



Liaison CHC Solutions

Service Definition

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Service Overview

Cloud based software solutions to drive cost savings and efficiencies in CHC to deliver QIPP savings

Liaison has been providing cloud based solutions to drive cost savings and efficiencies in CHC to deliver QIPP savings for the NHS over the last 30 years.

Through continuous evolution and software development, we now offer even more technology based Continuing Healthcare (CHC) Solutions across Clinical Commissioning Groups, noted below:

CHC Software Solution (in brief)	Cloud Software Brief Description
CHC Responsible Commissioner Review	Tailored cloud software which interrogates data from the client to produce reports that can be accessed via the cloud
CHC Hospital Admissions Review	
CHC One to One Care Review	
CHC Deceased Patients Review	
CHC Local Authority Invoice Reconciliation	
Data Cleansing	
CHC Booking Rate Index	Cloud-based data input by client
CHC Software Assessment Tool - cloud-based, mobile-friendly solution	Cloud-based, mobile-friendly solution
CHC Personal Health Budget - cloud software enabled managed service	Cloud software enabled managed service

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Service Overview

Data Science, Artificial Intelligence & Machine Learning

Liaison are investing heavily in Azure data lakes and elastic computing.

Liaison use innovative and leading data analysis and interrogation techniques in order to analyse transactions and patterns within your data.

Over many years we have refined our approach using typical data sort and manipulation through own proprietary programmes based on traditional relational database analysis.

In recent months we have started to develop a suite of data science methods and techniques – initially focusing on similarity searches, but since early 2018 this has progressed to Augmented Intelligence with Machine Learning allowing for more detailed and deeper analysis of our clients' data.

This is already proving to be more effective both in terms of analysis speed and also depth of findings. Programming languages currently include Python, R, Java and SQL.

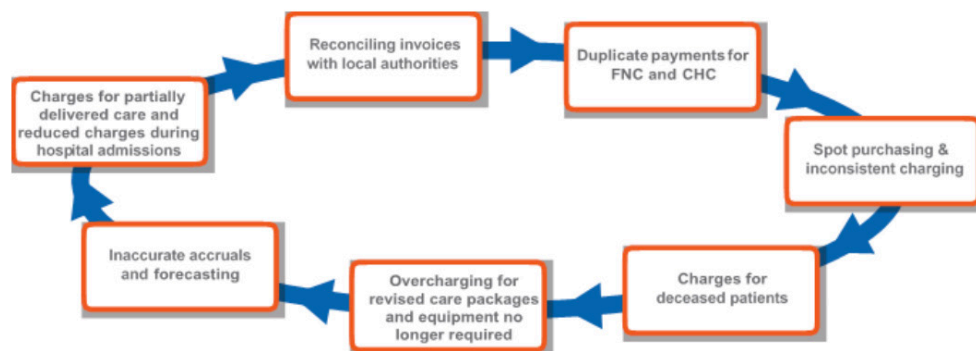
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Service Overview

Software Solutions for Clinical Commissioning Groups (CCGs)

As market leaders for VAT review services to CCGs, we're always looking for new opportunities to save CCGs money. To us, it's evident that CCGs face rising continuing healthcare (CHC) costs and there is real scope to deliver greater efficiencies whilst maintaining front line care.

Challenges facing CCGs mean that they experience a number of problems with monitoring and effectively controlling their CHC spending. Social care is under huge pressure, with declining numbers of care and nursing homes. This trend, together with a drive towards greater integration between health and social care, has led to a complex process with multiple stakeholders. CCGs face common challenges in managing CHC:



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Our CHC service offers the following reviews to our clients:

Contingent reviews

Deceased patients review - A review of all deceased patients to ensure that no invoices have been paid after a patient has died.

Local Authority invoice reconciliation - A retrospective review to check that the CCG has paid the correct amount for jointly-funded care packages and credit notes can be reconciled with the original invoices.

Retrospective invoice review - Examples include over-charges for out of area patients, high cost / variable care packages, reduced charges during hospital stays, equipment charges and reduced care packages following re-assessments.

Responsible Commissioner - A comprehensive review of patients' demographics, ensuring they are allocated to the correct GP practice within the CCG area.

Hospital Admissions - Identification and validation of price reductions in line with patients who have been admitted for secondary care treatment.

1:1 Care - Liaison will review the allocation and funding of high cost 1:1 care packages.

