

Insight Intelligence Programme

Online performance monitoring and benchmarking combined with expert analysis



"City Hospitals Sunderland has found its relationship with CHKS invaluable in understanding, analysing and addressing variations in quality, performance, patient safety and outcomes. The expertise and close partnership that CHKS provides in both providing near real-time performance data and its ability to undertake detailed analysis for us has been vital in improving our outcome and performance in a number of areas."

Les Boobis, Chief Clinical Information Officer,
City Hospitals Sunderland NHS Foundation Trust

Today's healthcare organisations need business intelligence at their fingertips to provide management and stakeholder assurance, and drive improvement. CHKS offers the data and analysis behind the numbers to give a trust-wide view of strengths and areas of improvement - helping you on your journey to world-class standards of operational clinical excellence.

CHKS Solution

Insight is a sophisticated and intuitive intelligence programme that helps trusts monitor progress on key performance indicators, informs improvement and service development plans, and ensures delivery against strategic objectives.

The online benchmarking and reporting tools are supported by CHKS consultants, who will help you to understand trust performance and trends right down to patient and consultant level. Insight analyses the most up to date and accurate data available directly from trusts – mapped by structure and specialty - to show the latest status on each indicator. It allows trusts to compare performance against peers, identify trends and interrogate the data to pinpoint underlying reasons for change.

Interpretation is the key to truly understanding the data and turning it into useful, actionable information. A dedicated CHKS consultant will support your team, calling on a wealth of experience and extensive networks to share new ideas, innovative thinking and proven improvement strategies.

Our NHS experts will :

- Interpret data to identify areas for investigation around patient safety and care
- Conduct bespoke analysis and research
- Conduct root cause analysis to investigate apparent problems
- Engage clinicians and other staff in the improvement process
- Create an action plan for the management team
- Present findings and recommendations to the management team.
- Provide system training.

Benefits

- Helps trusts to provide assurance to stakeholders that efficiency is not achieved at the expense of quality and patient care.
- Includes dedicated consultant support to help you understand your data and identify areas for investigation.
- Allows early detection of variations in performance and enables a swift response via targets and alerts functions.
- Converts robust data into actionable information that can be used for decision-making.
- Enables trusts to benchmark against other providers – both local and national – to help become best in class.
- Supports patient safety auditing by allowing root cause analysis and problem solving at patient level.
- Rapidly identify quality indicators.

Key features

- Easy to export to MS Excel and Word files for inclusion in Quality Accounts and CQC reports
- Automatically updated as new data is released
- Various presentation options including IRIS, heatmaps, charts and tables
- Set targets and alerts for immediate detection of decline in performance
- Help function on every page
- Bespoke reports track performance by priority indications, division, specialty and local peers
- Fast upload of trust data that is ready to access in just a few days - no reliance on a national data feed
- Shows percentile position within your peer group.



Iris view allows users to drill down to specialty level

Dashboard view shows performance on key indicators at a glance and is tailored to trust priorities'

CHKS, part of Capita plc, is a provider of healthcare intelligence and quality improvement services. In the last 25 years it has worked with over 400 healthcare organisations worldwide. With 70 per cent of acute healthcare providers in the UK choosing CHKS to support them on their improvement journey, CHKS has the skills and know-how to boost quality, cost and delivery performance.

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