civica

Transforming the way you work

Unifying your **Health & Care**

Better care, better health, better outcomes

Open

"The scalable Coldharbour product suite from Civica will drive extensive operational benefits and will be fundamental in achieving IT transformation across Voyage Care."

Jayne Davey
Chief Operating Officer, **Voyage Care**

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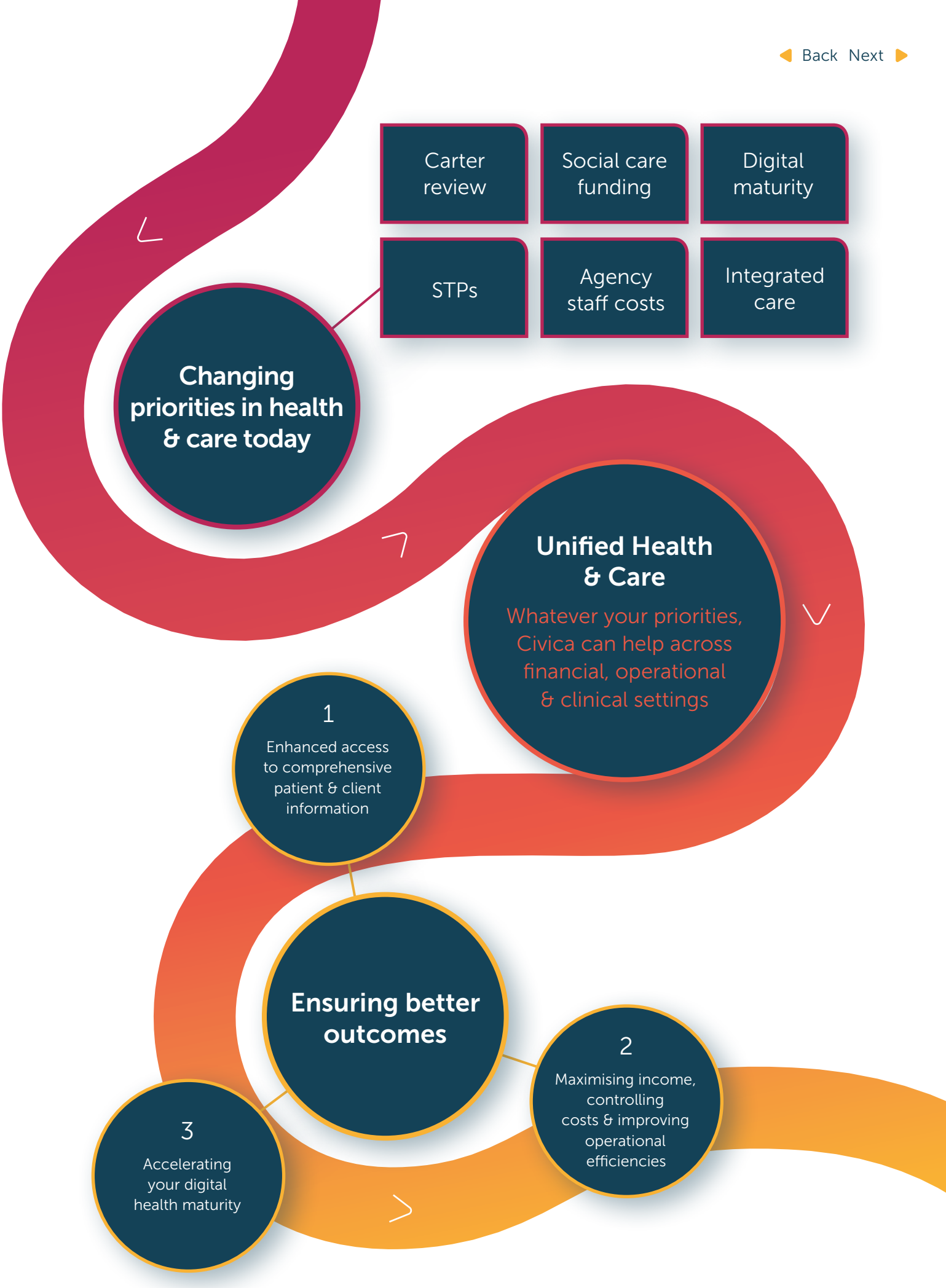
Carter review
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Changing priorities in health & care today
Unified Health & Care
Whatever your priorities, Civica can help across financial, operational & clinical settings
1
Enhanced access to comprehensive patient & client information
Ensuring better outcomes
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Maximising income, controlling costs & improving operational efficiencies
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Accelerating your digital health maturity

Changing priorities in health & care today

In a landscape that's more challenging than ever, health & care providers are under constant pressure. You need to ensure positive outcomes for patients and clients in a climate of severe financial constraints.

