


The challenges of implementing new technologies in the NHS

Royal Academy of Engineering

Tuesday 19th January 2009

Colin Callow
Lead Associate


Technology Adoption Centre



Despite the potential of new healthcare technologies to improve both health outcomes, quality of care and productivity, the NHS is generally perceived to be slow to adopt technology in comparison with health care systems in other developed countries

A National Health Service?



Complexities of Adoption in the NHS

Multiple Decision makers:

- Clinicians
- Trust Managers
- Finance Directors
- Commissioners
- Procurement Managers

This may mean influencing:

- Clinicians
- PBC Groups
- Procurement Hubs
- Supply Chain



Adoption Challenges

- Poor communication and adversarial stance between Trusts/Commissioners
- Little sharing of best practice across Trusts (or even within Trusts!!)
- Commissioners often unaware of the opportunities new technologies present.
- Financial reimbursement mechanisms (Tariff)



Management Challenges

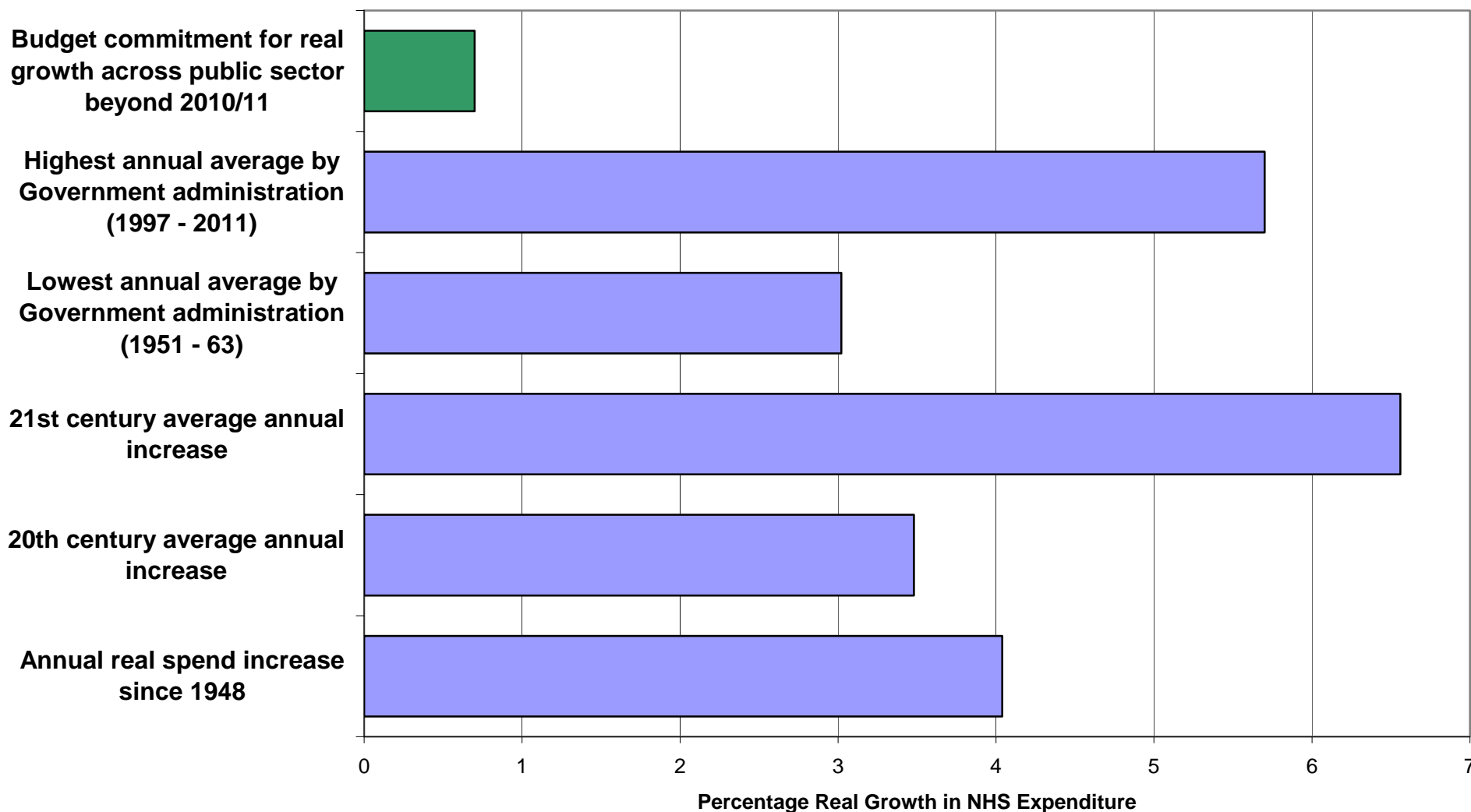
- Knowledge and skills to seek ,collect and analyse evidence
- Effective communication during decision making processes to ensure adequate resources for sustainable implementation
- Adjustment financial mechanisms to accommodate more expensive / effective interventions

