

# breakthrough in better healthcare

transforming outcomes and economics



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# A healthy society

For most of us, there is one aspect of life that takes priority over all the rest: our health. That's why we want to have confidence in our healthcare systems, both today and into the future.

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How do we judge whether a society really works for its people? It's not in the height of its buildings, the width of its roads or the size of its armed forces: what matters most is the happiness, health and long-term wellbeing of its people.

Nobody wants to compromise on healthcare. We expect standards to keep on rising. We expect there to be new and better treatments every year. We expect to live longer and have better quality of life: most of us see this as a right. For most developed countries the past 50 years have seen steady, sometimes rapid improvements in healthcare standards. But now the challenges are mounting.

## Growing challenges

People are living longer and will need high levels of personal care for many years at the end of their lives. With a higher proportion of elderly people and a declining number of healthcare professionals, a demographic crisis is emerging.

Treatments are improving, yes, but costs are rocketing, as well. Keeping pace both with new breakthroughs and rising patient expectations is impossible under current conditions. Something has to give.

Health and social services should be interconnected but rarely are. Healthcare demand goes up because of lifestyle choices, and the drive to move people out of hospital, while still giving them the treatment they need, can only happen if every agency, backed by families, charities and patients, are seamlessly connected in a single community. We're a long way from that in most countries.

## Empowered health provision

As a global player, and a long-term leader in health-related technologies, Atos is heavily involved in creating a new model for empowered health provision. That means...

- ▶ Reducing the incidence of ill-health through better preventive care, diagnosing problems early for early intervention: stopping emergency or chronic problems from emerging
- ▶ Giving more power to patients, especially where long-term conditions are concerned. They are best-placed to monitor and manage personal care, given the support, systems and two-way communication they need. The patient as empowered customer is emerging as a key element in future healthcare systems
- ▶ Cutting waste through shared services, using technology to reduce process complexity, cutting time and effort from administration, while giving clinicians better information and support at point of treatment
- ▶ Creating a single ecosystem, where every agency and care provider can come together, exchange information securely and deliver truly joined-up services: cutting costs while improving outcomes
- ▶ Recognizing that private and public providers can interact to reduce costs, open access to specialized capabilities and make services more scalable.

This vision for flexible, agile, technology-enabled healthcare is taking shape all round the world. It's a new model that could solve the puzzle of growing demand and rising costs, in societies that have finite resources.

## One size does not fit all

There is no universal solution to the healthcare puzzle, but the same technology and process tools can be reused in different configurations to provide focused, targeted solutions to country-specific needs.

That's why the knowledge and skills built up by Atos teams in the healthcare sector in more than 40 countries worldwide are so valuable to all healthcare professionals. Lessons learned on one side of the world can solve pressing concerns on the other. The common factor is Atos.

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**It's just about the only thing we all agree on: keeping our families safe and happy is the most important goal of all.**



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# Innovation and focus

For Atos in healthcare, the key is not just to be a technology expert, but to be a committed, knowledgeable healthcare expert, with extraordinary technology skills and capability, as well. Technology is a key enabler for change, but the future of healthcare is being shaped by huge social and demographic forces. We understand these forces from practical, hands-on experience at the heart of the health and social care market.

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## From innovation to engagement

Atos is helping solve healthcare challenges through a combination of emerging technologies, insider knowledge and process efficiency: enabling better outcomes at lower cost.

**Atos empowers patients** by using multiple channels, including social networks, to give them greater control over their treatment. This cuts use of resources and cost in recurring care, while dramatically improving patient satisfaction. As "digital natives", especially those coping with long-term conditions become more expert at configuring the options to suit their precise needs, the rest of the population also benefits from the additional resources being freed up.

**Atos empowers professionals** by building and deploying systems to improve collaboration and access to patient data at critical moments. In Spain, a new Atos solution ensures that clinicians have full patient data at the bedside whenever they need it. In Germany, with 80 million people the largest healthcare market in Europe, a new consumer health platform will enable authorized service providers from all relevant agencies to collaborate more effectively. This approach is based on a highly secure use of data from those citizens who are willing to allow access to their health data. In France, a new model for patient records is now being trialed, enabling patients to retain control of their own information, while authorized professionals have access by agreement.

**Atos turns cost into value** by smoothing out essential processes, removing unnecessary stages and consequent wastage, while enabling providers to make their resources go further. In Scotland, an Atos-led team is transforming the speed and efficiency of the prescription process. In the Netherlands, Atos is working with CareStream to process 4 million high resolution images for breast cancer scans each year, enabling earlier intervention and better patient outcomes. Industrial-strength transaction services, many shared between different providers, are taking cost out of healthcare and transforming efficiency.

**Atos does the whole job** by bringing expert skills to bear on standalone services, delivering these on a BPO basis, reducing risk, returning cash and freeing up precious resources for improving care. In the UK, Atos is providing occupational health screening, delivering an objective and expert service to test the true health status of long-term sufferers.

