental to creating connected ambulances, where a whole range of clinical specialists can be virtually with a patient as well as the responding paramedics.

And once we are live, we are here to support. Visionable is wholly owned in the UK. Our technology experts are ready to respond to the needs of our users quickly and with an understanding of the complexities of the health and care system.
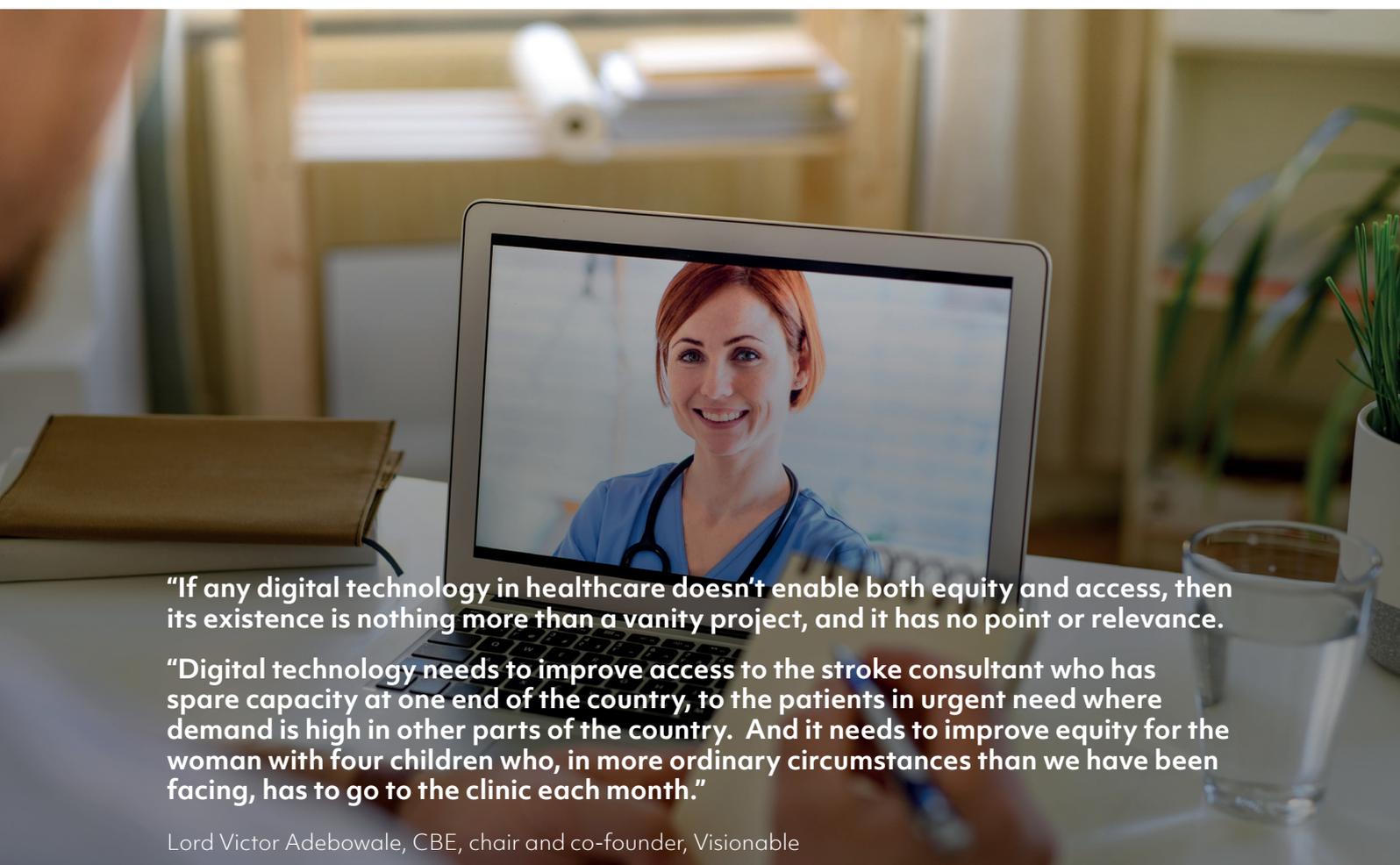
"If any digital technology in healthcare doesn't enable both equity and access, then its existence is nothing more than a vanity project, and it has no point or relevance.

