

UTILISATION MANAGEMENT UNIT

PART OF HEALTH INNOVATION MANCHESTER



DISCOVER



IMPROVE



EVALUATE



CHANGE

BLENDING CLINICAL AND ANALYTICAL EXPERTISE TO SUPPORT HEALTH AND CARE SYSTEMS TO IMPROVE PATIENT PATHWAYS, EXPERIENCE AND OUTCOMES.



NHS UTILISATION MANAGEMENT UNIT

Changing populations, increasing demand for services and the rising cost of health and social care means that pressure on care systems has never been greater.

With the emergence of new care models designed to integrate care and promote population health, there is a shift towards greater integration between care providers and an increased emphasis on place-based solutions rather than institutions.

The Utilisation Management Unit helps commissioners and providers to unlock the power of health data and insight to drive sustainable and cost-effective change that benefits patients, staff and the wider health and care system.

The team comprises experienced NHS clinicians and analysts that combine

expertise in data analytics alongside extensive front-line clinical insight.

We offer:



Bespoke analytics



Pathway reviews



System improvement

ABOUT US

We have been part of the NHS since 2003 and have an established reputation as pioneers in the field of clinically-led analytics.

We have become trusted partners to health and care commissioners and providers across the UK. By providing bespoke analytics, clinical reviews and system improvement support, we enable health and care systems facing unique challenges to improve patient flow, care and outcomes.

Our intrinsic patient first ethos underpins everything we do and we have the credibility to successfully engage and work with all stakeholders, particularly clinicians and patients.

Working with teams, we are able to develop deeper data-driven insights and create a shared understanding of the critical issues to be addressed.

Our recommendations, developed collaboratively, identify why things need to change, what needs to change

and how to ensure cost-effective and sustainable improvement.

As part of Health Innovation Manchester and the NHS family, we pride ourselves on offering a high quality and affordable service for health and care commissioners and providers.

We provide organisations with the benefits of specialist clinical analytics expertise, improvement support and an independent viewpoint to accelerate improvements.

Our bespoke approach is tailored to meet the needs of organisations to sustainably improve patient outcomes, experience and pathways including:

- Urgent and emergency care
- Planned care
- Mental health
- Primary and community care
- Social care

We fully appreciate capacity challenges and the need to avoid disruption to operations. We minimise the impact by being upfront and clear on what resources and information will be required, as well as capitalising on our access to national data sets through our existing agreements with NHS England.

We take great care through all stages of our work to ensure that we build on existing good practices and improvements, working in partnership with health and care staff and patients.

Prior to embarking on any work programme, we will ensure we have an in-depth understanding of your specific needs and a project brief will be mutually agreed.

- A team of experienced NHS clinicians and analysts
- Combined expertise in data analytics with frontline clinical insights
- Provide actionable insights and independent analysis
- Support staff to make tactical and operational improvements on the ground
- Improve patient care, pathways and experience



BESPOKE ANALYTICS

SUPPORTING SERVICE IMPROVEMENT THROUGH BESPOKE CLINICALLY-LED DATA ANALYSIS AND PREDICTIVE ANALYTICS

We provide health and care systems with bespoke dashboards and analytical insight to support decision-making and drive improvements in a number of key areas, including urgent and emergency care.

Our unique expertise enables us to provide a range of support such as:

- Analysis and interpretation of big data to inform local, regional and national strategies.
- Predictive analytics using national and local data sets.
- Health and social care performance benchmarking.
- Engaging with executives and front-line clinical staff through on-site diagnostics and interpretation of performance data.

- Provision of patient-focussed and clinically-led intelligence blending data analytics and insights from staff and patients.
- Future capacity and demand modelling incorporating predictive demographic changes and service utilisation.





CLINICAL PATHWAY REVIEWS

SUPPORTING IMPROVEMENT THROUGH CLINICAL REVIEWS TO INCREASE THE EFFICIENCY AND EFFECTIVENESS OF SERVICE DELIVERY

We can undertake an independent, clinically-led review of patient pathways (elective and non-elective) which will challenge current practices and assumptions.

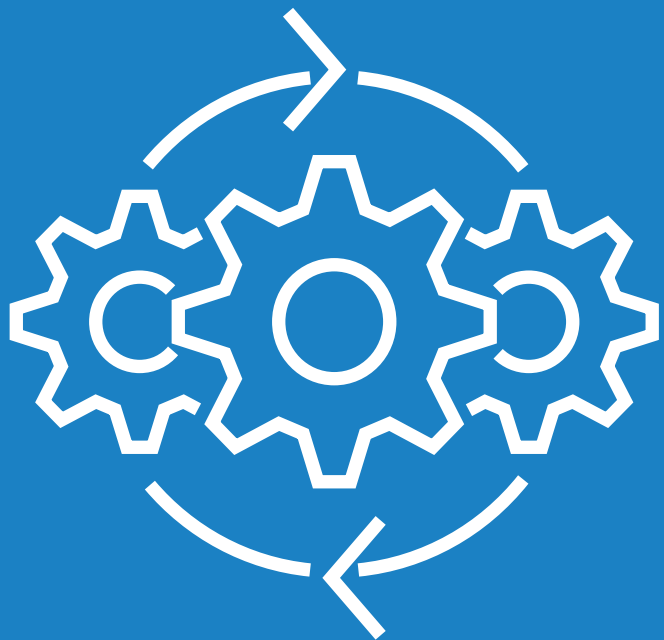
Our Clinical Pathway Review Team includes registered nurses with extensive experience reviewing clinical pathways and providing clinical redesign solutions.

We utilise a rigorous process that reviews and benchmarks clinical pathways against current service specifications and national guidelines.

This unique intelligence supports strategic commissioning decisions and informs service provision to improve care and health outcomes for patients and communities.

- Our independence and rigour ensures commissioners and providers have an objective understanding of patient pathways.
- We can triangulate data from a number of sources to identify how services are delivered and used.
- Our pathway reviews shed light on patient and staff experience and the responsiveness of services.
- Our independent insights support future commissioning decisions





SYSTEM IMPROVEMENT

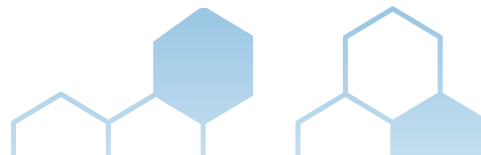
IMPROVING THE HEALTH AND WELLBEING OF LOCAL POPULATIONS BY SUPPORTING HEALTH AND CARE SYSTEMS TO IMPROVE PATIENT PATHWAYS

With a wealth of pioneering analysis and improvement methods, we can support local services, organisations and systems to identify key challenges and take action to overcome them.

Through the provision of actionable insights and independent analysis, together with improvement support and facilitative coaching at all levels, we enable quality improvements in care delivery across the whole system.

We provide organisations with the benefits of specialist clinical analytics expertise, improvement support and an independent viewpoint to accelerate improvements.

- We offer an informed, external perspective.
- We are skilled in providing constructive challenge to prompt collaboration and system learning.
- We provide a sense check for system level improvement plans.
- We provide additional capacity and expertise to support the delivery of improvements.
- We ensure there is a clear and sustained focus on measurable outcomes (data) to track improvement and transformational change.





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