**Atos creates trust** by turning identity management into a tool for winning the confidence of patients, while keeping them secure. Atos is a world leader in everything from secure portals to advanced biometrics. We used these skills to build the Austrian national eCard system, which provides secure access for citizens to the complete range of health and social care services. In the same way, Atos systems are managing payment and entitlement systems in The Americas, Germany, France, Spain and many other countries.

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# A new prescription for healthcare

When you know that the old ways of working cannot answer the challenges of the future, innovation is the only answer.

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The Atos approach uses innovative thinking to drive practical improvements. We aim to:

- ▶ Make administration more efficient, taking costs out, simplifying processes and freeing resources. We help healthcare providers avoid upfront payments, make use of cloud-based services, move to OpEx payment models and maximize existing investments
- ▶ Add value by using innovative ideas from other sectors, such as mobile solutions and unified communications, to improve service levels
- ▶ Foster collaboration through standards-based IT, backed by secure ID management systems, making it easier for different providers and agencies to share information, while reducing general IT costs by sharing platforms
- ▶ Enable performance breakthroughs by working with solution developers and service providers to make visionary solutions achievable today.

That's why the new Atos, combining the 25 year heritage of its two founding partners, is able to act as...

**Strategic partner to the Austrian government** for access to 12,000 doctors, 9,500 dentists and over 6,000 pharmacies.

**Scottish Government key IT partner**, where all hospitals, more than 70 of them, have outsourced all their IT to an Atos-led consortium, making this one of the biggest projects of its kind in the world.

**A leader in healthcare research** through Atos Research & Innovation (ARI), one of the most powerful resources of its kind anywhere.

**Market leader in greenfield hospital development** in the Middle East, and a strong competitor in North America, as well.

**Trusted partner** for healthcare providers in India, South America, Germany, Belgium, Spain, Denmark and the Netherlands, where we work across the full spectrum of needs, from strategy consulting to hands-on implementation of mission-critical projects.

## The business technologists

The new Atos has over 25 years experience of successfully supporting healthcare worldwide, with 16,000 skilled business technologists, two industry-leading research facilities and world-class capabilities in everything from innovation to industrial-strength delivery.

- ▶ All of our capabilities, from eHealth to patient records to ID management to large transaction management are already in place
- ▶ Our scale and financial strength offers complete peace of mind that risks will remain low and budgets will be managed expertly to drive maximum value
- ▶ We are collaborative by nature, so public sector clients have guaranteed access to best thinking, innovations, know-how and expertise gathered in all sectors, countries and disciplines
- ▶ We are a source of continuous innovation, based on specialist research capability, a strong business vision and our proven willingness to collaborate.

We are at home everywhere. That's why we can deliver solutions that are precisely targeted at the needs of each specific provider, building on the best ideas and methods from around the world.



## A new vision

Every citizen in every country cares passionately about healthcare. It is top of everyone's social and political priorities and remains there, year after year, decade after decade. This is a time of unprecedented change in all key services, and nowhere is there less certainty or as many questions as in the healthcare field.

Doing the same things is not going to work in the future: demand is growing too fast, resources are too limited. That's why Atos is working with stakeholders around the world to develop a new approach designed to create a new, and better, reality on the ground.

This is nothing less than a new deal for healthcare: an approach that gives medical professionals the information they need, empowers patients, giving them greater control over their own care, ensures sharing and reuse of data and systems, and makes it easier to share knowledge and experience, to the benefit of all.

Our vision of future healthcare is integrated, joined-up, empowered and dynamic. Together, health and social care agencies, governments, private sector experts and the people themselves, can make it happen. This is one vision we are determined to turn into reality.

Your business technologists.

Powering progress. Atos.

## Dedication and value

Most healthcare providers recognize the need to make use of specialist private sector expertise, not just for ICT support but for efficient management of many key tasks. Atos leads a consortium that is now the primary outsource partner for the Scottish National Health Service. We have 4,000 skilled staff on 21 locations doing everything from information management, developing a remote access eCare service and handling both the national prescription system - handling 900,000 prescriptions a year - and most diagnostic scanning requirements. Atos delivers 2.5 million screening invitations, supports 185,000 clinicians, 1,500 pharmacists, 1,000 opticians and 950 dentists. This is the largest and most successful outsourcing service of its kind in the world.



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# About Atos

Atos is an international information technology services company with annual revenues of EUR 8.7 billion and 78,500 employees in 42 countries. Serving a global client base, it delivers hi-tech transactional services, consulting, systems integration and managed services. Atos is focused on business technology that powers progress and helps organizations to create their firm of the future. It is the Worldwide Information Technology Partner for the Olympic Games and is quoted on the Paris Eurolist Market. Atos operates under the brands Atos, Atos Consulting, Atos Worldline and Atos WorldGrid.

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