Delivering Value With Digital

Contents

Delivering value with digital – Project Specification

1. Introduction

The Digital Readiness Programme in Health Education England (HEE) is the national delivery arm for the digital agenda for the Health and Care workforce.

The overarching aim of the Digital Readiness Programme is to create an uplift of digital skills, knowledge, understanding and awareness across the health and social care workforce. Digital Readiness does this via the delivery of sustainable offerings for our leaders, digital experts and the wider workforce. This increased digital adaptability will support improved health and care services. Additionally, the Digital Readiness programme aims to establish sustainable models to help build the future digital workforce.

The programme is being delivered through six workstreams:

- Supporting our senior leaders
- Supporting our digital experts
- Building our future digital workforce
- Establishing the NHS Digital Academy
- Digital literacy of the wider workforce
- Embedding social care into the programme

Digital Readiness helps unblock several prominent challenges that exist in the system, including:

- The need to have technology readily available and working, with policies and training, skills and knowledge in place to best enable its use.
- The rate of technological change being very fast and accelerating, the workforce being very large in number and often quite disparate.
- The need for senior leadership (board level leaders) to understand digital and what it can do to transform their organisation as well as the role they play in making their organisations more able to extract opportunity from digital.
- The need for a single, contextualised, easy to access place for digital learning.
- The dramatically shifting shape and capabilities of the digital workforce over the next 10 years and beyond.
- The need for clearly defined career pathways and an established professional 'home' for our digital workforce, which numbers around 45,000 (in the NHS).
- The historic difficulty in embedding sustainable workforce services and offerings.
- The big shifts – now and in the future - in post-COVID-19 ways of working.

2. Background

The NHS is having to address increasing demand in the context of financial constraints. *The Topol Review: Preparing the healthcare workforce to deliver the digital future* considers how digital healthcare technologies, including digital medicine, genomics, artificial intelligence and robotics, can enable the NHS to meet this challenge.

These technologies can empower patients to participate actively in their care, with a greater focus on wellbeing and prevention. They also support the prediction of individual disease risk and personalise the management of long-term conditions.

Through the 'Supporting our digital experts' workstream, the Digital Readiness programme is supporting the professional landscape for informaticians, including membership bodies. This encompasses the development of occupational frameworks, networks of communities, informatics skills development networks and the development of the Federation of Informatics Professionals; which is an umbrella body established to provide professional standards and accreditation to clinical and non clinical informaticians in health and care.

This project will sit under this area of work and support the overarching objectives of this workstream, further information can be found here: https://www.hee.nhs.uk/our-work/digital-experts

3. Detailed Requirements

Programme aim:

The aim of the programme is to increase awareness in the NHS finance community about how digital technology can support service transformation and drive improvements in value and efficiency. This should give finance staff the confidence, skills, knowledge and enthusiasm to engage with and support informatics, clinical services and health systems with this agenda. Suppliers should evidence in their response, how they will deliver a programme to support these key three delivery areas for the NHS finance community:

- raising awareness of the digital transformation agenda
- learning and development
- community and networking.

Functional requirements:

Suppliers will be expected to demonstrate through their response how they will support the finance community in these three areas, determine their own methodology and delivery mechanisms and demonstrate success through lessons learnt and benefits realised.

Suppliers should consider the overarching Digital Readiness programme and workstream objectives when determining the best delivery method to support the three key areas.

Suppliers should ensure that any events, learning materials, literature etc that is developed as part of this project is accessible and inclusive.

4. Service Levels and Key Performance Indicators (KPIs)

The service levels and KPIs which will be monitored should be outlined in the Monitoring Schedule:

- Established communications plan with targeted messages, demonstrating reach.
- Development of relevant learning materials and resources
- Benefits/outcome plan to demonstrate progress and lessons learnt
- Demonstrated quality and risk assurance plans

5. Contract Management and Review

Suppliers are expected to commit to ongoing monitoring, with the aim of ensuring accountability and performance against agreed milestones.

The contract will be managed through monthly monitoring meetings with the supplier team and the Digital Readiness programme lead. These meetings will have a standard set agenda:

- Overview of work undertaken to date
- Update on next project items
- Communications update
- Items for further consideration/Digital Readiness governance approval
- AOB

Any issue or delay/impact to delivery will be raised at these meetings, or brought to the Digital Readiness programme board for review and action.

6. Sustainability

Suppliers are expected to demonstrate throughout their proposal, how they are ensuring that any materials or resources that are to be developed as part of this project will be suitable/adaptable/accessible.

Suppliers are expected to demonstrate how they can ensure the content of the learning and engagement with the finance community is inclusive and appropriate for the changing digital agenda.

Suppliers are expected to work with the Digital Readiness team to align the outputs of the project into the wider workforce digital development, should that be necessary.

Suppliers are expected to consult and engage with the whole finance community, to the best of their ability, to ensure maximum reach and engagement to establish robust learning for future use.

7. Contract Period

The initial timeframe for partnership activities will be until 31 May 2022, commencing in the financial year 2021/2022.