Management Challenges ...cont'd

- Timely decommissioning of outdated practices / services when new methods are introduced
- Effective management of the process of implementation
- Consistent use of formal decision making processes providing a pathway for adoption

The Financial Challenge: 2010/11 & beyond

Trends in NHS Expenditure (Source:- King's Fund & IFS "How Cold Will It Be?")



Background

- NHS Technology Adoption Centre was one of the outputs from the original HITF programme.
- Located in Manchester with an England wide remit
- Formally launched in September 2007



NTAC remit

- To assist NHS organisations to navigate the complex process of technology adoption through production of How to Why to Guides
- Manage the sustainable implementation of innovative technologies as an integral part of service and system solutions
- Identify changes to pathways and services to ensure the full benefits of technologies are realised



Technology Adoption Centre

A National Resource Based in the North West

Objectives : Addressing Clinical Utility Questions

- “Ensuring technology implementation will lead to specified, improved health **outcomes across the NHS**”.

Addressing the utility issues with support for implementation into routine clinical and operational practice :

- Maximising the effectiveness of the technology.
- Addressing the operational consequences of technology implementation.
- Addressing the economic implications of technology adoption

Current Projects

Ten projects are currently underway .

- **Oesophageal Doppler guided fluid management**
- **Supra-pubic catheter kit**
- Cardiac telemedicine in primary care
- A non-Invasive bladder analysis system
- CRT and CRT–D with remote patient monitoring
- Continuous subcutaneous insulin pump therapy
- Advanced Retinal scanning
- Virtual veins training device
- Intra-operative breast lymph node assay
- Photodynamic diagnostics for bladder cancer

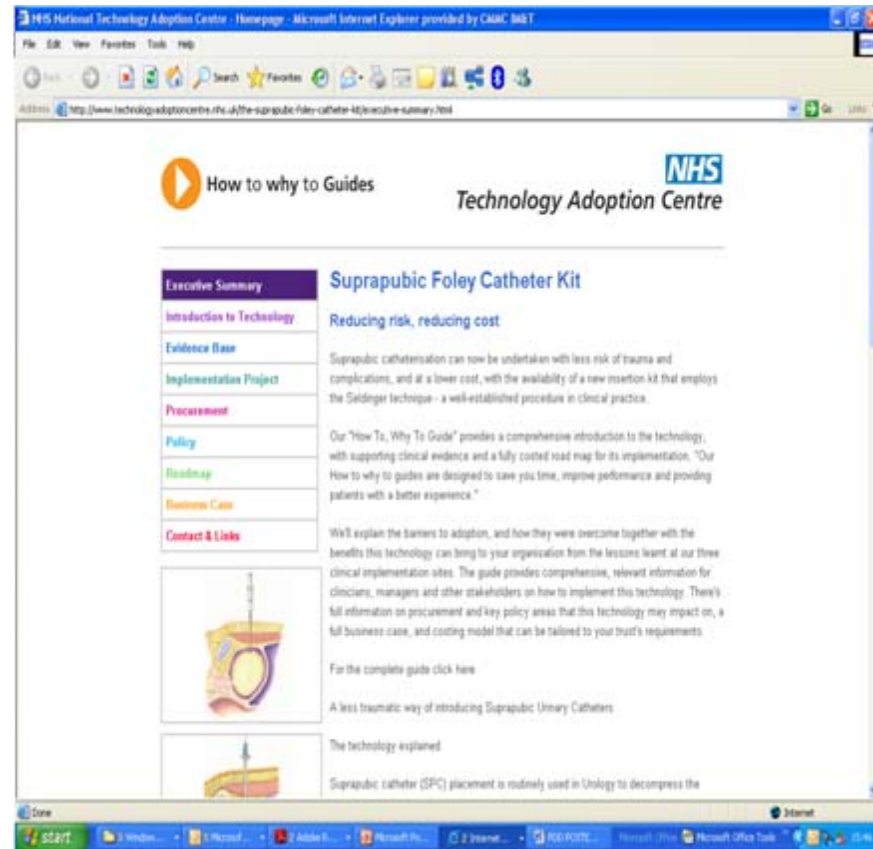


Implementation Project Outputs

“How to Why to Guide”