While caring for an aging population and facing reduced budgets, you have to maximise income, control costs and increase operational efficiencies by re-defining care pathways and improving the use of resources. Through our long-term relationships with health & care providers, we've seen at first hand the challenges you're dealing with and how digital transformation can help resolve them.

Whatever your priorities, Civica can help

For more than 30 years we've been delivering solutions for health & care, drawing on the experience of our people and collaborating with health & care professionals.

We've developed business-critical software, digital solutions and managed & outsourced services that will enable you to drive improvements across clinical, financial and operational settings. Our focus is on getting the right information to the right individual at the right time, to help front-line services be more responsive, enhance patient and client pathways, increase workforce efficiencies and deliver essential cost savings.

With our help, you'll be able to deliver a comprehensive transformation programme to unify health & care.

Key areas of expertise in health & care

- Digital health agenda
- Paper-lite working
- Workforce management
- ePrescribing & medicines administration
- Clinical information management
- ePR & case management
- Financial information management
- GDPR
- Interoperability & mobile working
- Compliance & risk management.

Civica by numbers

We work with:

6 of the top 10
UK community care providers

8 of the top 10
UK residential care providers

NHS trusts

health & care providers worldwide

of NHS commissioners

Every year our systems process:

£60bn of NHS funds

£3bn of care billing

150m scanned documents & images

Unifying health & care for better clinical, financial and operational outcomes

By applying our knowledge and experience with innovative digital technology and automation capabilities, we'll help you take a unified approach to health & care. Using our technology and services, you'll be able to:

1. Ensure access to comprehensive patient and client information
2. Maximise income, control costs and improve operational efficiencies
3. Accelerate your digital health maturity.

1. Enhanced access to comprehensive patient and client information

Increasing and changing demand for patient and client care puts your front-line personnel under pressure. They need access to information about the people they're caring for at the point of care, to enable assured decisions and positive actions.

Our solutions provide ready access to comprehensive patient or client information to support clinical and care processes, such as prescribing practices all along the care pathway. They make life easier for mobile workers too, by putting all the information they need in the palm of their hand during home visits, or anywhere else they interact with a patient or client.

Upgrading to the latest version of Civica's Paris ePR solution enabled Vancouver Coastal Health to introduce an integrated care plan.

"The vision is to support really seamless care across community, primary, even acute and ambulatory... We want to support continuity of care, including effective discharge planning and decision-making in the acute sector."

Betty Da Silva
Executive Director, **Regional Care Solutions, IMITS, Provincial Health Service Authority**

2. Maximising income, controlling costs and improving operational efficiencies

We offer critical software and digital solutions that will give you a complete view of your organisation's finances, to help you make informed management decisions that support efficient delivery of care services. You'll gain the insight you need to track the financial consequences of every decision and action, control expenditure, balance budgets, process payments efficiently and make assured contract decisions.

And because we understand the financial pressures health & care organisations are under, we offer relevant, flexible commercial models that lower the cost of ownership and help you maximise the return on your investment.

"We know we can rely on the quality costed data from Civica SLAM to comprehensively manage our activity against plan and ensure we stay in complete control of our contract income."

Craig Grieve
Finance System Manager, **Royal Devon and Exeter Foundation Trust**

3. Accelerating your digital maturity

We'll support your digital health agenda with solutions and expertise to help you meet targets for reduced reliance on paper.

Our solutions enable you to deliver a range of transformational efficiencies in your organisation, such as mobile working, improved information sharing among teams and partners, more integrated care plans, and deeper insight from your data.

Using our digital health solutions helps King's College Hospital NHS Foundation Trust make faster decisions and improve patient care, while saving £700,000 over 2 years.

Specialist software and services to support you

- Automation & integration
- Business insight & analytics
- Cloud solutions
- Consultancy
- Data security
- Digital Mail
- Managed applications
- Mobile solutions
- OnDemand resource
- OnDemand clinical coding
- Payments
- Portal access
- Software asset management
- Shared services
- Workforce productivity.

