

# Benefits realization in digital technologies

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## Abstract

Technology Enabled Care @ Home (TEC@H) projects tend to suffer from a failure to monitor and thus fully realize the benefits gained because of the project itself. Often, benefits realization is considered a facet of the project process rather than a continual post-project process that is key to garnering true quantifiable success from implemented changes.

In a combined effort involving the Innovation Agency, Applied Research Collaborative Northwest Coast, Mersey Care, NHSE Northwest, Cheshire and Mersey ICS and Healthier Lancashire ICS, a systematic review was completed to understand the extent to which benefits realization can be measured within the constraints of standard metrics for projects entailing technology enabled care.

The 16 potential benefits were assessed with regards to the data that supports them, their potential outcomes and wider benefits, and the costs that they accrue.

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## Biography

The Jenni West worked in the NHS for over 15 years as a Pharmacy Technician in secondary, primary and prisons, I then moved into developing pharmacy stock control systems and change and benefits realization management. I worked on the National Programme for IT as their business change and benefits

lead, with NHS digital as their engagement lead for the spread and adoption of NHS Login and across Lancashire and South Cumbria in Health Informatics transformation and system development implementing the shared care record, step up step down bed management and End of life shared record.