- Introduction to technology
- Clinical evidence
- Benefits / Barriers
- Lessons learnt from implementation
- Road map
- Integrated business case
- Costing model
- On line resources / tools

<http://www.howtowhyto.nhs.uk>



The screenshot displays a web browser window with the URL <http://www.technologyadoptioncentre.nhs.uk/the-suprapubic-foley-catheter-kit/executive-summary.html>. The page features the NHS logo and the title 'How to why to Guides' under the 'Technology Adoption Centre' heading. A navigation menu on the left includes links for 'Executive Summary', 'Introduction to Technology', 'Evidence Base', 'Implementation Project', 'Procurement', 'Policy', 'Roadmap', 'Business Case', and 'Contact & Links'. The main content area is titled 'Suprapubic Foley Catheter Kit' and includes the sub-heading 'Reducing risk, reducing cost'. The text describes the benefits of the technology, such as reduced risk of trauma and complications, and provides a link to the full guide. There are also two small anatomical diagrams illustrating the catheter placement.



NTAC work programmes

- How to Why to Guides
- Systematic Adoption Processes
- Toolkits for NHS clinicians and managers
- NTAC Adoptions Reviews



Systematic Adoption Processes

- Map the adoption landscape
- Gather generic learning from implementation projects
- Develop generic tools and resources that can be applied to a range of technologies
- Dissemination of best practice across the NHS



NTAC work programmes

- How to Why to Guides
- Systematic Adoption Processes
- Toolkits for NHS clinicians and managers
- **NTAC Adoptions Reviews**



Adoption Reviews

- Focus on emerging technology enabling organisations to understand the likely adoption issues facing the technology as it seeks to enter the NHS.
- Builds on the expertise developed within NTAC in understanding the main barriers to adoption and how these can be overcome, developing the correct information base for the product at an early stage