Civica solutions for health & care

Critical software

Digital soutions

Managed & outsourced services

We offer a suite of business-critical software applications designed specifically for health & care service providers, complemented by digital solutions and managed & outsourced services to meet broader needs throughout your organisation.

Business-critical software

Civica's clinical software helps you to deliver effective high-quality care for patients and clients, whilst our financial software helps manage your organisation's operations, workforce and finances.

Our software solutions, described on the next page, can be run in-house, or we can deliver and manage them for you from our secure cloud platform. As well as being customisable to meet your exact needs, they can be integrated with each other, and with other systems your organisation already uses, to maximise interoperability and end-to-end digital working.

Digital solutions

Our digital solutions help health & care organisations provide consistent access to information and services, transform the patient and client experience, and rapidly improve operational efficiency.

Civica consultants work with you to create a roadmap for change that will underpin delivery of your digital health agenda. We apply insight, analytics and strategic thinking to application design, development and support, to deliver the best outcomes for your organisation, your people, and the patients and clients in your care.

Department of Health intranet. 4 times faster, 90% cheaper

A cloud-based intranet for the DH that gives users the right information at the right time, providing a platform for collaboration.

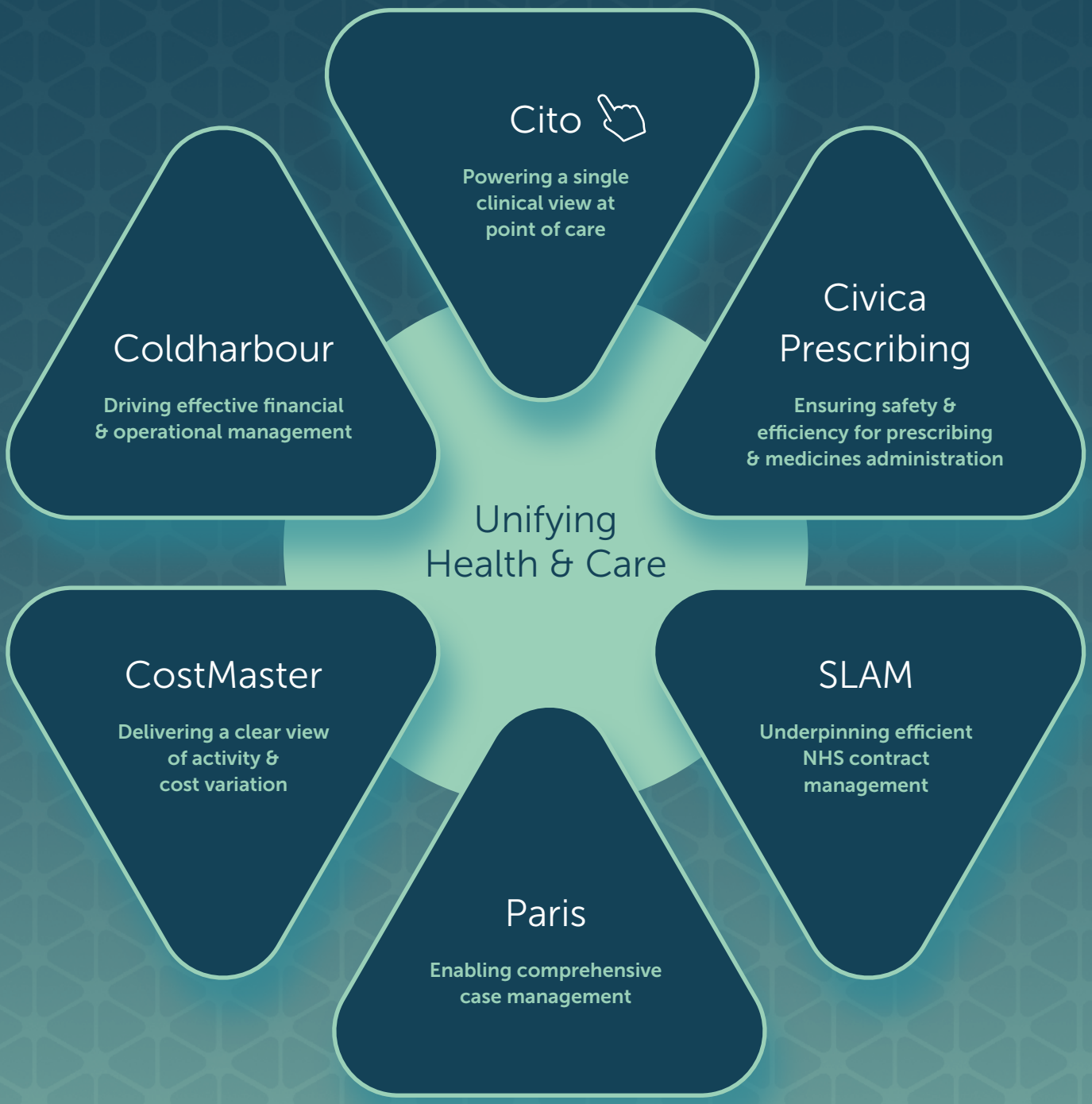
- 1st UK government intranet in the cloud
- Over £1 million in productivity savings
- User satisfaction increased to 80%.

