



# Financial sustainability

## Health and Care Advisory

We are here to help you deliver quality healthcare, eliminating non-value add activities so that your organisation is empowered to sustain demand and pressure.



### Why CGI?

For over 25 years, we have supported more than 1,000 health and care facilities and 200,000 professionals globally. Committed to supporting our clients for every step of their transformational journeys, we established our [Advisory Services](#), where our experts combine their deep, first-hand experiences of working in the sector to deliver people-focused consultancy that truly makes a difference.

We will work together to help you create financial sustainability, having applied our approach to help Boards and Trusts across the UK identify opportunities, develop roadmaps and implement transformation programmes that achieve financial balance.

We recognise that financial sustainability is multifaceted. Our approach therefore considers the many variables and factors which cause financial challenges, and empowers your staff to deliver the high quality, safe, effective and affordable care your population deserves.

### The challenge

The demand and pressure the health and care sector faces is unrelenting. Citizens and patients want the ability to access services as and when they need them, and in this world of health and social care integration, now more than ever your staff and teams must work together to deliver high quality care at the right time, in the right place.

This supply and demand mismatch results in Trusts and Boards facing ever-increasing financial deficits. Furthermore, the very nature of traditional service models and organisational boundaries makes it harder for you to modernise to provide more effective, efficient health and care services for citizens.

### We are here to help

We help clients across the UK health and care sector to address financial sustainability. Using our financial assessment method, we understand your pain points to frame financial grip and control, pin-pointing financial pressures and setting out your organisation's specific financial solution themes.

These themes are underpinned by our people, process and technology lens, and enable financial health and sustainability across your health and care organisation through:

- An insights-driven approach which captures your key problem statements, empowering you to prioritise and address your organisation's challenges.
- Our financial health framework, setting out the financial initiatives categorised by best value, and quantifying the impact to help you identify short-, medium- and long-term opportunities to improve.
- Assessing your organisation's readiness for change in relation to resources, capability and capacity, to help you understand gaps and enable successful transformation.
- Setting out a roadmap for implementation, providing a clear route for successful delivery.

# Our approach: people, process and technology

## People

Undoubtedly for the health and care sector, people are your greatest asset. Maximising your resources to ensure you have the right skills in the right place, at the right time for quality care is therefore key to our financial sustainability approach.

We will determine whether your resources are well placed, providing a baseline to build more effective models of care. For example, our bed modelling and workforce planning tools reflect current capacity versus demand to maximise your resources.

As part of this, we consider how alternative roles will enable quality, safe patient care to be maintained, but through more efficient models.

## Process

New, innovative models of care are exciting but can be daunting; especially when your process transformation revolves around delivering safe, effective support to citizens. As experts in service design, we will help you create transformed, quality models of health and care that can sustain demand.

Your processes span individuals, teams, departments, as well as organisational boundaries and sectors. By mapping out and understanding your organisation's specific pathways and process flows, we work to truly understand the pain points for all involved.

We then use 'as-is' and 'to-be' mapping to understand your gaps and create a plan to build a future model of care that not only addresses your challenges, but also alleviates system and financial pressures.

## Technology

Technology is an enabler of service transformation. So, following our people and process steps we recommend digital tools and solutions tailored to your organisation's needs, to truly enhance the scale of benefits realisation.

From a reduction in paper and administration burdens for clinical staff, to removing manual workarounds, we help your organisation implement and embrace digital solutions that create less work.

As part of this, we conduct a value case analysis to highlight the areas which will see the greatest impact in terms of eliminating non-value add activities. This creates compelling business cases for change by presenting all operational and cost efficiencies you will achieve.

## Benefits

- 1 Gain organisational visibility and understanding of financial pressures to create compelling cases for change.
- 2 Set clear problem statements and apply a people, process, technology lens to generate sustainable financial initiatives.
- 3 Identify a range of initiatives to address short-, medium- and long-term financial challenges.
- 4 Implement sustainable change through a clear roadmap to achieve financial balance.
- 5 A value case analysis approach using data and information to evidence financial benefits.



## About CGI

### Insights you can act on

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world.

We are insights-driven and outcomes-based to help accelerate returns on your investments. Across 21 industry sectors in 400 locations worldwide, our 90,250 professionals provide comprehensive, scalable and sustainable IT and business consulting services that are informed globally and delivered locally.

### For more information

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