"Digital technology needs to improve access to the stroke consultant who has spare capacity at one end of the country, to the patients in urgent need where demand is high in other parts of the country. And it needs to improve equity for the woman with four children who, in more ordinary circumstances than we have been facing, has to go to the clinic each month."

Lord Victor Adebowale, CBE, chair and co-founder, Visionable

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Who we support

The following are just some examples of Visionable in action across the NHS.

NHS East of England Stroke Telemedicine Stakeholder Partnership

A collaborative partnership amongst the region's hospitals to improve the delivery of stroke thrombolysis for patients presenting acute ischaemic stroke (AIS), the NHS East of England Stroke Telemedicine Partnership looked to Visionable's video collaboration and imaging technology to help to find new ways to connect patients with critical expertise when and where they needed it.

When a suspected stroke patient is admitted to the hospital's emergency department a portable, wireless-enabled "digital stroke cart" is rolled to their bedside, with everything required for an immediate, full virtual consultation with a remote stroke specialist. Visionable makes it possible for the remote stroke specialists to speak directly to the patient, their families and the local stroke teams, so they can carefully evaluate the patient's condition, whilst reviewing brain scans and other clinical imaging in high-quality via an image transfer system. This allows the stroke specialist remote access to scans directly and securely from the hospital's CT scanner. The remote stroke specialist is able to make an initial diagnosis in real-time and the local hospital can then treat the patient immediately.

Torbay & South Devon NHS Foundation Trust

By removing complexity and creating consistent models for working, Torbay & South Devon NHS Foundation has ensured that the right teams can come together quickly and easily, without requiring time-consuming travel for clinicians or their patients.

The team developed an entirely new MDT model, so cross-functional professionals could meet virtually to make decisions, bringing GPs in at necessary moments. This ultimately allowed patients to be treated while at home and well supported, and allowed GPs to spend more of their time treating patients, and less time in meetings. This also eliminated the role of the GP as sole gatekeeper for all decisions, including when a consultant referral was necessary, or an emergency admission should be authorized.

Additionally, connecting all care homes directly to GPs has allowed GPs to conduct consultations that used to require in-person attendance virtually.

North West London Cancer Network

Ten hospitals in the North West London Cancer Network leveraged Visionable's technology to design a new approach for cancer MDTs to allow any clinician to join from anywhere, while allowing participants to simultaneously transmit large amounts of clinical information, including PACS, pathology, cancer information management data and any computer image (for example, PowerPoint presentations) to all locations in the meeting. The system allows a large number of individuals to meet from various locations such as conference or meeting rooms, small offices, desktop and laptop connections. Clinicians can also join from home if the meeting is held out of hours.

Attendance at NWLCN specialist meetings nearly doubled from pre-implementation rates. Improved patient care and better clinical decisions increased due to greater collaboration between teams. Clinicians spent less time spent travelling, subsequently increasing front line clinical time. Visionable has been so effective in improving MDT meetings in North West London, that it is now being implemented across other pathways and in other locations.

> "I see Visionable as a platform that we can scale fast in the face of Covid-19, to help keep clinical staff safe by reducing unnecessary contact between teams and patients.
>
> "In the longer-term, I see it as part of a technology ecosystem that gets clinicians and patients working together, so clinicians can make the right decisions, in the right place, at the right time, while giving patients new tools to manage their own health."
>
> Rachel Dunscombe, chief technology officer, Visionable

From digital breastfeeding clinics to virtual visiting: Keeping our offer responsive to changing needs

Visionable's application in the NHS responds to specific needs faced by health and care professionals and their patients; needs that are changing more quickly than ever. Whether that's creating digital breastfeeding clinics for new mothers who still need help even if they can't leave the house. Whether it's changing how services are delivered in the community. Or whether that's creating new ways of visiting loved ones in hospital.

Patients in ICU are now able to use Visionable to speak to loved ones through devices in the hospital without the need for the call receiver to set up an account and or download software. And this virtual visiting is something that will be a requirement for hospitals for some time to come.

"Visionable has a healthcare collaboration platform that can help in the current crisis, because it is built to support clinician to clinician and clinician to patient consultations. But as we all scramble to support teams, move outpatient clinics online, and re-tool primary care, we also need to think about the future.

"The pivot to digital that we are seeing is not going to turn back; and that will open up many opportunities for service reconfiguration in the future."

Alan Lowe, CEO and founder, Visionable

To learn more about how Visionable can help your team, visit our website at **Visionable.com**, email us at **solutions@visionable.com** or call us on **+44 (0) 20 3332 0074**

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