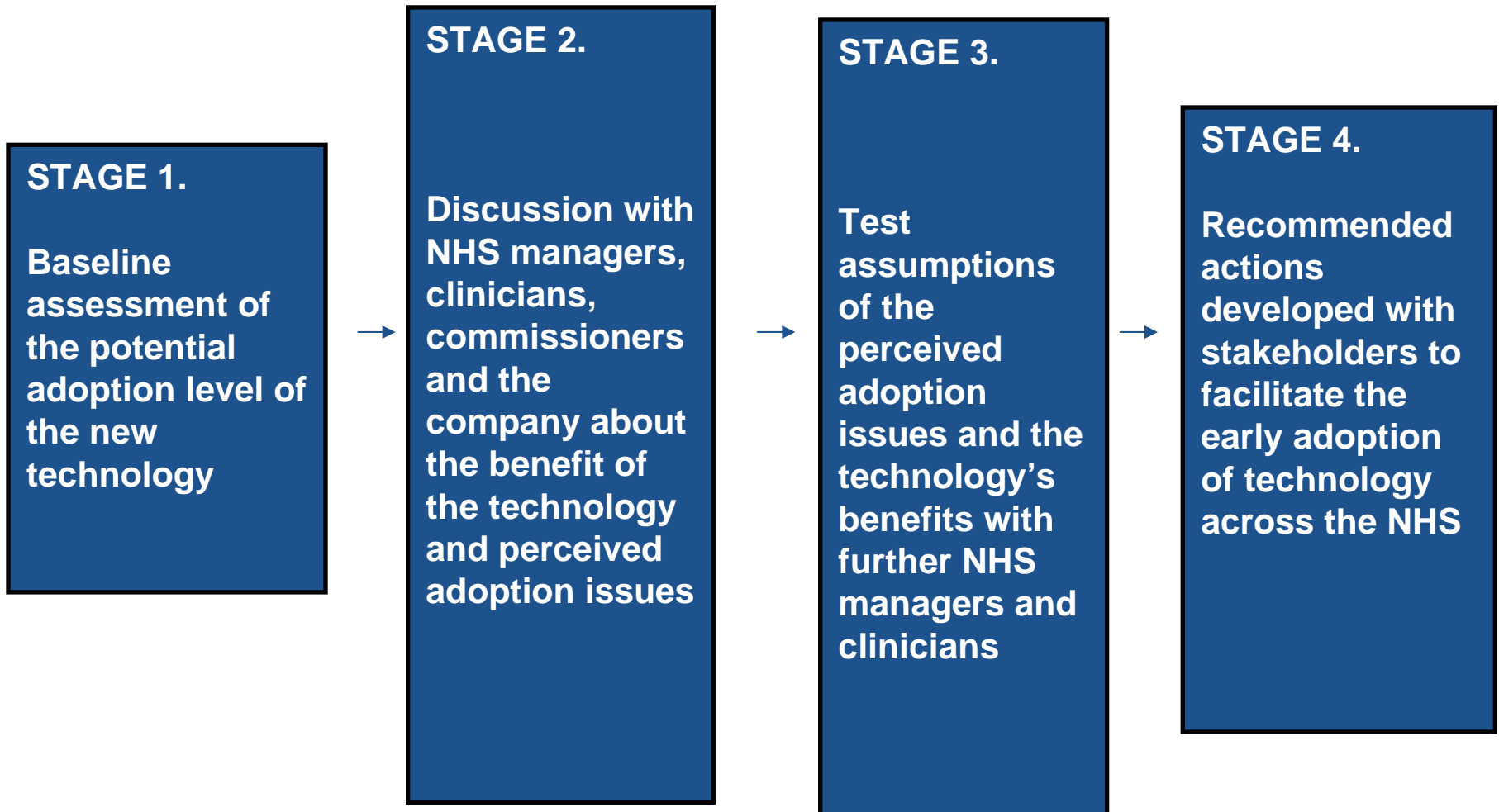


Adoption Reviews

A Review will address 4 key areas:

- The potential benefits of the new technology to the NHS
- How the technology likely to be commissioned and procured within the NHS
- What barriers may the new technology face gaining market access.
- What steps could be undertaken to overcome these barriers and stimulate uptake of this technology in the NHS

Adoption Review Process



Any questions?

NHS National Technology Adoption Centre - Homepage - Microsoft Internet Explorer provided by CMMC IM&T

File Edit View Favorites Tools Help

Address <http://www.technologyadoptioncentre.nhs.uk/home.html>

Home About Us News Projects Events Job Vacancies Publications Contact Us

The Technology Adoption Centre's mission is to work directly with the NHS at a clinical, managerial and procurement level to identify and overcome the barriers to adoption for innovative technologies which have already demonstrated clear benefits to patients and will improve system efficiency.

Embracing Healthcare Technology and Innovation Event - 11 Feb 2009, BMA House, London. [Click here for more details](#)

Welcome to the NHS Technology Adoption Centre

The increased use of technology has the opportunity to transform many aspects of the NHS ensuring that healthcare in England is amongst the best in the world!

The NHS Technology Adoption Centre, based in Manchester, was launched in September 2007 with the following key aims:

- To assist organisations to navigate the complexities of the 'NHS adoption landscape'
- To work with partners to identify those technologies which will provide cost effective improved patient outcomes in the NHS
- To work with NHS Trusts to support the sustainable implementation of new technology as an integral part of service and system solutions, identifying where changes to the pathway or service may be needed to unlock the full benefits of the technology
- To produce detailed NHS focused Guides detailing how the technology can be successfully implemented and the benefits to both patients and organisations that can be achieved

Click here to find out the "how to" for implementing emerging technologies.

How to why to Guides

Latest News

For the latest news from the NHS National Technology Adoption Centre, sign up to our newsletter below.

Email Address

SIGN UP

NT&C meets these aims by working with NHS Trusts to embed innovative

start Window... Microsoft... Adobe R... Microsoft Po... Internet... Microsoft W... Microsoft Office Microsoft Office Tools 16:02

Email: colin.callow@institute.nhs.uk

Website: www.technologyadoptioncentre.nhs.uk