Managed & Outsourced services

We combine business process expertise with technology services to help health & care organisations transform and integrate patient and client service delivery, improve efficiency and performance, and reduce operational cost and risk.

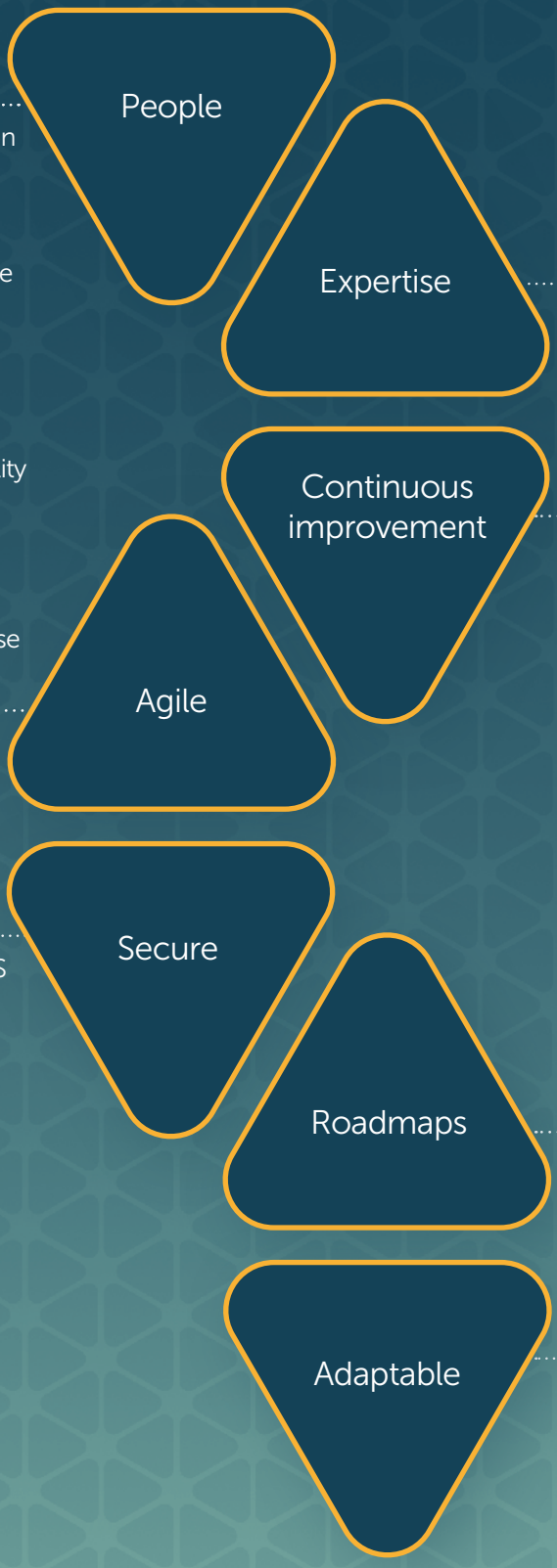
We work in partnership with you to ensure you have the right technology in place to deliver transformation and key initiatives, such as shared services to support STPs. Our business process services include operational expertise, technology know-how and a flexible commercial approach, to provide the right resources and support to help you achieve step-change service improvements and savings.