Funding Allocation – A review of packages of care to check that CHC and Funded Nursing Care (FNC) or CHC and Fast track funding, is not being paid at the same time for the same client. Where double funding is identified for the same package of care, we will liaise with the relevant care provider recover any overpayments as instructed by the CCG.

Invoice Review CHC and Non-CHC Expenditure – A review of your CHC supplier statements (and all other suppliers) to identify any unallocated payments or missed credits. After analysing your financial transactions, we will also identify any duplicate payments or payments made in error.

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Liaison have continued to expand their portfolio of software enabled review services to assist CCGs to deliver tangible savings as well as more effective controls over CHC costs and have identified the following key areas for contingent reviews:

Responsible Commissioner Review

A review of care package allocation to ensure any location changes in patients have been applied so the correct CCG is paying for the care packages.

Hospital Admissions Review

A review to check that all hospital admissions have been charged correctly in line with local policies.

One to one care Review

A retrospective financial review of one to one high cost funding packages to identify savings where care packages have changed.

Deceased Patients Review

A review of all deceased patients to ensure that no invoices have been paid after a patient has died. Where errors are identified, we will quantify these with the suppliers to secure and recover overpayments.

Local Authority Invoice Reconciliation

A retrospective review to check that you have paid the correct amount for jointly funded care packages and credit notes can be reconciled with original invoices. In addition to the financial saving review, we're able to continuously support our clients with additional services after savings have been recovered.

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Data Cleansing

We will “clean” your data, removing duplicate records alongside improving data quality. We will provide you with ongoing support including loading live records on to your system.

CHC Booking Rate Index

The Booking Rate Index for CHC is designed for the NHS to allow CCGs to compare care costs by type and level of care, and by care provider, including domiciliary care. This analysis enables CCGs to look and compare spend internally, but also benchmark against others in the region. This analysis also lends itself to more collaborative buying amongst CCGs to ensure sustainable cost-effective rate control over care packages.

The Booking Rate Index is delivered through a cloud based reporting solution making it scalable and accessible. Clients are able to interact with the data to achieve the following:

- Regional/STP transparency on rates
- Regional profile of care requirements across regions/STPs
- Internal benchmarking of rates - such as hourly rates for domiciliary care
- Model impact of reduced rates on future care bill
- Visibility of additional care costs including expenses and equipment costs

No personal data will be sought.

It is a simple process of CCGs completing a form each week detailing any bookings, reports are produced and sent back to the CCGs to highlight any potential savings.

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CHC Software Assessment Tool

CHC Software Assessment Tool automates the CHC assessment process using nationally approved forms, supporting remote, collaborative working to create a DST and recommendation.

This cloud-based, mobile-friendly solution eliminates paper / helps re-engineer activities to save costs, improve services and help CCGs achieve the 28-day CHC decision target.

Key benefits:

- Reduces operational costs, accelerates decision making and improves service
- Eliminates paper-based Checklist and Decision Support Toolkit forms
- Eliminates admin delays and costs from incomplete paper forms
- Provides Continuing Healthcare assessment workflow and process automation
- Improves process efficiency and accuracy by pre-population of e-forms
- Improves Continuing Healthcare service to patients/carers and professional users
- Provides technology catalyst for service transformation / re-engineering
- Captures ethnicity and diversity data, accurately, once per case
- Encourages collaboration and productivity improvements across business units
- Supports national CHC reporting requirements

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CHC Personal Health Budget

A cloud software enabled managed service that supports CCGs from the allocation of a financial award to the PHB patient, co-designed with people with lived experience of PHBs.

Key features:

- Identify highest priority people for a PHB using linked data to enable effective scaling of PHBs
- Manage compliance to assure that care plans are in place, contracts and spending agreements have been signed, and patients are adequately trained to manage the PHB budget
- Training PHB patients in employment law and financial management of PHB funds
- Support the brokerage of care from CQC approved providers including use of personal assistants
- A finance platform to enable effective management of PHB budgets and transactions, and for receipts to be effectively returned and reviewed
- A managed payroll service for the payment of staff working in PHB packages who are directly employed by the patient
- A community that supports empowerment and service improvement
- Data archive and reporting suite

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Information Security Management

Liaison is accredited to ISO27001 'Information Security Management'. In achieving this level of certification, Liaison has demonstrated its systematic and on-going approach to managing sensitive company and customer information with robust information security management arrangements.

