



EEAST Digital Transformation (IM&T) Strategy 2020 to 2025

Our Digital Transformation Strategy for 2020 to 2025 explains how we will use technology to help our frontline colleagues to deliver the highest quality patient care.

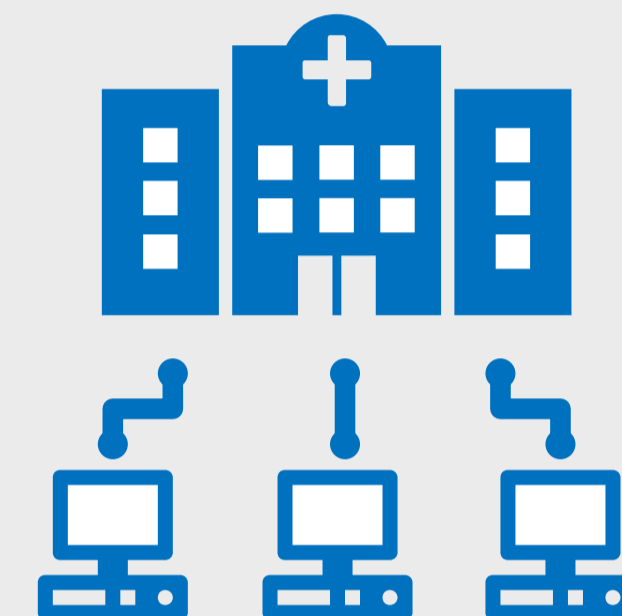


Over next five years, it describes how we will:

Roll out **new iPads** to all frontline staff so they can access our new electronic patient care record (ePCR) system



Link the ePCR with the software used by acute hospitals



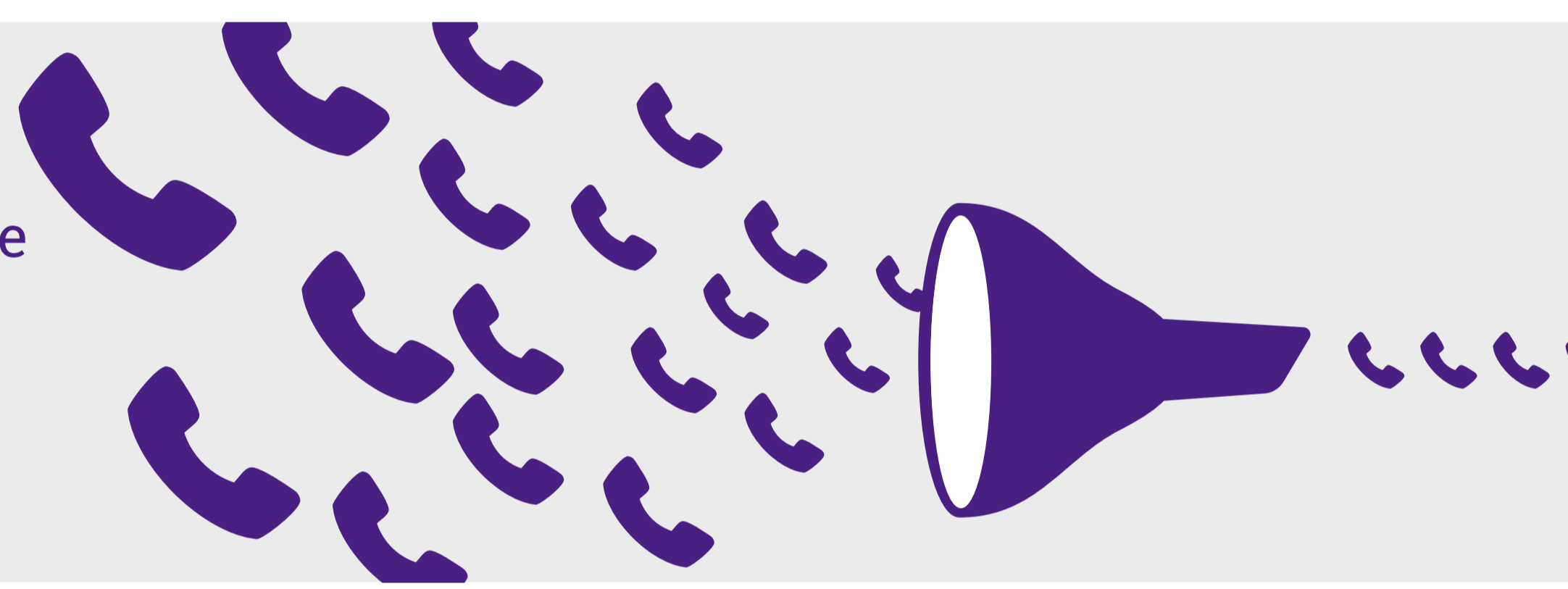
Introduce **new systems** to improve the way we collect and analyse data