Business-critical software



Cito	Cito powers a real-time single view of each patient by unifying and structuring your clinical data. It gives clinicians precise insight into patient care using a web-based clinical information management solution. Its integration capabilities and workflow engine can also provide your patients with access to better services. As a result, Cito drives effective clinical pathways with assured decisions and operational efficiencies, to improve outcomes for your organisation and those under your care.	▶ Supports your paperless strategy ▶ Provides a complete virtual patient record to improve decision-making and increase patient-focused outcomes ▶ Accelerates clinicians' access to patient data with single sign-on.
Civica Prescribing	Civica Prescribing gives everyone involved in prescribing and administration a seamless, adaptable and easy-to-use solution to support the entire medicines use process. Through comprehensive electronic prescribing and medicines administration, you get the precise patient information and support you need to make assured decisions and positive actions. So you can ensure accurate and consistent prescribing practice and patient safety, and achieve better outcomes for your patients and your organisation overall.	▶ Reduces risk and avoids medication errors by linking medicines management to clinical governance ▶ Provides front-line staff with a clear structured workflow to safely prescribe and administer medications ▶ Built-in safety protocols enable healthcare professionals to follow recommended care standards.
Coldharbour	Coldharbour is a complete business solution for care providers. This unified approach to income processing, resource planning, contract management and cost control for residential and community care, helps your teams address complex contractual agreements, costs and workforce utilisation. This provides the insights required to make assured decisions, achieving better outcomes for the people you support and your business.	▶ Helps to streamline time-consuming financial and administrative processes through automation ▶ Enables you to control costs and achieve better visibility of information at all levels ▶ Integrates with accounting, payroll and HR solutions.
SLAM	SLAM provides the insight you need to price, monitor and manage activities and costs in line with your contract requirements. It unifies activity and price data sets across health settings to deliver efficient, transparent and consistent expenditure control.	▶ Gives you confidence in your income management ▶ Releases your income experts from data processing and prep to focus their expertise on activity and income analysis.
CostMaster	CostMaster enables end-to-end cost reporting and management at all levels from organisation to individual patient bills. It unifies activities and the associated cost information so that you can swiftly identify clinical cost and cost variation against best practice, and so minimise risk. Using CostMaster will help you deliver more efficient services and ensure better outcomes for your organisation and the people under your care.	▶ Automates processes so you can spend less time generating reports and more time analysing outcomes ▶ Enables you to audit the costing process for greater transparency and traceability ▶ Helps you achieve more effective financial management.
Paris	Paris provides comprehensive ePR and case management functionality, helping everyone involved in community-based health and social care to manage patient and client records and cases more efficiently. The insight Paris delivers across operational and clinical functions supports assured decision-making and positive actions at every step.	▶ Integrates ePR and case management into a single system to support decision-making and help improve patient and client outcomes ▶ Provides a single view, all in one place, of a patient's information from referral through to care plan delivery ▶ Enables you to access and update patient information anytime, anywhere, using a mobile device.

Why Civica for unified health & care?



The knowledge, dedication and values of our people, who are passionate about driving better outcomes for patients, clients and the organisations that care for them

Deep domain expertise and long-term relationships with health & care customers, bolstered by our strong heritage in the wider public sector

Agile development capability that lets us build services rapidly and efficiently with our own reusable Intellectual Property, using open standards to maximise interoperability

Continuous investment in and improvement of our solutions and services to future-proof them against evolving needs

Our commitment to NHS security standards (and other codes of practice) that help protect patient and client data against risks and threats

Product roadmaps that are shared with customers and shaped by their feedback

Commercial models that are fit for the challenges and structures of health & care providers and their complex procurement requirements

At Cardiff & Vale University Health Board, 150 teams use Civica software to handle 1.3 million case notes every year, and deliver integrated community and mental health care based on a single ePR.

"With Civica's technology we've overcome the technical access hurdles of integrated health and social care with a shared single record solution."

Mark Cahalane
Programme Manager, **Cardiff and Vale University Health Board**

To find out more and book a demonstration please call: **+44 (0)161 941 5833** or email: **healthandcare@civica.co.uk**

Cert No. 663
ISO 9001
ISO 14001
OHSAS 18001

INVESTORS IN PEOPLE | Gold

To speak to a member of Civica's Health & Care team:
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