



# Organisational change and transformation

## Health and Care Advisory

For decades, our health and care system has served citizens, generated professional careers, and delivered world-leading care. But our model is not future fit, and now more than ever, needs to transform for the wellbeing of citizens and staff.

### 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 become part of your team to understand your specific challenges, learning from you and with you. And bring our knowledge, global expertise, products and services together to deliver transformed health and care outcomes in the most financially sustainable way.



### The challenge

The NHS Long Term Plan sets out five key challenges: insufficient funding, staff shortages, the backlog (following the pandemic), an ageing population, and evolving healthcare needs.<sup>1</sup>

Multiple levels of structural reform over the years have not yet provided the level of radical change needed to sustain service levels, nor have they enabled the future models of health and care required to address these key areas.

So, although the ambition is clear within government policies, strategies and reviews, digital transformation remains a complex problem to solve. There are many reasons for this, with historical models, organisational culture, risk appetite, and ineffective approaches to change at the source.

### We are here to help

To address the sector's challenges, a robust foundation is key. From setting up a project management office and robust governance that enables impactful transformation, to augmenting service design principles to fully understand user needs and create the best conditions for cultural change, we are here to help.

With these foundations in place, we can consider your specific priorities and begin to take steps to revolutionise the many systems, processes and pathways that make up your organisation.

At the heart of this need for change is people: both citizens and your workforce. Together, we will create impactful transformation that truly makes a difference to everyday life, empowering your staff to modernise ways of working whilst continuing to deliver safe and effective services.

<sup>1</sup> [longtermplan.nhs.uk](https://www.longtermplan.nhs.uk)

# Our approach: people, process and technology

## People

We place people at the heart of transformation. User research is essential for this, as we map staff and service user journeys to identify their challenges and needs.

We then work with you to design your organisation's future, with more effective delivery models that place the right skills in the right place, at the right time for quality citizen care.

We'll empower you with resource augmentation for key skillsets, and every step along the way encourage staff collaboration, engagement and buy-in to change. This helps enable the cultural and mindset shift that guarantees your transformation success.

## Process

New, innovative models of care are exciting but can be daunting; especially when your process change revolves around delivering safe support to citizens. We will help you create transformed, quality models of health and care that sustain demand, and support the shift to prevention and self-management.

Your processes span individuals, teams, departments, as well as organisational boundaries and sectors. By mapping out your organisation's 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 plan future models of care that not only address your challenges, but alleviate system and financial pressures.

## Technology

Technology is the enabler of change. We use our capability across areas including AI, automation, cyber security, cloud and infrastructure to conduct maturity assessments that empower your organisation to transform everything it does.

We are technology, solution, and supplier agnostic, so have no preconceived ideas about the "right" solutions. We listen to your challenges, explore your objectives, and design transformation plans that help achieve the best outcomes for your organisation's staff and citizens.

Our digital solutions help promote staff participation and collaboration throughout the transformation journey, supporting their understanding of new ways of working to embed change that truly makes a difference.

## Benefits

- 1 As a trusted transformation partner, we develop strong relationships with you, working together to deliver meaningful outcomes for your citizens, staff and wider organisation.
- 2 Setting the right foundations for change that delivers against your key objectives.
- 3 Identifying your core problems, and working together to design solutions that solve them.
- 4 A clear roadmap for delivery, helping you manage meaningful change that addresses your organisation's pain points.



## 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

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