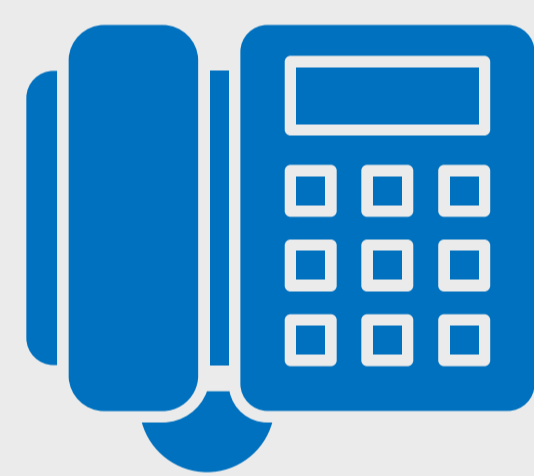
Save time for staff by **automating some tasks** which are currently done manually, such as writing to GPs after seeing a patient



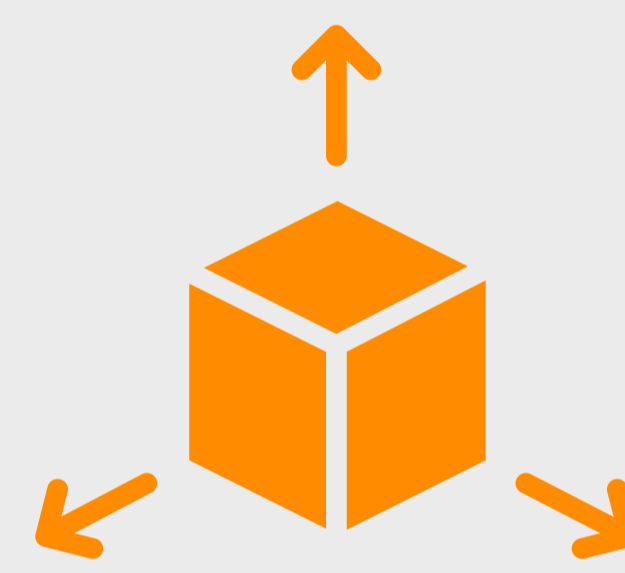
Use artificial intelligence to **predict call demand** so that we can make sure the right resources are in place



Roll out a **new internet telephone system** so that we can share information quickly and reliably



Modernise and improve our CAD



Modernise the **networks** at our stations to make them **faster, more secure and more resilient**



What this means for you:

- ✓ Faster, more reliable computer and telephone systems
- ✓ Better access to online training
- ✓ Frontline staff will also be able to:



look at a full patient history, including GP and hospital attendances, medications and allergies

refer to clinical information while on the road

make real-time referrals to social care, child protection and other agencies

share information easily and securely with healthcare partners

alert hospital staff when patients are being brought in so that they can be handed over quickly and efficiently, leading to better clinical outcomes

This means our patients will:

- ✓ Receive faster access to better care, including telemedicine
- ✓ Only need to tell their story once as healthcare providers will be sharing more information
- ✓ Be signposted appropriately to other services
- ✓ Receive enhanced care from our crews, in turn reducing the need to be taken into hospital unless absolutely necessary