You can therefore be confident all data provided is stored and used securely. All programmes and data are backed up daily to secure off-site premises. System and data restore can be completed from these back-ups if required.

This award means that Liaison has:

- Examined the organisation's information security risks, taking in to account all known threats, vulnerabilities and impacts;
- Implemented a comprehensive range of information security controls and/or other forms of risk treatment (such as risk avoidance and risk transfer) to address risks that are deemed unacceptable; and
- Adopted an overarching management process to ensure that the information security controls continue to meet the businesses information security needs on an on-going basis.
- Liaison is one of only a few in its field to achieve this certification, reflecting an excellent standard of data security and an ongoing commitment to management of information security risks.
- Over the 30 years of providing financial audit and recovery services to public sector organisations, we have developed stringent data compliance procedures to assure our clients that the security of all their information fully complies with relevant data protection legislation.

Liaison provides access to a secure file upload site for our clients. This is a simple user interface where files can be loaded to Liaison's secure environment and notification can be sent to the selected Liaison staff member who then needs to access the specific network drive and folder to access the uploaded file. Access to the uploaded file is then governed by Liaison's "Information Access Control Policy" in accordance with ISO27001.

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Caldicott Policy

Liaison also has a Caldicott Guardian to ensure the protection of any data that contains patient information. All staff completing CHC reviews also undertakes Caldicott training and again have to pass an annual test so that the staff are fully informed of their obligation to keep patient information confidential.

Purpose and Scope of Liaisons Caldicott Policy

This policy provides an overview of the responsibilities of the named Caldicott Guardian. It further provides all employees, staff members or partner organisations (suppliers and contractors) with an understanding of their responsibilities in ensuring that Caldicott Guardian views and sign off are appropriately sought as and when required.

The policy applies to all "Personal Identifiable Data" processed, stored, used or accessed in any format held by or on behalf of the organisation.

The term used in the Caldicott Review encompasses all personal information about identified or identifiable individuals, which should be kept private or secret and includes deceased as well as living individuals. The review interpreted 'personal' as including the Data Protection Act 1998 definition of personal data, but included data relating to the deceased as well as living people, and 'identifiable' includes both information 'given in confidence' and 'that which is owed a duty of confidence' and is adapted to include 'sensitive' as defined in the Data Protection Act. This term "personal identifiable data" will be used throughout this policy.

All officers and individuals handling personal identifiable data on behalf of the organisation have a personal responsibility to engage the relevant organisation Caldicott Guardian, and seek views opinions and sign off as and when required.

All staff involved in the receipt and processing of patient identifiable data will be trained in Caldicott principles, Data protection and ISO 27001.

A full copy of our policy is available upon request.

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Service Overview

NHS N3 Network

Liaison has been granted access to the NHS N3 network as an approved non-NHS participant. This enables us to login to servers on N3 (eg: SBS Oracle R12 server) using credentials supplied by the host provider /Trust. We have a strict policy stating where Liaison users can access the N3 network.

Security Awareness and Training is part of the induction process so that new staff understand their responsibilities in the protection of Liaisons information assets and information processing facilities.

All Liaison staff working on client sites are provided with secure laptops and RSA secure ID fobs to ensure all client data is protected.

Our most recent ISO27001 re-certification was undertaken in September 2016 which we passed with no non-conformities. All staff are trained in Information Governance and pass annual DPA and ISO tests.

Our policies and procedures include: Company Security Information Policy; Confidential Waste Disposal Policy; Document Management Policy; Electronic Communications Usage Policy; Information Access Control Policy; Information Classification and Handling Policy; Information Retention Policy; Information Security Policy; Remote Working Policy; Virus Malicious Code Protection Policy and our Data Protection Act Policy which details the principles assigned to the management of data which includes:

Obtained and processed fairly and lawfully (that the subject of the data has consented to its collection and use.)

- Held and processed only for the specified purposes.
 - Adequate, relevant but not excessive.
 - Accurate and kept up to date.
 - Held for no longer than necessary.
 - Accessible to data subjects.
 - Subject to the appropriate security measures.
 - Not transferred outside the EEA (European Economic Area).
- Our secure servers are based in the UK, with appropriate processes of monitoring in place.

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Liaison Academy

The Liaison Academy offers our clients access to a range of specialist and bespoke training courses designed to suit you and your organisation. These are delivered by our team of qualified experts.

We see training as a core element of our service delivery, and one which we're proud to offer through our very own training academy.