

iCommissioner Service Definition

Benchmarking and performance
intelligence proposal

iCompare

Online performance monitoring and benchmarking combined with a simple user interface

A sophisticated yet intuitive online tool, the iCompare programme is an analytical solution that can be used by all staff types to access intelligence on the performance of their NHS organisation.

iCompare allows you to create your own scorecards, or to use and edit default scorecards to analyse performance of your CCG and the trusts you commission activity from.

Indicators cover all areas of performance - patient safety, finance, quality, assurance - are then available to view in various graphical outputs and at all levels of delivery from Trust wide down to individual consultant level.

As part of the iCompare programme we will also provide access to our Market Intelligence Programme, an on-line toolkit providing market analysis and trended data to assess key commissioned services, good clinical outcomes and ensure financial effectiveness with both geographical and tabular representations of the data.

The iCompare solution is supported by the Data Analysis Toolkit (DAT) which allows bespoke queries to be written and run on the English HES database, enabling users to access and analyse and information reported in the CMDS at a granular level.

iCompare for Commissioners

The core service will be based around our iCompare platform that facilitates benchmarking and delivers comparative analytics across a wide range of performance metrics covering efficiency, outcomes, quality of care and finance.

The system provides two dimensional views to enable CCGs to compare themselves with other CCGs and to enable them to compare their providers with other acute trusts, along with the following key features and benefits:

- Provides a consistent process across clinical cohorts and commissioner groupings to support benchmarking between CCGs.
- Includes a range of standardised metrics that enables CCG outcomes to be placed into context with the population they serve.
- Appropriate CCG peers ranked by standardised scores, providing relevant population benchmarked CCGs.
- Identifies key areas of variation between demand and activity across commissioner groups and/or clinically meaningful cohorts, i.e. PBC, HRG's, treatment functions, specialties.
- Provides access to three separate mortality indicators: HSMR, SHMI and CHKS's own risk adjusted mortality index (RAMI)

- Informs the process of moving resources volume/£ to the appropriate service provider delivering a holistic approach.
- The system is able to intelligently assign financial values to inform the financial impact of the variance.
- Enables a systematic process to be established to review if the required changes are taking place and supporting the setting of realistic attainable objectives, goals and commissioning plans.
- Linkage of efficiency and quality outcomes providing a holistic view on the delivery of care
- Alerts users to the key drivers, providers and practices relevant to outcomes.
- Facilitates a systematic process to review if the required changes are taking place and supporting the setting of realistic attainable objectives, goals and commissioning plans.
- Easy to export to MS Excel, CSV, Word and PDF files for inclusion in Quality Accounts and CQC reports
- Automatically updated as new data is released – national data sets are scheduled, local data can be updated as frequently as weekly depending on trust preference.
- Various presentation options including, heat maps, charts and tables, and help function on every page

A full list of indicators is provided separately.

Market Intelligence Programme

Presents key activity, income and market share information over time to help you easily understand variations in demand by provider and patient grouping, identify trends and highlight any changes that might need further investigation, enabling you to understand how best to meet changing healthcare needs.

- Multiple maps – showing activity, income and market share for all providers and practices for a CCG
- The system monitors activity and patient flow enabling changes and demands to be viewed by both volume and value.
- Track the trends in changes in demand at a CCG and GP Practice level.
- The market share functionality provides insight if the changes are being influenced by demand and/or choice.
- The contribution of the providers in the delivery of services for the CCG.
- The outcomes informing the CCG's of assessment of plans and actual delivery of service changes.

Data Analysis Toolkit

The Data Analysis Toolkit Plus (DAT+) provides total flexibility in comparative analysis and reporting. It allows you to run bespoke queries against the whole database to inform one-off information requirements. Alternatively you can configure to automatically produce regular reports for strategic and operational decision-making.

About CHKS

CHKS is a leading provider of healthcare intelligence and quality improvement products and services

Over the last 27 years our team of NHS data experts, clinicians and quality managers have worked with more than 400 healthcare organisations around the world to improve population health.

We enable providers and commissioners to make better decisions at patient, service, organisation and population level and deliver sustainable improvements in care quality, patient outcomes and service efficiency along the entire patient pathway.

Our services include:

- **Healthcare benchmarking and analytics** – we identify what to improve and model the impact of change at patient, organisation and population level
- **Clinical coding, data quality and financial assurance** – we ensure data is used for payment and decision making accurately reflect the care delivered
- **Care quality, assurance and accreditation** – we work to the latest international standards of best practice within a proven framework of continuous improvement

CHKS, part of Capita
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