



THE SIGNIFICANCE OF DATA – A PROVIDER PERSPECTIVE

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DATA = INFORMATION

- Inputs – what effort?
- Costs – how much?
- Outputs – what results?
- Outcomes – how to measure quality?



Did those who needed it, get it?

To what benefit?

How can we do it cheaper/better?

ACTIVITY DATA

- Standardised and disciplined
- Permits benchmarking (Falls – N.Z!)
- Open marketplace
 - ◆ OOH admissions
 - ◆ Bed days
 - ◆ Day care
 - ◆ Physiotherapy
 - ◆ Complaints
 - ◆ Drug errors
- Create standards
 - ◆ Emergency homecare
 - ◆ Carer assessment
 - ◆ Attendance and Disability Living Allowances



DATA TO DEMONSTRATE NEW TARGETS

- Diagnosis
- Ethnicity
- Deprivation
- Care homes
- GPs and pathways
- Face to face liaison
- Education – multiplying factor and indirect effects
- Exclusion – learning disability, mental health
- Complexity
- Preferred place of death



DATA TO DEMONSTRATE NEW SPECIALIST ACTIVITY

- Delivered elsewhere
- Delivered in new ways



ST CHRISTOPHER'S HOSPICE - BALANCED SCORECARD

PERSONNEL

6 months to:	Mar 05	Sept 05	Mar 06	Sept 06
Sickness				
Turnover (Annualised)				
Headcount against Budget (Average Full Time Equivalent)				
Training/Development Days				

ACTIVITY

6 Months to:	March 04	Sept 04	March 05	Sept 05	Mar 06	Sept 06
IPU % Occupancy						
Caseload (1) - Homecare (2) - IPU						
New Referrals - Homecare - IPU						

- (1) Homecare caseload relates to the average daily number of patients.
 (2) IPU caseload relates to the total number of admissions in the period.

QUALITY

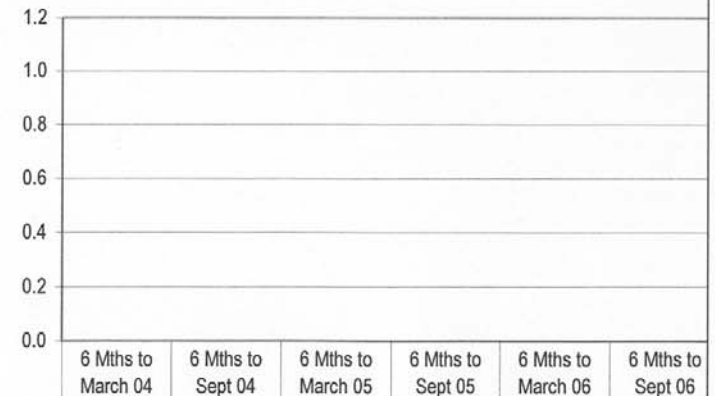
Complaints Received	6 Months to Mar 05	6 Months to Sept 05	6 Months to Mar 06	6 Months to Sept 06
Oral Comments				
Written Complaints				

User Feedback (% responses indicating satisfaction > 80%)	6 Months to Sept 05	6 Months to Mar 06	6 Months to Sept 06
IPU			
Home Care			

Drug Errors	6 Months to Mar 05	6 Months to Sept 05	6 Months to Mar 06	6 Months to Sept 06
Number of errors				
Error rate				

FINANCE

(£ million)



- ◆ Surplus/Deficit for period
- Unrestricted Cash Balance > Commission min. (6mths running costs)
- ▲ Tot. Legacy value notified

DATA FOR SERVICE RE-DESIGN AND TO DISPEL MYTHS

- OOH Cover
- Continuing Care delays
- Care home deaths on transfer



DATA ON COSTS

- Local community donations & volunteering
- Fully loaded - and not!
 - care
 - education
- To meet the competition
- To develop the future – nurse led admissions and beds
- Common templates – (hospice survey)
- Clear service specifications, menus and expectations



OUTCOMES AND QUALITY

- POS and its problems
- User satisfaction?
- Need a simple Quality of Life tool
- Remember audit and research
- What matters to the patient?
- What matters to carers?
- What matters to purchasers?
- What matters to stakeholders?
- What matters to us?



THE VISION THING