

Quality, Costing and Income Risk Programme

Demonstrating the value of your services - the links between operating costs and quality of care



"More accurate recording and widespread linking of patient-level activity, cost and quality data will make it easier for providers to manage services for their patients effectively and efficiently and also improve the payment system in patients' interests."

Monitor (2014)

The challenge

The NHS faces an unprecedented challenge to reduce costs and significantly improve quality of care. With the continual pressures and reports of inefficient services delivering poor care to patients, healthcare providers must be able to measure the impact of care provided to patients and demonstrate how cost savings have been achieved without compromising on care.

Hospitals need to understand the value of their services, what their operating costs are and determine baseline measures for all areas that require improvement. These may include patient safety, clinical outcomes, cost effectiveness and patient and staff satisfaction. The key question for NHS clinicians and managers is knowing which service area to start in.

Our solution

Our Quality, Costing and Income Risk Programme is unique and through our initial diagnostic assessment, helps trusts identify clinical services where the costs for delivery are high and where clinical outcomes are below those of comparative organisations. We take a three dimensional view of the trust data to examine the dynamics between quality, cost, length of stay and income.

By looking at qualitative performance metrics such as mortality, clinical complications and readmissions, we are able to get a detailed understanding of the links between operating costs and quality of care.

This gives trusts the evidence base and insight needed to target areas for development, to deliver cost effective, high quality care to patients and to help create more sustainable health services. This also supports HFMA's Best Possible Value Programme where value is defined as the function of outcome over resources.

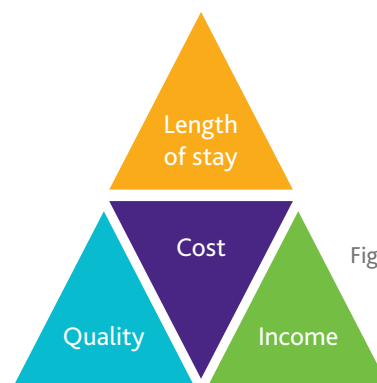


Fig1. The value triangle

Our analysis has proven that better quality healthcare does not have to cost more.

CHKS

Our approach

The programme is delivered by one of our team of NHS information experts. These consultants and analysts have unrivalled knowledge in healthcare and financial data, data recording processes and information systems. We already work closely with national organisations, such as the Department of Health, Monitor, HSCIC and local organisations to review trusts financial processes, supporting the reference cost and tariff programmes. With this knowledge and expertise we can help you get as much insight from your data as possible.

How it works:

1. Our team of **experienced consultants** will review trust financial and quality performance data to create a comprehensive diagnostic report, focusing on all areas where benchmarked costs are high and while quality and income metrics indicate a less favourable position
2. For each of the areas identified, a **summary action plan** will be provided, indicating where trusts need to focus efforts to understand the cost drivers for their services
3. Examples of **good financial and quality performance** link to current market intelligence data will identify high quality services and highlight opportunities to increase market share
4. We will provide a **comprehensive support programme** to trusts to help implement complex areas of the action plan as part of a wider project-based consultancy service.

Benefits

The Quality, Cost and Income Risk Programme gives trusts a comprehensive review of cost variation against quality metrics, looking at the value of services provided. Trusts will gain the evidence base and insight needed to help:

- Prioritise areas to develop more valuable services
- Understand the local drivers for high costs
- Identify problem areas and receive guidance to help make the recommended changes
- Engage with commissioners to monitor costs and improve income
- Challenge and review variation by engaging with clinicians on SLR and PLICS
- Improve the value of clinical services by understanding the dynamics of cost and quality.



About us

CHKS is one of the UK's leading providers of healthcare intelligence and quality improvement services. In the last 25 years we have worked with over 400 healthcare organisations worldwide. This makes us the provider of choice with the broadest range of services and highest level of expertise and knowledge. With 70% of acute healthcare providers in the UK choosing CHKS to support them on their improvement journey, we have the skills and know-how to help you boost quality, cost and efficiency in your organisation.

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