



# Staff wellness & engagement

## Health and Care Advisory

Working together, we can drive real cultural change and digital transformation that supports your staff, empowering them to do what they do best: delivering quality healthcare support to citizens.



### 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.

Using our real-world experience, combined with quality partnerships and CGI's global expertise, products and services, we will equip your staff with modern technologies and solutions that really make a difference to their own wellbeing, as well as their ability to deliver quality healthcare to citizens.

### The challenge

The list of socio-economic issues impacting the NHS is verging on endless: a growing, ageing population, more people living with co-morbidities, huge patient backlogs, chronic staff shortages, the aftermath of COVID-19, and much more.

The King's Fund's Workforce Planning in the NHS document highlights just how implicitly linked these kinds of changes in population demographics and healthcare needs are to the workforce.<sup>1</sup> But when you consider there are over 130,000 NHS vacancies, as well as the inhibiting impact of legacy digital systems, it is clear there is insurmountable pressure on staff.

The current system is not fit for purpose. And with health and care professionals working tirelessly to support citizens, there is an urgent need to transform traditional ways of working and reimagine models of care.

### We are here to help

In an increasingly stretched environment, the success of transforming your health and care services lies with people. Together, we will empower your staff to make effective use of advanced digital resources, and enable them to embrace simplified ways of working, creating an environment that attracts and retains employees, and supports them to deliver quality outcomes.

- We use **human-centred design** to address three key areas: people, process and technology, creating services and solutions that address the perspective and wellbeing of your workforce. With "Modern Mindset Theory" we then take your senior leadership, change champions and project managers on a transformation journey that encourages deep cultural and behavioural change for the better.
- We conduct **workforce modelling** to map health and care pathways that help your staff deliver the right care, at the right time, in the right place.
- We implement **employee experience solutions** that help you build a better workplace, with a transformed organisational culture, improved communication and increased productivity that enables staff to embrace new models of healthcare.

<sup>1</sup> [kingsfund.org.uk/publications/workforce-planning-nhs](https://www.kingsfund.org.uk/publications/workforce-planning-nhs)

# Our approach: people, process and technology

## People

We place people-focused outcomes at the heart of our services and solutions. That's because it's people – your workforce and citizens – who best understand the challenges your organisation needs to address.

So our health assessments revolve around your employees. We listen to them, analysing and identifying your key opportunities for change. Whether your needs revolve around engaging and empowering your workforce, improving recruitment processes, or creating the right mindset and behaviours for embracing transformation, we can help.

We keep your people engaged and informed throughout, making them a valued and intrinsic part of your transformation success.

## Process

We apply the user research collated from the 'people' stage to take a human-centred design approach, creating your future frontline or support services processes and pathways of care.

We design services and solutions that address your organisation's real-world challenges as identified by your staff, creating truly impactful, transformed services that deliver quality health and care whilst promoting staff wellbeing.

We encourage staff participation and collaboration every step along the way, garnering their buy-in and commitment to new processes and models of care. This cultural and mindset shift is essential to embed change.

## Technology

Technology is the enabler of service transformation. We use our capability across areas including AI, automation, cyber security, cloud and infrastructure to empower your people to deliver the best quality health and care to citizens.

By digitising routine tasks, you will lessen the burden, freeing up staff time to focus on more complicated, people-focused activities that really make a difference. For example, complex care scenarios which rely upon human intervention.

Our digital solutions also put employee innovation, collaboration and wellbeing first, helping you to create a modernised workplace that recognises, attracts and retains valuable staff.

## Benefits

- 1 Engaging and empowering your workforce as the key to transformation success.
- 2 Mindset and behavioural change, creating a culture that enables your organisational ambitions and objectives.
- 3 Driving a culture of human-centred service improvement that reimagines health and care delivery models.
- 4 Improving collaboration and innovation within and across organisational boundaries.
- 5 Prioritising workforce wellbeing to create a future-fit environment that inspires a pipeline of new recruits, and retains the experience of your current employees.



## 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 91,000 professionals provide comprehensive, scalable and sustainable IT and business consulting services that are informed globally and delivered locally.

### For more information

Visit [cgi.com/uk/health-and-care](https://cgi.com/uk/health-and-care)

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